Financial Aid

Office or Department of Enrollment Management

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 7/13/2021 4:11:59 PM

Prepared by: lora.foskey@mga.edu

Email address of person responsible for this report: Lora Foskey, lora.foskey@mga.edu

Department 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.

6. 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 Office of Financial Aid 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

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Continued integration of the Enrollment Services Call center with the financial aid office to provide a more efficient customer service experience for students. Continued usage and knowledge of the Automic system implemented to further automate FA processes. 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Continued integration of the Enrollment Services Call center with the financial aid office to provide a more efficient customer service experience for students.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The enrollment call center has been completely integrated into the Office of Financial Aid. We receive daily numbers for call volume and wait times.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our target outcome is to handle the call volume with a less than 10-minute wait time.
11. 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)	The Office of Financial Aid has an average wait time of less than 5 minutes per day.
12. Objective 1: Did your department meet this objective?	The department exceeded this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We realize that in order to keep this objective, we must be fully staffed in the Office of Financial Aid; we are working with HR to fill the remaining positions.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Continued usage and knowledge of the Automic system implemented to further automate FA processes.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	System implementation
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome was to utilize Automic for FA streamlining to help meet enrollment goals.
17. 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)	0 percent
18. Objective 2: Did your department meet this objective?	The department did not meet this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We plan to work with OTR to implement this for the future.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Cross-training of financial aid office staff responsibilities as to not have issues with duties needed in case of staff turnover, expected and unexpected.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Cross-training can be measured by the efforts of the employees conducting and the efforts of the employees receiving cross-training, along with maintaining their daily workload.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% participation
23. 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% engagement. This is an ongoing process for all individuals in all facets of financial aid.
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We will be implementing cross-training during the "down" time in financial aid. This is an ongoing process. We learned the value of cross-training staff due to unforeseen circumstances and the mission of our office needing to continue.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	NA
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	NA
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	NA
29. 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)	NA
30. Objective 4: Did your department meet this objective?	The department did not meet this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	NA

Future Plans

32. 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.	The Office of Financial Aid will have student estimated award offers for 2223 by March 1, 2022. The Office of Financial Aid will implement Automic to further automate financial aid processing. The Office of Financial Aid will create a Financial Aid Outreach/Literacy program for MGA

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	Financial Aid has undergone major staffing changes within the last year. We plan to automate more processes and engage more with the students at MGA. We were not able to meet the goal for Automic being fully integrated; however, it is a multi-department collaboration.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	It impacts the office being able to be together in-person as a group.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 5. Attract talent and enhance employee development and recognition, Build Shared Culture 6. Sustain financial health through resourceful fiscal management, Build Shared Culture 7. Cultivate engagement with its local communities
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Request for Additional Financial or Human Resources, Customer Service Changes: Communication, Services, etc., Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

Other

36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)	Know More, Borrow Less, COVID-19 Relief Funding
38. Mindset Update (Academic Deans ONLY)	NA