



## Planning and Evaluation Tracking

College Year: 2009-2010

Division of: Enrollment Division

Person Responsible: Robert Austin

Department of: Financial Aid

Person Responsible: Kay Mooney

### Purpose Statement:

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Financial Aid will work with faculty to support the mission of Financial Aid	1. 2006-2007 After Financial Aid meeting with Division Chairs 100% of faculty will turn in grades on time based on report from Registrar's Office	1. 2006-2007  No data.	1. 2006-2007  Data gathered was from a previous academic year. Closed objective and restated for 07-08.
	Restated for 2007-2008 After financial aid meeting with Vice-President's Council 100% of faculty will turn in grades based on Registrar's mandated time line measured from data obtained from a query.	Fall 2007 420 = # of faculty 346 = on time 83% = 346/420 = % on time  Spring 2008 424 = # of faculty 360 = on time 85% = 360/424 = % on time	1. Results improved to 85% which is acceptable for financial aid needs  Close this outcome for 2009-10. It should not be an on-going problem.

<p>2. Financial Aid will work with faculty to support the mission of Financial Aid</p>	<p>2. 2006-2007          . After Financial Aid meeting with Division Chairs 100% of faculty will complete the Electronic Rosters accurately and within 24 hours of the census date of the semester based on report from Registrar's Office</p> <p>Restate 2007-2008          After Financial Aid meets with the Vice-President's Council 100% of faculty will complete their electronic rosters within the Registrar's mandated time frame.</p> <p>Restate 2008 -2009          Financial Aid will contact the faculty supervisor's council by email or by requesting to meet with the council to encourage 100% faculty to complete their census day electronic rosters within the Registrar's mandated time frame.</p>	<p>2. 423 of 428 (99%) of Fall 06 teaching faculty certified their rosters within 24 hours. However, 40% of the roster information was accurate.</p> <p>Fall 07          1615 = # of rosters          1377 = # on time          86% = 1377/1615 = on time</p> <p>Spring 08          1635 = # of rosters          1365 = # on time          84% = 1365/1635 = on time</p>	<p>2. Accuracy will be addressed by working with Registrar and Program Managers          Closed Objective and restated for 2007-2008.</p> <p>2. Data shows a 2% decrease, Results in mid 80% is not satisfactory and a new approach will be used to see if 80% can be improved.</p>
<p>3. Financial Aid will effectively communicate with students.</p>	<p>3. After Financial Aid Office informs students of Financial Aid Website students will visit the website. 50% of those who complete the survey, will indicate they were directed to the website by Financial</p>	<p>3. 636 responded to survey. 42% indicated they were directed to website by financial aid staff.</p> <p>3B. 2006-2007          No Data</p>	<p>3. Results eschewed because MyAC is receiving FA initial phone calls.          Closed objective and restated for 2007-2008.</p> <p>3B. No data was gathered because IT said that the</p>

<p>Aid Staff.</p> <p>3B. After being notified about MyAC, all new financial aid applicants will read emails sent to them by the Financial Aid office as measured by the Communication Management Report.</p> <p>3C. After sending a postcard informing students of MyAC email, all new students who applied for financial aid and have been green lighted for spring 2008 will access MyAC email as measured by a query y student name to Campus Cruiser userlog.</p>		<p>report was not available through Communication Management. Closed objective and restated for 2007-2008</p>
<p>3D. Restate 2008-2009 After completing the Financial Aid survey, 100% of respondents will indicate satisfaction with the financial aid process, as demonstrated by survey results.</p> <p>After completing the Financial Aid survey, 100% of respondents will indicate knowledge of myAC email, as demonstrated by survey results.</p>	<p>3C. Portal Monthly Report Fall - 2007 556,107 students personal page hits</p> <p>Spring 2008 822,370 students personal page hits</p> <p>3D. n = 524 out of 5,496</p> <p>Strongly Agree - 42.9% Agree - 23.9% Neutral - 14.1% Disagree - 1.9% Strongly Disagree - 2.1% Not applicable - 14.7% No response - 0.4%</p> <p>n= 524 out of 5,496</p> <p>Daily - 42.2% Weekly - 32.4% Bi-Weekly - 8.8% Monthly - 9.0% Do not check MyAC - 5.5% Not aware of MyAC - 2.1%</p>	<p>3C. Currently not a way to determine from the Portal Monthly Report if all individual students have actually accessed their MyAC email. Data we need is students satisfaction with financial aid and knowledge of myAC student email.</p> <p>3D. Not currently satisfied with results so will send out survey again to see if results increase.</p> <p>Currently satisfied with results Will close this part of this objective.</p>

Restate for 2009-2010

After sending letters, Carl calls, and personally handing out cards to students, who visit the office, all students who currently receive financial aid demonstrate their satisfaction with receiving accurate financial aid information as documented by our survey.

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4. After receiving communication from AC Financial Aid Department, 100% of the students who applied for and did not receive need-based aid in 2008 fall will re-apply for need-based aid for 2009 fall, as measured by fall 2009 Databook.

4. n = 5,631  
y = 33% reapplied

4. The original objective did not achieve the goals that we wanted so need to reevaluate to include all awarding of any financial aid.

Restate for 2009-2010

After sending a letter via e-mail from the Director of Financial Aid to encourage 100% of the current year students who did not qualify for financial aid to re-apply for the upcoming academic year to have their eligibility re-evaluated for need based aid.

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