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| jscc logo | **Assessment Record** |

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| **Service Unit:** | **Financial Aid Office** |  **Assessment period:** | **2017-2018** |

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| **Service Unit Mission:** |

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| **Service Unit Outcomes & Assessment Plan** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students who apply and are eligible for Federal Financial Aid will be processed and receive aid accordingly.Timely submission of documentation will result in prompt award notification. | The total number of financial aid applications received and the total number of applications processed will be reviewed on a regular basis to ensure that financial aid applicants are processed and awarded on a timely manner. The disbursed amount of financial aid is evaluated and compared with the anticipated amount. The student count which is funded with student financial aid is compared with the anticipated percentage.  | An anticipated 30% of the total student count is to be funded with student financial aid. Based on prior year financial aid disbursement, the College is expected to disburse around $18 million of student financial aid.  | For the 2017/2018 award year, a total of 15,088 FAFSAs was received, of which 13,007 were processed. During 2017/2018, the College had disbursed:Federal Aid: $19,616,688.97Scholarship: $ 1,635,109.00Veteran Affairs: $ 1,065,501.35State Aid: $ 80,127.00For the year 2017/2018, (32%) of the student count has received Title IV funds.  | The Financial Aid Office will continue to work closely with the Admissions Office to expediate the application process, which is a key element in processing the financial aid application. Also, the Financial Aid Office will work with the IT Department to develop various reports that help in processing the financial aid files in a timely manner.  |
| The Financial Aid Office will use technological advances to ensure Jefferson State Community College students have open access to financial aid services. | Various technological tools such as Xtender, Full Measure, Automic, Argos, Nextgen, emails, and MyJSCC accountwill be used to ensure that students have access to financial aid services.Those tools should help students to respond to requested documents on a timely manner to minimize the processing time. The Financial Aid Office will monitor the response to the documents requested via the above tools.  |  A full use of online services and electronic documents is anticipated as students get familiarized with the convenience and ease of using the technological advances. This should result in processing financial aid applications more efficiently.Also, digitalizing the verification of student attendance should expedite applying financial aid funds to the student’s account.  | The time frame between documents are requested and when documents are submitted will be monitored to ensure that processing documents is more efficient. The use of electronic documents will be compared to the use of paper documents to evaluate the outcome of using the electronic format.  | Various documents such as class attendance verification, scholarship applications and contracts, verification worksheet will be digitalized through NextGen. The ease of submitting documents electronically will enable parents and students to complete the documents through the provided emails.  |
| The financial Aid Office is able to ensure that all students registering for classes will be in compliance with the regulations needed to receive the maximum amount of financial aid.  | Students who are enrolled in classes outside of the major are being monitored during the registration period. The students are notified via emails and text messages so students can change the enrollment status to receive the maximum amount of financial aid.  | During the fall of 2017, 11.37% of Non-financial students had classes that were outside of the major. While only 3.82% of financial aid students had classes that were outside of the major for the same term.  | Upon the start of Fall 2017 registration, 6.56% of financial aid students had classes outside of the major. After add/drop ended, the percentage changed to 3.82%.Upon the start of Spring 2018 registration, 5.54% of financial aid students had classes outside of the major. After add/drop ended, the percentage changed to 3.42%.Upon the start of Summer 2018 registration, 5.92% of financial aid students had classes outside of the major. After add/drop ended, the percentage changed to 4.66%. | The Financial Aid Office will continue to monitor students’ enrollment to ensures that all financial aid recipients follow the regulations needed to receive the maximum amount of financial aid.The College will continue to notify students who are enrolled in classes outside of the major through emails and text messages.  |
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| **Plan submission date: September 2018** | **Submitted by: Financial Aid Office** |
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