

2017-2018 Assessment Cycle VPE_Financial Aid

Mission (due 12/4/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / VP and Program / Department Mission

Mission of College or VP-area

Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."

The Division of Enrollment Management at the University of Louisiana at Lafayette provides campus leadership in delivering high quality, student-centered services and support to facilitate the recruitment, transition, retention, education, and timely graduation of a highly qualified, diverse student population. We utilize the principles of Strategic Enrollment Management, in collaboration with campus and community constituents, to make data and research driven decisions.

Mission of Program / Department

Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."

The Office of Student Financial Aid, through a variety of need-based and merit-based financial aid programs, serves as a component in the recruitment and retention efforts of the University's enrollment management initiatives. In this mission, the Office of Financial Aid's goal is to assist in providing quality educational opportunities for a diverse population of students. Assistance is provided to students and families in the financing of their college education through the administration of various federal, state, institutional and other financial aid programs.

Attachment (optional)

Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)

Assessment Plan (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Get 90% of Admitted Students to complete their next year FAFSA by February 1(Imported)
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Direct - Performance (recital/exhibit/science project)	Educate continuing students early and often about FAFSA renewal.	

Goal/Objective	Implement an earlier time frame for processing financial aid for the 2018-2019 aid year.		
Legends	OO - Outcome/Objective (administrative units);		
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	COMTA.9.4	STANDARD: Institutions participating in state or federal student financial aid programs comply with all applicable laws and regulations of the sponsoring agency. Institutions demonstrate the administrative capability to participate in these programs through satisfactory reviews conducted by the applicable funding source, and by employing specifically designated staff members in sufficient numbers to effectively administer the various funding programs. These institutions comply with the following specific requirements:	
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Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - Satisfaction	Process students from the "Ready to Verify" output from Banner.	

Goal/Objective	Implement an earlier time frame for packaging/awarding financial aid for the 2018-2019 aid year.		
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Goal/Objective	Create a system for MPN and Exit Counseling notifications.				
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Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Indirect - School Performance	Notify students electronically of their responsibility associated with received Direct Loans.	

Goal/Objective	Create a student survey to evaluate departmental customer service.		
Legends	OO - Outcome/Objective (administrative units);		
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	COMTA.9.4.4	> The catalog of the institution shall accurately describe the financial aid programs in which the school participates, and shall distinguish in meaning between the terms scholarship, grant, loan and financial aid. The catalog includes the requirements that students must meet in order to maintain their eligibility for continued participation in these programs.	
Assessment Measures			
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	Indirect - Survey - students	Collect feedback from student surveys in order to refine and/or implement processes.	

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Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Get 90% of Admitted Students to complete their next year FAFSA by February 1(Imported)

Goal/Objective	Get 90% of Admitted Students to complete their next year FAFSA by February 1(Imported)				
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	Direct - Performance (recital/exhibit/science project)		Educate continuing students early and often about FAFSA renewal.		
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Performance (recital/exhibit/science project)	Has the criterion Educate continuing students early and	With the Department of Educations' implementation of Prior-Prior Year (PPY), students		

		often about FAFSA renewal. been met yet?	are now eligible to complete their FAFSA as early as October 1st rather than waiting for the following Jan 1st timeline. Students are taking advantage of completing their application earlier.		
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Assessment List Findings for the Assessment Measure level for Implement an earlier time frame for processing financial aid for the 2018-2019 aid year.

Goal/Objective	Implement an earlier time frame for processing financial aid for the 2018-2019 aid year.														
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	Indirect - Satisfaction	Has the criterion Process students from the "Ready to Verify" output from Banner. been met yet? Met	Biweekly reports are sent to counselors to identify which students have completed their verification paperwork and are ready for processing. Students are notified via email and/or Banner's messaging system if additional paperwork is needed. In addition, students receive reminder emails every 21 days if any requested documentation has not been submitted.		
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Assessment List Findings for the Assessment Measure level for Implement an earlier time frame for packaging/awarding financial aid for the 2018-2019 aid year.

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Assessment List Findings for the Assessment Measure level for Create a system for MPN and Exit Counseling notifications.

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Assessment List Findings for the Assessment Measure level for Create a student survey to evaluate departmental customer service.

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		<p>processes. been met yet? Met</p>	<p>reported on the department's customer service skills. Feedback will be taken into consideration for future changes.</p>		<p>students responding had a fair or poor experience and 50% did not receive helpful answers to their questions. Within a month of this information, we provided additional guidance and training and our fair/poor experience was down to 36%. We will continue this sending this survey allow the student to put their contact information if they would like additional follow up from the financial aid staff.</p>
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Reflection (Due 9/15/18)

Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

1) How were assessment results shared in the program / department?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings (selected)

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared?

Frequently (>4 times per cycle) (selected)
 Periodically (2-4 times per cycle)
 Once per cycle
 Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)
 Dean / Asst. or Assoc. Dean (selected)
 Departmental assessment committee
 Other faculty / staff

4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.

The student satisfaction survey made financial aid staff aware of how they present information to our students. Even though students thought the staff was knowledgeable their delivery of information needed improvement and still does.

5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.

Students are completing their FAFSA earlier, we are able to complete the paperwork process more efficiently and therefore able to award students quicker. This along with increased staff has made the office run smoother and the student satisfaction survey has made the staff more conscientious about how they speak with students.

Attachments (optional)

Upload any documents which support the program / department assessment process.