

PET FORM
Planning and Evaluation Tracking
(2011-2012 Assessment Period)

Division of: Student Affairs

Person Responsible for this Division: Robert C. Austin

Department of: Financial Aid

Person Responsible for this Form: Kay Mooney

Purpose Statement (With Last Updated Date): The purpose of the Amarillo College Financial Aid Office is to assist students to receive a quality education by reducing their financial burden of education costs through aid that is provided from federal, state, and local government, as well as private resources. This includes grants, loans, scholarships and work study (Updated: 2-14-11).

Goal Statement #1: Financial aid will effectively communicate with students.

Outcome/Objective Statement

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

- Results (Provide Numbers and Percentages for Quantitative Data)
 - **2009-2010 Data:** Numbers = 294 out of 6396 and Percentage = 87%
- Analysis
 - Provide Previous Data/Result Analysis
We have been very satisfied with the information gathered from our surveys concerning the effective communication between staff and students.
- Improvements
 - List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results:
No communication methods changed as students seem to be satisfied. Academic year 2010-2011 is the off year. No survey was sent to students.
 - Evaluate Why Improvements Were Successful/Were Not Successful:
 - Provide the Budget Information Needed to Make Past Improvements (Cost/Details):
- Recommendations/Actions for **2011-2012**
 - Person Responsible (Who will complete the action?): Director and Associate Director of Financial Aid.
 - Action Plan: Spring 2012 we will meet with Institutional Research to establish survey questions and schedule a date for the survey to be sent to financial aid students, and then measure this outcome again for the 2011-2012 PET cycle.
 - Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date): The plan is to have the survey sent to all financial aid students no later than March 30, 2012.
 - Budget Information Needed for Future Action (Cost/Details): This is cost effective as the survey is sent electronically.

Outcome/Objective Statement

1.b. After sending email notifications, post cards, envelope inserts and informing students who may have a financial aid credit balance, we will have 100% sign-up for direct deposit as determined by a Financial Aid query.

- Results (Provide Numbers and Percentages for Quantitative Data)
 - **2009-2010 Data:** No Data for 2009-2010
 - **2010-2011 Data:** Fall - Numbers = 1699 out of 4495 and Percentage = 36%
Spring Numbers = 2491 out of 4435 and Percentage = 35%
Summer Numbers = 779 out of 1502 and Percentage = 52%
 - Analysis
 - Provide Previous Data/Result Analysis
Even though our benchmark of 100% was not reached and we realize not all students will have a checking account we will continue to pursue this objective as it is a convenience for the student and cost saving for the college.
 - Improvements
 - List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results:
This objective was not implemented in 2009-2010.
 - Evaluate Why Improvements Were Successful/Were Not Successful:
N/A
 - Provide the Budget Information Needed to Make Past Improvements (Cost/Details):
N/A
 - Recommendations/Actions for **2011-2012**
 - Person Responsible (Who will complete the action?): Financial Aid Office
 - Action Plan: To continue to inform financial aid students verbally, by email and with Direct Deposit Information inserted into all outgoing mail, and then measure this outcome again for the 2011-2012 PET cycle.
 - Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):
This action plan is implemented on a daily basis.
 - Budget Information Needed for Future Action (Cost/Details): The only direct cost to our financial aid budget is the printing of the Direct Deposit cards of \$600 per year.
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Goal Statement #2: Ensure Student Access (AC Strategic Plan through 2015: Goal 2, Strategy 2.3).

Outcome/Objective Statement

After staff of Financial Aid and AC Foundation develop a training session for employees regarding all options for financial aid for both credit and CE students, CTL will offer the session at least twice a year (AC Strategic Plan through 2015: Task 2.3.3.1).

- Results (Provide Numbers and Percentages for Quantitative Data)
N/A – New Goal/Outcome
- Analysis
N/A – New Goal/Outcome

- Provide Previous Data/Result Analysis
(Include if benchmark was met and how results relate to outcome statement):

- Improvements

N/A – New Goal/Outcome

- List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results:
- Evaluate Why Improvements Were Successful/Were Not Successful:
- Provide the Budget Information Needed to Make Past Improvements (Cost/Details):

- Recommendations/Actions for **2011-2012**

- Person Responsible (Who will complete the action?): **Financial Aid and AC Foundation**
 - Action Plan: **Financial Aid and the AC Foundation will meet during the 2011-2012 year to develop financial aid training materials.**
 - Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date): **To be determined.**
 - Budget Information Needed for Future Action (Cost/Details): **To be determined.**
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