

Student Services Area

Financial Aid

2004 - 2005

GOAL 1. Computerized packaging process for Title IV funds.

Objective	Assessment Criteria	Responsibility	Timeline	TVCC Goal
<ol style="list-style-type: none"> 1. Implement the Department of Education's EDExpress packaging module. 2. Provide system-wide access to individual student records no matter what stage they are in the packaging process. 	<p>This objective will be measured through Administrative evaluation.</p>	<p>Director of Student Financial Aid and Vice President of Student Services</p>	<p>2004 – 2005 school year</p>	<p>#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.</p>

✓ **Results of Assessment** **Describe Impact of Assessment Findings**

Fully Attained	All Title IV financial aid files are now processed on the Department of Education's EDExpress packaging module. This process increases the efficiency of the administration and delivery of financial aid funds to the students.
Partially Attained	
Not attained	

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2004 - 2005

GOAL 2. Implement IMAGE Now scanning program for paperless record-keeping of the financial aid office.

Objective	Assessment Criteria	Responsibility	Timeline	TVCC Goal
<ol style="list-style-type: none"> 1. Scan all new financial aid records. 2. Scan all old documents that must be maintained. 	The objectives will be measured through Administrative evaluation.	Director of Student Financial Aid and Vice President of Student Services	2004 – 2005 school year	#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

✓ Results of Assessment	Describe Impact of Assessment Findings
Fully Attained	
Partially Attained	All new documents are currently being scanned as they are created or brought in. Continuing the process of scanning old documents that must be maintained.
Not attained	

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2004 - 2005

GOAL 3. Increase office staff to better serve students in a more timely manner.

Objective	Assessment Criteria	Responsibility	Timeline	TVCC Goal
1. Improve efficiency of financial aid processing. 2. Improve efficiency of communications between the Financial Aid office and aid applicants.	These objectives will be measured by the addition of personnel. They will also be measured through Administrative evaluation.	Director of Student Financial Aid and Vice President of Student Services	2004 – 2005 school year	#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

✓	Results of Assessment	Describe Impact of Assessment Findings
Fully Attained		
Partially Attained		Hired full-time receptionist. Unable to hire additional Financial Aid Assistant yet.
Not attained		

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2004 - 2005

GOAL 4. Update website to a more user-friendly format.

Objective	Assessment Criteria	Responsibility	Timeline	TVCC Goal
<ol style="list-style-type: none"> 1. Increase student awareness and understanding of financial aid processes. 2. Expedite the financial aid application process for students. 3. Clarify eligibility requirements. 	<p>This objective will be measured through written evaluation by administration, faculty and students (by survey).</p>	<p>Director of Student Financial Aid and Web Designer</p>	<p>2004 – 2005 school year</p>	<p>#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.</p>

✓ **Results of Assessment** **Describe Impact of Assessment Findings**

Fully Attained	
Partially Attained	Updated forms and applications to current year information. Revised loan information. Unable to revise other information yet.
Not attained	

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2004 - 2005

GOAL 5. Close out National Direct Student Loan (NDSL) program with Department of Education.

Objective	Assessment Criteria	Responsibility	Timeline	TVCC Goal
<ol style="list-style-type: none"> 1. Meet with outside vendors and other higher education institutions to assess ability to perform collection services on outstanding defaulted NDSLs. 2. Hire collection agency to handle collections and to close out the NDSL program through the assignment of loans to the Department of Education. 3. Reconcile balances of loans with Business Office. 	<p>This objective will be measured through Administrative evaluation.</p>	<p>Director of Student Financial Aid and Vice President of Student Services</p>	<p>2004 – 2005 school year</p>	<p>#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.</p>

✓ Results of Assessment	Describe Impact of Assessment Findings
Fully Attained	
Partially Attained	Hired Regional Adjustment Bureau to perform collection services, then assign uncollectible loans to the Department of Education for the close-out process. They are currently in the collection stage of this process.
Not attained	