

Support Services Review Template

Unit Name: Financial Aid

Terry Bazan

Unit Review Leader: _____

Today's Date: 12/16/2013

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

Help students achieve their academic goals by providing them with financial resources to gain access to higher education. The Financial Aid Office is dedicated to maintaining fiscal and regulatory integrity, providing timely and accurate information, offering advice about comprehensive financial aid programs, and educating students about financial literacy.

1.1.1 How does the mission of the unit support the mission of the college?

The Financial Aid Office's mission supports the college's mission of "A continuing program of counseling and advising designed to assist students in achieving their individual educational and occupational goals. The Financial Aid Office facilitates the intended outcomes of the college's mission including: 1. Increase persistence (term to term and fall to fall) 2. Complete developmental and adult education progression to credit courses 3. Increase completion of all attempted courses with a C' or better 4. Increase degree/certificate graduates and transfer rates 5. Increase success equity across all racial/ethnic/gender/income groups

Support Services Review Template

1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

The Financial Aid Office provides services to prospective, current and former students. The Financial Aid Office provides secondary services to faculty and staff.

1.3 What services or products does the unit provide?

The Financial Aid Office provides students with accurate and timely information regarding their student financial aid awards and offers advice regarding the various financial aid programs available. The FAO provides workshops regarding general financial aid information, FAFSA completion and financial literacy education.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

The services provided by the Financial Aid Office have a direct impact on student enrollment and student retention. Students that are in need of financial aid depend on their financial aid funds to enroll and to remain in school.

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

- SSI1 Increase persistence (term-to-term & fall to fall)
- SSI2 Complete developmental and adult education course progression to credit courses
- SSI3 Increase completion of all attempted courses with a "C" or better
- SSI4 Increase degree/certificate graduates and transfer rates
- SSI5 Increase success equity across all racial/ethnic/gender/income groups

Institutional Effectiveness

- IE1 Balanced instructional offerings among the College's mission elements;
- IE2 A teaching and learning environment that encourages students to be active, life-long learners;
- IE3 Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;
- IE4 Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;
- IE5 Job placement from career workforce programs into family-wage careers;
- IE6 Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.

Goal #	Unit Goal (description)	Board Policy A-1										
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.											
UG1	Promote and provide quality services for students seeking financial aid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
UG2	Maintain compliance with internal and external policies, procedures, laws, and other relevant legal issues in regards to financial aid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
UG3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

➤ this table will link to other areas in this report

➤ If you need more space than this table allows, contact OIEA for a separate form.

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1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		Example outcome: Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .		Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.
UG1	Promote and provide quality services for students seeking financial aid	UO1.1	Maintain a process to provide students with accurate, timely, relevant financial aid information.	UM1.1.1	Measure success by reporting high levels of student satisfaction ratings as reported on Point of Service Surveys
				UM1.1.2	Measure success by reporting student satisfaction ratings as reported on evaluations done after each Student Success workshop
		UO1.2	Conduct Student Success workshops for students on financial aid warning	UM1.2.1	
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	Maintain compliance with internal and external policies, procedures, laws, and other relevant legal issues in regards to financial aid.	UO2.1	Maintain audit findings that are directly related to FAO processes and procedures	UM2.1.1	Measure success by receiving a clean audit from external auditors.
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

Support Services Review Template

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

➤ this table will link to other areas in this report

➤ If you need more space than this table allows, contact OIEA for a separate form.

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2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Measure success by reporting high levels of student satisfaction ratings as reported on Point of Service Surveys</i>	0.00	0.00	4.90	0%	UO1.1
UM1.1.2	<i>Measure success by reporting student satisfaction ratings as reported on evaluations done after each Student Success workshop</i>	0.00	0.00	0.90	0%	UO1.1
UM1.2.1	0	0.00	0.00		#DIV/0!	UO1.2
UM1.2.2	0				#VALUE!	UO1.2
UM1.3.1	0				#VALUE!	UO1.3
UM1.3.2	0				#VALUE!	UO1.3
UM1.4.1	0				#VALUE!	UO1.4
UM1.4.2	0				#VALUE!	UO1.4
UM1.5.1	0				#VALUE!	UO1.5
UM1.5.2					#VALUE!	UO1.5
UM2.1.1	<i>Measure success by receiving a clean audit from external auditors.</i>	0.00	0.00	1.00	0%	UO2.1
UM2.1.2					#VALUE!	UO2.1
UM2.2.1					#VALUE!	UO2.2
UM2.2.2					#VALUE!	UO2.2
UM2.3.1					#VALUE!	UO2.3
UM2.3.2					#VALUE!	UO2.3
UM2.4.1					#VALUE!	UO2.4
UM2.4.2					#VALUE!	UO2.4
UM2.5.1					#VALUE!	UO2.5
UM2.5.2					#VALUE!	UO2.5
UM3.1.1					#VALUE!	UO3.1
UM3.1.2					#VALUE!	UO3.1
UM3.2.1					#VALUE!	UO3.2
UM3.2.2					#VALUE!	UO3.2
UM3.3.1					#VALUE!	UO3.3

