

Assessment of Unit Outcomes Report Form A-2

Office of Student Financial Aid
Unit

December 2006 - November 2007
Assessment Period Covered

Instructions: This form should be used to report on each of your **Unit Outcomes**. You may not assess every unit outcome every year, but you will have a report for each outcome based on the year (2004-present) that it *was* assessed.

- 1. Unit Outcome** (What characteristic, skill, behavior, or attitude did your unit intend to offer or enhance relative to student learning and development?)

1. Develop an ongoing, structured training program for all levels of staff in the financial aid office at Prairie View A&M University.
2. Implement the auto-packaging functionality in SIS PLUS.
3. Implement the student loan functionality in SIS PLUS.
4. Automate the satisfactory academic progress processes of updating the status of students who are meeting SAP requirements and of notifying the students.
5. Increase Financial Aid Office Staff Size.

- 2. Strategies Used to Meet Unit Outcome** (What did you do?)

1. Send staff to New Aid Officers training (SASF AA) and ensure that all staff have an opportunity to attend yearly workshops.
2. With the assistance of SunGard HE and Sallie Mae, auto-packaging functionality implemented Spring 2007.
3. January 2007 - PVAMU formed a partnership with Sallie Mae and USA Funds. All new loans were certified in batch via SIS PLUS and transmitted electronically to Sallie Mae via their OpenNet program.
4. May 2007 - SunGuard HE staff setup satisfactory academic progress (SAP) calculations in SIS PLUS. SAP calculations were ran to ensure that students that did not meet the minimum qualifications were not packaged.
5. Beginning December 2006, Financial Aid Staff were reorganized to improve service to students.

- 3a. First Measure or Means of Assessment for Outcome above and Criteria for Success** (Satisfaction Surveys, mock interviews, activity evaluations, focus group product, After-the-Trip Impact Statement, Internal and/or External Audit, Project Participation rates, Percentage increases, Attendance, Completion rates, etc.). Briefly explain the means or measure and how you determined achievement.

1. Verbal discussions with staff displayed greater knowledge of financial aid regulations.
2. Staff no longer had to award students by hand.
3. Staff no longer had to certify student loans by hand in the Texas Guarantee system.
4. Staff no longer had to calculate SAP by hand.
5. More staff were made available for consultation with students.

3b. Results/ Findings. (How did you do?)

1. Staff were able to interpret financial aid awards and in some cases make adjustments. (Previously, only two-three staff members were allowed to award students).
2. The automation of items 2-4 and the addition of more staff allowed us to get more students in a paid status than previous semesters.

3c. Use of Results to Improve Unit Services (How did you use the findings?)

1. Highly trained counseling staff were able to assume positions in other areas of financial aid. (i.e. loans, scholarships, etc.)
2. Other departments have a significant effect on the success of items 2-4. In the Banner implementation, the other units (i.e. Graduate Admissions, Admissions, Registrar, etc.) must be told that must enter all data. Otherwise, the financial aid awards will be inconsistent.
3. Additional staff members needed to manage IT.

5. Documentation (Where is the evidence located? (e.g. Vice President's Office, Office of the Associate Provost, Director's Office, Assessment Coordinator's Office, etc.?)

1. SIS PLUS - IT Services
2. Office of Student Financial Aid & Treasury Services - Excel Spreadsheets from Treasury Services

* May be repeated for additional means or measures, as appropriate.

This modified sample reflects the format offered by Nichols and Nichols in *A Road Map for Improvement of Student Learning and Support Services through Assessment*, 2005.