Financial Aid

Office or Department of Enrollment Management
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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For which department or area are you reporting?	Financial Aid
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Departmental Mission and Goals
The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The mission of the Financial Aid Office is to provide assistance for students and families through the application process for aid while complying with federal and state regulations, guidelines and best practices.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. Continued integration of the Enrollment Services Call center with the financial aid office to provide a more efficient customer service experience for students. 2. Continued usage and knowledge of the Automic system implemented to further automate FA processes. 3. Cross-training of financial aid office staff responsibilities as to not have issues with duties needed in case of staff turnover, expected and unexpected.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Utilization of all technological resources available through the institution, DOE and other sources if applicable to allow for more efficient , customer friendly services for students/parents and internal/external customers as needed. Particularly the Campus Logic portal used to shorten verification review times from an average of 2 weeks to 7-10 days.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measured with reports pulled to compare, daily weekly, monthly and annual progress for staff.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Verification process review shortened from 2 weeks to 7-10 days or shorter.
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Decreased to 5-10 days on average once all documents required were received from student.
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Technological resources used efficiently and consistently by staff is a great benefit for processing financial aid files.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase number of FAFSA's completed in 1st Quarter.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	# of applicants completing FAFSA before June.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5% increase in # of applications filed before June
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Only estimated 2% more of the applicants filed before June
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Per review of records, there should be an expectation that some students will apply late despite communications to apply earlier. There will be more increased targeted communications for students via various means to include, texts, emails and website information in an effort to capture attention on the benefits of early application.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	All FA Staff are required to complete 20 hours of relevant professional development each year
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	# of hours staff completed
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The hours specific requirement of 20 hours helps to motivate the staff to be abreast of current updated relevant federal and state regulations and guidelines for more efficient processing. This effort has been successful and staff completes more than the required 20 hours each year. No changes will be made.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Continued successful implementation and monitoring of the CHECS system for HOPE/Zell Miller scholarship
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Significant work hours (average of 3-4 daily) has been applied towards the review, monitoring and awarding of this objectives by the Financial Aid Office technical manager.
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%.
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Collaborative efforts across divisions and effective communications with other schools, as well as state agency (GSFC) increased the successful completion of this objective.

Future Plans

Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.	1) Increase # of communications sent to students 2) Increase the # of FAFSA's filed early (1stQ) 3) Continued integration of the Call center into financial aid office 4) File processing times decrease through review of current processes and procedures and adjustment/changes that will lead to greater efficiency.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	Usage of technology is key if done in a well-thought through collaborative manner with other key departments to help eliminate the bottle necks and duplication of services/notifications targeted to students that are created particularly during peak- processing periods for the financial aid office.. If effectively done, more time can be allotted by financial aid staff to provide more of the hands- on touch some students require and need.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Yes- financial aid federal regulations and guidelines were quickly changed to address COVID educationally related processes and procedures. This caused a great need for the financial aid office to be flexible and adjust to implement required changes and considerations as directed by the Department of Education (DOE). Of course, this is ongoing.