

**ASSESSMENT PLAN**College/Division: **Vice President of Student Affairs**Department/Unit: **Financial Aid**Planning Unit : **Financial Aid**Administrator : **Rip Drumgoole**Period: **FY06**Plan Status: **Administrative Response to UAP**Current Date/Time: **3/6/2006 10:40:05 AM**

This plan currently has 4 outcomes.

Move To: [Outcome 1](#) [Outcome 2](#) [Outcome 3](#) [Outcome 4](#)[Send it Back for Changes](#)[Finalize and Lock the Plan](#)**General Plan Information****Planning Unit  
Mission :****Outcome 1**[Return To Top](#)**Description & Methodology****Goal**

Finalize transfer of old documents to IMAGE Now scanning program to attain paperless recordkeeping.

**Outcome Description**

Continue scanning old documents for storage on IMAGE Now system.

**Implementation Strategy**

Add additional site license for IMAGE Now program to allow additional users to scan and process old documents and to assist in scanning and processing new documents.

**Assessment Method**

This outcome will be measured through Administrative evaluation.

**Criterion (Expected Outcome)**

All old documents will be scanned for storage and retrieval by August 31, 2006.

**Relationship to Unit Mission****Relationship to Strategic Plan Goal**

A paperless recordkeeping system will afford the financial aid staff on all campuses to access records for any student at any time, therefore making it more convenient for the student to apply for and obtain information about their financial aid records.

This system will increase the efficiency of the financial aid staff and the timeliness of processing and delivering financial aid by eliminating the "transport" time of documents from the satellite campuses to the main campus.

**Strategic Planning Goals**

4. Enhance Educational and Student Service for Improved Student Learning

**Operational Budget Implications**

Increase budget account number 1130-042 by approximately \$1,500 to purchase an additional site license for the IMAGE Now program.

**Personnel Budget Implications**

None

**Equipment Budget Implications**

None
<b>Personal Notes</b>
<p><b>Administrator Comments and Departmental Response</b> <input type="button" value="Add Comment"/></p> <p>No comments exist.</p>
<p><b>Status: Not Approved</b> <input type="button" value="Approve"/></p>
<p><b>Outcome 2</b> <a href="#">Return To Top</a></p>
<b>Description &amp; Methodology</b>
<b>Goal</b> Increase office staff to better serve students in a more timely manner.
<b>Outcome Description</b> Improve efficiency and accuracy of financial aid processing.  Improve efficiency of communications between the Financial Aid office and aid applicants.
<b>Implementation Strategy</b> Requested additional personnel to more evenly distribute the workload of all financial aid programs.
<b>Assessment Method</b> These outcomes will be measured by the addition of personnel. They will also be measured through Administrative evaluation.
<b>Criterion (Expected Outcome)</b> Hire additional Financial Aid Assistant.
<b>Relationship to Unit Mission</b>
<b>Relationship to Strategic Plan Goal</b> Additional personnel will allow for more even distribution of financial aid processing, thereby decreasing the backlog of file processing that has occurred due to the increase enrollment.
<b>Strategic Planning Goals</b>
<b>Operational Budget Implications</b> None.
<b>Personnel Budget Implications</b> Additional Financial Aid Assistant approximate salary would be \$16,000 to \$17,000 per year.
<b>Equipment Budget Implications</b> Purchase computer and printer for additional staff member at an approximate cost of \$1,600.  Purchase office furniture for additional staff member at an approximate cost of \$1,600.
<b>Personal Notes</b>
<p><b>Administrator Comments and Departmental Response</b> <input type="button" value="Add Comment"/></p> <p>No comments exist.</p>
<p><b>Status: Not Approved</b> <input type="button" value="Approve"/></p>
<p><b>Outcome 3</b> <a href="#">Return To Top</a></p>
<b>Description &amp; Methodology</b>
<b>Goal</b> Update website to a more user-friendly format.
<b>Outcome Description</b> Increase student awareness and understanding of financial aid processes.  Expedite the financial aid application process for students.  Clarify eligibility requirements.
<b>Implementation Strategy</b> Visit websites of similar institutions to assess the usability of their format.

Work with Web Designer to rewrite information to be more concise and clear.

**Assessment Method**

This objective will be measured through written evaluation by administration, faculty and students (by survey).

**Criterion (Expected Outcome)**

The website will more effectively disseminate information on financial aid and the steps to follow to apply.

**Relationship to Unit Mission****Relationship to Strategic Plan Goal**

All financial aid processes are automated, therefore the website is an important tool to assist students in the application process.

**Strategic Planning Goals****Operational Budget Implications**

None.

**Personnel Budget Implications**

Overload pay for Web Designer should be between \$500 and \$750 per semester.

**Equipment Budget Implications**

None.

**Personal Notes****Administrator Comments and Departmental Response**


No comments exist.

**Status: Not Approved**

**Outcome 4**
[Return To Top](#)
**Description & Methodology****Goal**

Close out National Direct Student Loan (NDSL) program with the Department of Education through Regional Adjustment Bureau, Inc. (RAB).

**Outcome Description**

Continue corresponding with RAB regarding accounts turned over to them for collection and assignment.

**Implementation Strategy**

RAB will continue collection efforts through September of 2005, then will begin assignment of those loans still outstanding in order to complete the close-out process.

**Assessment Method**

This outcome will be measured through Administrative evaluation by the Director of Student Financial Aid and the Vice President of Student Services.

**Criterion (Expected Outcome)**

All outstanding NDSL accounts will be collected or assigned to the Department of Education for collection by August 31, 2006.

**Relationship to Unit Mission****Relationship to Strategic Plan Goal**

Department of Education guidelines require that we close-out this program since we no longer participate in it. These defaulted student loans affect our Cohort School Default Rate, which could cause us to lose the ability to process loans for students.

**Strategic Planning Goals**

4. Enhance Educational and Student Service for Improved Student Learning

**Operational Budget Implications**

Payment of assignment fees of \$30 per account assigned on a monthly basis as assignments are processed. Maximum fees will be no more than \$11,700.

**Personnel Budget Implications**

None.

**Equipment Budget Implications**

None.

**Personal Notes**

**Administrator Comments and Departmental Response**

[Add Comment](#)

No comments exist.

**Status: Not Approved**

[Approve](#)