



Planning and Evaluation Tracking

College Year: 2008-2009

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	1. Results improved to 85% which is acceptable for financial aid needs
		Spring 2008 424 = # of faculty 360 = on time 85% = 360/424 = % on time	Close this outcome for 2009-10. It should not be an on-going problem.

2. Financial Aid will work with faculty to support the mission of Financial Aid	<p>2. 2006-2007</p> <p>. 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>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>2. Accuracy will be addressed by working with Registrar and Program Managers</p> <p>Closed Objective and restated for 2007-2008.</p>
	<p>Restate 2007-2008</p> <p>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>Fall 07</p> <p>1615 = # of rosters 1377 = # on time 86% = 1377/1615 = on time</p> <p>Spring 08</p> <p>1635 = # of rosters 1365 = # on time 84% = 1365/1635 = on time</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>Restate 2008 -2009</p> <p>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>		
3. Financial Aid will effectively communicate with students.	<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</p> <p>No Data</p>	<p>3. Results eschewed because MyAC is receiving FA initial phone calls.</p> <p>Closed objective and restated for 2007-2008.</p> <p>3B. No data was gathered because IT said that the</p>

Aid Staff.
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.

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.

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.

After completing the Financial Aid survey, 100% of respondents will indicate knowledge of myAC email, as demonstrated by survey results.

3C. Portal Monthly Report
Fall - 2007
556,107 students
personal page hits

Spring 2008
822,370 students
personal page hits

report was not available through Communication Management.
Closed objective and restated for 2007-2008

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.

4. Financial Aid will work to increase number of FAFSA applications and increase need-based awards.

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.

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