Support Services Review Template

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.3.2					#VALUE!	U03.3
UM3.4.1					#VALUE!	U03.4
UM3.4.2					#VALUE!	U03.4
UM3.5.1					#VALUE!	U03.5
UM3.5.2					#VALUE!	U03.5
UM4.1.1					#VALUE!	U04.1
UM4.1.2					#VALUE!	U04.1
UM4.2.1					#VALUE!	U04.2
UM4.2.2					#VALUE!	U04.2
UM4.3.1					#VALUE!	U04.3
UM4.3.2					#VALUE!	U04.3
UM4.4.1					#VALUE!	U04.4
UM4.4.2					#VALUE!	U04.4
UM4.5.1					#VALUE!	U04.5
UM4.5.2					#VALUE!	U04.5
UM5.1.1					#VALUE!	U05.1
UM5.1.2					#VALUE!	U05.1
UM5.2.1					#VALUE!	U05.2
UM5.2.2					#VALUE!	U05.2
UM5.3.1					#VALUE!	U05.3
UM5.3.2					#VALUE!	U05.3
UM5.4.1					#VALUE!	U05.4
UM5.4.2					#VALUE!	U05.4
UM5.5.1	0				#VALUE!	U05.5
UM5.5.2	0				#VALUE!	U05.5

Support Services Review Template

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
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2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

<p>1. Jan-Dec 2012 data from Point of Service Surveys - 4.85</p> <p>2. Jan-Dec 2013 data from Point of Service Surveys - 4.9</p> <p>3. Jan-Dec 2014 data from Point of Service Survey - 5.0</p> <p>4. Student Success Workshops were initiated summer 2013 with student evaluations being very positive in what was presented by counselors and FA Staff.</p> <p>Audit for 2011-12 findings regarding student enrollment reporting and Return of Title IV calculations</p> <p>6. FA Audit for 2012-13 findings regarding enrollment reporting processes</p> <p>FA Audit for 2013-14 = 0 findings</p>	<p>5. FA</p> <p>7.</p>
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Support Services Review Template

3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>			
OB1.1	Meet with IT staff to address remedy tickets and improvement projects.	Measure the number of FA remedy tickets that have been submitted /completed by IT.	0.50	0.90	Changes in federal regulations and limited IT staff	Terry Bazan	UO1.1	Maintain a process to provide students with accurate, timely, relevant financial aid information.
OB1.2	Collaborate with counselors to continue SS Workshops	Measure the number of students attending workshops and positive evaluations	3.80	4.00	SWOT identified insufficient resources as an area of weakness	Terry Bazan	UO1.2	Conduct Student Success workshops for students on financial aid warning
OB1.3							UO1.3	0
OB1.4							UO1.4	0
OB1.5							UO1.5	
OB2.1							UO2.1	Maintain audit findings that are directly related to FAO processes and procedures
OB2.2							UO2.2	0
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB5.5							UO5.5	0

Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure</i>	<i>Objective Baseline data</i>	<i>Objective Target data</i>	<i>Opportunity or challenges identified</i>	<i>Responsible person</i>	<i>Related Unit Outcome #</i>	<i>Related Unit Outcome</i>
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3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES

NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

Ongoing changes in federal regulations and staffing resources that are uncertain can make a difference in being able to implement and improve processes.

Support Services Review Template

3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000	OB1.1	
OKS1.1.1	FA staff will meet with IT staff weekly	Year 1		IT Programmer assigned to FA				OB1.1	Meet with IT staff to address remedy tickets and improvement projects.
OKS1.1.2									
OKS1.1.3									
OKS1.2.1	FA staff will co-present SS workshops with counselors	Year 1		Counselors				OB1.2	Collaborate with counselors to continue SS Workshops
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1								OB2.1	
OKS2.1.2									
OKS2.1.3									
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									
OKS2.5.3									
OKS3.1.1								OB3.1	0
OKS3.1.2									
OKS3.1.3									
OKS3.2.1								OB3.2	
OKS3.2.2									
OKS3.2.3									
OKS3.3.1								OB3.3	
OKS3.3.2									
OKS3.3.3									
OKS3.4.1								OB3.4	
OKS3.4.2									
OKS3.4.3									
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1								OB4.1	
OKS4.1.2									
OKS4.1.3									
OKS4.2.1								OB4.2	
OKS4.2.2									
OKS4.2.3									
OKS4.3.1								OB4.3	
OKS4.3.2									
OKS4.3.3									
OKS4.4.1								OB4.4	
OKS4.4.2									
OKS4.4.3									

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.5.1								OB4.5	
OKS4.5.2									
OKS4.5.3									
OKS5.1.1								OB5.1	0
OKS5.1.2									
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

Evaluation of overall satisfaction as reported on student Point of Service Surveys relate to information being provided to students on the web and in the office. Streamling processes also provide students with timely information and award notices.

3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

Results of the surveys and evaluations have been shared with FA staff , Deans of Student Services/counselors and VP of Student Success. The review was done by FA staff and counselors. IT Programming manager and FA Executive Director monitor the number of remedy tickets completed.

Support Services Review Template

4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Meet with IT staff to address remedy tickets and improvement projects.	Measure the number of FA remedy tickets that have been submitted /completed by IT.	0.50		0.90	0%	UO1.1
OB1.2	Collaborate with counselors to continue SS Workshops	Measure the number of students attending workshops and positive evaluations	3.80		4.00	0%	UO1.2
OB1.3	0	0	0.00		0.00	#DIV/0!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
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4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

Overall the POS survey results indicate that students are satisfied with Financial Aid services and the knowledge base of staff. The initial student evaluations also show that students are very satisfied with information being provided by the Student Success Workshops. The collaboration between Financial Aid and the Academic Counselors has provided students with information that will be helpful as they continue their studies. The meeting with the IT department have opened the lines of communication between both departments so that IT understands the needs of the FAO and the FAO has a better understanding of what assistance can be provided by IT.

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

Streamlined processes and better informed students

Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
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4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

The assistance that IT has been able to provide assists the FAO in streamling processes that will help provide timely awards and information to students. The student success workshops and the collaboration between both offices has helped students understand the financial aid policies and how it relates to student retention and remaining eligible to receive financial aid funds.