

Financial Aid

Division of the University: Enrollment Management

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/26/2022 12:26:35 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.	-Utilize QLess queuing system in all offices, including Peyton Enrollment Center, to eliminate barriers for students. -Continue cross-training of financial aid office staff responsibilities as to not have issues with duties in case of staff turnover, expected and unexpected. -Implement ChatBot on MGA webpage to assist with answering student questions.

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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

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.	The Office of Financial Aid will have student estimated award offers for 2223 by March 1, 2022.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We measure the award offers by the number of students (generally freshman) who are offered aid for the upcoming academic year. In order to send award offers to students, our Banner system should be setup completely for the new academic year; ISIRs imported, and staffing available to implement.
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% award offers for Freshman
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	We were unable to offer freshman students aid by March 1 due to staff turnover. Our office was short-staffed at the time and unable to complete the task without the necessary manpower.
12. 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)	0% offer notifications by March 1
13. Objective 1: Did your department meet this objective?	The department did not meet this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that having knowledgeable, seasoned staff is imperative to meeting goals and objectives.

Objective 2

<p>15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>The Office of Financial Aid will implement Automic to further automate financial aid processing.</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>We were unable to measure this objective, as it was not implemented.</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>0% implementation</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>During the initial phases of implementation, we realized there would not be staffing available to implement this. Per OTR, FA would need to designate one person for the implementation as would OTR. Then, the contact that was established many years back from another institution to help us with the implementation could not be reached. At that time, it was decided that neither office could designate one person fully for Automic and the cost of the product was too expensive to continue paying for when it was not being utilized.</p>
<p>19. 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)</p>	<p>0% achievement</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Staffing resources hindered us being able to implement this product. This product was purchased many years ago by prior leadership so the network that was established to assist us with implementation was no longer there and MGA could not find another resource with the knowledge base we were needing. MGA continues to process our workload as before without using Automic.</p>

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Financial Aid will create a Financial Aid Outreach/Literacy program for MGA.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We measured this objective by the number of sessions for literacy and outreach, as well as the number of students in attendance at the events.
24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this was to begin the implementation process of the program with 3 events per semester.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The target performance level for this objective is having financial aid staff (mainly advisors) creating and implementing events for financial literacy and outreach across campuses, in various areas (such as dormitories, fairs, various areas throughout campus).
26. 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)	Even though we were able to meet the objective of having the events, I would give us a 50% achievement on creating the program. It is still in the beginning stages
27. Objective 2: Did your department meet this objective?	The department met this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We have the staff and literature for events and outreach, however we need to establish a larger community of information for outreach (lending companies, banks, etc.). We will establish certain events and publish them to the current students at MGA and create short surveys for students to fill out in response to the event.

Objective 4

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	N/A
33. 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)	N/A
34. Objective 4: Did your department meet this objective?	The department did not meet this objective.
35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Future Plans

<p>36. 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.</p>	<ul style="list-style-type: none"> -Utilize QLess queuing system in all offices, including Peyton Enrollment Center, to eliminate barriers for students. -Continue cross-training of financial aid office staff responsibilities as to not have issues with duties in case of staff turnover, expected and unexpected. -Implement ChatBot on MGA Financial Aid webpage to assist with answering student questions. -Collaboration with the Office of the Registrar to identify seniors and award completion grants (H1435) to help increase graduation rates
--	---

Open Box for Assessment Comments

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>We are continuing to use the assessment to help continue the mission of the FA Office. We want to engage students with our office more, while at the same time educating them on the financial aspect of higher education, while ensuring top-notch customer service. It is imperative that a well-rounded financial aid office include seasoned staff to help implement all goals and activities. We were unable to meet one goal due to lack of resources (Automic) but we are still fully functional without the product to streamline our processing. We know that we must work diligently and purposefully to get students awarded for the upcoming year at an earlier date. And because we have started our financial outreach and literacy programs, we will collaborate as an office of what tactics we can utilize to increase participation from students and the community.</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	
<p>42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>The only impact for goals in the assessment cycle that may have been impacted would be the outreach events we held. Student and community participation may have been limited due to the pandemic. Our results of</p>

	the award offers and Automatic had no bearing on the pandemic.
--	--

MGA's Strategic Plan

<p>39. 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)</p>	<p>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</p>
<p>40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Customer Service Changes: Communication, Services, etc</p>

Other

<p>41. 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</p>	<p>Know More Borrow Less</p>
--	------------------------------

Momentum Year, Low-Cost No-Cost Books, etc.)	
43. Mindset Update (Academic Deans ONLY)	

