

Student Services
Departmental Goals and Assessment Plans 2011-2012

Department Name: Financial Aid Office

Department Goals for 2011-12

1. Verification Changes for 2012-13

The verification process will be changing substantially for the 2012-13 academic year. It is important that students understand the changes and are ready to submit the appropriate information to allow them to receive financial aid. To this end, a verification work team will be formed to determine what new forms will need to be created to cover all of the new requirements. In addition, the group will also propose ways to notify students of the changes to ensure the correct information is submitted. Based on the information from the work group, new forms may be created and made available to students. In addition, the method of contact and what is included in the contact will be used to notify students of verification requirements. This information will be completed so that the forms can be posted by January 15, 2012.

2. 2011-12 Website Review and Enhancement

The current set up and information on the Financial Aid page is not very user-friendly. Also, trying to navigate to the Financial Aid web page can be problematic, at best. The FAO needs to update and enhance the web site so students will find it useful, rather than confusing. A Web Review team will be established to review the website and come up with ways to improve/enhance what the student sees. One or more focus groups will be established with the team giving them problems to solve, using the website. This will be done before and after updates are made to determine if the website is helpful or confusing to students. Students who participate in the focus groups will be offered compensation of some sort, such as food, bookstore coupons, free food at the Food Court, etc.

3. Financial Aid Retreat

It has been several years since the FAO has been able to have a full staff retreat, held away from campus. Due to additional changes that will be coming, this retreat gives the staff an opportunity to all meet together to do the following:

- Review current procedures to determine what changes are needed
- Review the information from the Verification Changes Work Group.
- Talk about customer service and how we can continue to put the student first within our office.
- Take the opportunity to enjoy the company of staff members from other campuses.

4. Update of Policies and Procedures Manual

This goal has been on-going. With all of the new changes, it is imperative that the manual be completely updated and overhauled. The Director will be asking different staff members to update sections of the manual based on their areas of expertise. With the assistance of the FAO Administrative Assistant, this information will then be formatted using the NASFAA Template. To make this goal more achievable, the manual will be divided in to sections that can be completed each month. This goal will continue to the 12-13 year, as there are too many sections to complete in one year. The sections will be:

- a. Application Process
 - b. Cost of attendance
 - c. Packaging
 - d. Loans
 - e. Work Study
 - f. Scholarships
 - g. Tuition Waivers
 - h. Overpayments
 - i. Return of Title IV funds
 - j. Satisfactory academic progress
 - k. Maximum hours
 - l. Eligible and non-eligible programs.
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Project (Assessment) Title: 2011-2012 Financial Literacy

College Priority & Objective

Strategic Priority II: Improve Student Access and Success; Objective II B Increase general enrollment to meet current budget needs (>15,500 FTE).; Objective II C Implement recruitment efforts to increase enrollments of targeted underrepresented groups.

Methodology (Plan/Timeline/Method):

A work group will be formed within the Financial Aid Office to investigate the different literacy programs that can be provided by outside vendors. The majority of these programs are offered for free, but some do have a minor charge.

The group will review the types (on-line, paper) of programs, the cost of the programs (if any), and how satisfied other institutions are with the programs. Each member of the group will review 1-2 sites and create a report detailing the type of training, the information that is covered and the satisfaction of other institutions. The section on satisfaction may require phone calls to the different institutions. It is expected that we will have information on 10-15 literacy programs.

Learning Outcome - Acquire Knowledge A. Master subject matter B. Apply knowledge

Results/Findings:

Using the information collected, the work group will make recommendations to the Management Team of what programs will best serve the population at Salt Lake Community College. In addition, they will determine how these programs should be delivered to students and if the FAO will need to purchase new media or improve existing media to deliver the programs.

Actions Taken (Use of Results/Improvements):

The Technician II group took on the goal of reviewing available financial literacy programs. This task proved to be much more involved and larger than originally expected. The group found 18 sites that that looked to be useful for the community college population. It also became apparent that this assessment would need to be conducted over two years, rather than just the one year originally set. Based on the information located by this group, this assessment will be continued to next year. A new group will be formed using staff members from all areas of financial aid. This group will then be tasked to

work with these websites to select 3-6 that will be used by the Financial Aid Office during the next two years. In addition, this group will attempt to work with Student Life and Leadership to offer this information in a brown bag format to students at all campuses.