

Assessment: Assessment Unit Four Column

Student Services - Student Financial Services

Mission Statement: Student Financial Services takes a complete approach geared towards student success through providing resources and services to students that assist with educational expenses and achievement of their educational/career goals.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SAO#1 - Dream-Act- Improve outreach to student's eligible for Dream Act Goal Status: Active Program Assessment Cycle: 2013 - 2014, 2014 - 2015 Start Date: 07/01/2013 Inactive Date: 06/30/2015 Activity_v4: -Dream Act Activities: Added Student Application workshops, trained staff, staff has remained up to date on the new eligible grant programs. Internal collaboration in Student Services to provide better services to the students.</p>	<p>Direct: Institutional Research or Other Data - collect data from the Dream Act Application Performance Target (Required)*: We will increase our Dream Applicants from the prior year by 10%.</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: Yes met results (04/30/2015) Name and Contact Information : linda pratt Total # of Students Assessed: 197 Notes/Reflections: Dream Act application spreadsheet. Increased the number of students who applied by 67%</p> <hr/> <p>Semester Assessed: 2013-2014 Expected Goal Met: Yes We increased Dream Act Application from 89 to 197 applicants, which is an increase of 121% (10/10/2014) Name and Contact Information : Linda Pratt Total # of Students Assessed: 197 Related Documents: Dream Applicants increase 2013-2014.docx</p>	<p>Action Plan: Performance target will be to increase number of applicants by 10% (06/30/2015) Action Plan Number: 2 Follow-Up: We will continue with our outreach, such as workshops, trying to reach more students that could be eligible for the Dream Act. (09/02/2015)</p> <hr/> <p>Action Plan: Continue with our outreach and inreach efforts to students that are eligible to apply for the Dream Act Application (10/21/2014)</p>
<p>SLO#2 - Encourage student self-sufficiency with use of our website Goal Status: Active Program Assessment Cycle: 2013 - 2014 Start Date: 07/01/2013 Inactive Date: 06/30/2014 Activity_v4: -Student web use: Updated website, we trained our</p>	<p>Direct: Presentation/Performance - Student lines and wait times will be shorter. Compare student sign in sheets from prior year. Performance Target (Required)*: 10% fewer than last year the number of students that need to come into the office. Notes: We will compare student sign</p>	<p>Semester Assessed: 2013-2014 Expected Goal Met: Yes Lines and wait times for students has decreased from prior year. We will continue to educate the students on our website and webadvisor. (06/30/2014) Name and Contact Information : Linda Pratt</p>	<p>Action Plan: Lines and wait times for students has decreased from prior year. We will continue to educate the students on our website and webadvisor. (10/01/2014)</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>student worker to assist students with the webadvisor. Encouraged student to email document. Promote email communication with students.</p>	<p>in sheet from prior year.</p>		
<p>SAO #2 - An increased number of students will receive their grant funds in the first disbursement of the academic year. Goal Status: Active Program Assessment Cycle: 2014 - 2015 Start Date: 01/01/2015 Inactive Date: 08/31/2015 Activity_v4: -Increase the number of students processed for first deadline of the academic year: Increase communication-emails- to students, continue to do more outreach activities. Process verified, cleans and dirty as quickly as possible.</p>	<p>Direct: Statistical Data (Institutional Research) - We will compare 2014-2015 number of students to 2013-2014 number of students that receive their funds by the first disbursement of the academic year. Performance Target (Required)*: 10% increase</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: Yes We had a total increase of files completed by 70% for the first deadline For 2013-2014 we had completed 1,559 by the first deadline For 2014-2015 we had completed 2,235 by the first deadline (06/30/2015) Name and Contact Information : Linda Pratt</p>	<p>Action Plan: Performance target increase by 10%</p> <p>We will need to replace our current Financial Aid Officer for next year. The one we currently have will be retiring the end of June 2016. Without this position our students will not get paid by the first disbursement.</p> <p>(09/15/2015) Action Plan Number: 1</p>
<p>Upgrades to webadvisor - Students submit required documents electronically via Webadvisor and students able to view Grant amounts on Webadvisor Goal Status: Active Program Assessment Cycle: 2013 - 2014 Start Date: 07/01/2013</p>			
<p>SLO#3 - Increase our outreach and inreach effort for all prospective students including Ben Clark Training Center. Goal Status: Active Program Assessment Cycle: 2015 - 2016 Start Date: 09/14/2015 Inactive Date: 06/30/2016 Activity_v4: -Increase outreach and</p>	<p>Direct: Statistical Data (Institutional Research) - we will monitor the number of students that we have reached and compare to next year. Performance Target (Required)*: 10% increase</p>		

Outcomes

Assessment Methods

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inreach efforts: Increase our outreach and inreach effort for all prospective students including Ben Clark Training Center.

Increase number of dream act

applications - For the 2014-2015 academic year we had 294 Dream Act Applications

Goal Status: Active

Start Date: 07/01/2015

Inactive Date: 08/01/2016

Activity_v4: Increase out reach to our Dream act students. Work on more students completing their files