Service

Unit: Financial Aid Office   Assessment period: 2020-2021

Service Unit Mission:

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.	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 $19 million of student financial aid.	For the 2020-2021 award year, a total of 12,268 FAFSAs were received. 3,230 were selected for verification, and 1,244 were verified. A total of 5,666 students had an award offer packaged. During 2020-2021, the College disbursed: Federal Aid: $22,108,959 Scholarship: $2,902,021 Veteran Affairs: $789,385 State Aid: $161,802	The Financial Aid Office will continue to evaluate technological innovations and areas of flexibility to meet the students where they are. This enables us to improve customer service, specifically with assistance completing the FAFSA. We will continue to send reminders to students digitally, on paper, in person, and through our enrollment team to

	The student count which is funded with student financial aid is compared with the anticipated percentage.		For the year 2020-2021, (46%) of the student count received Title IV funds.	encourage them to complete their FAFSA and submit all required documents in a timely fashion.
The Financial Aid Office will continue to utilize technological advances to ensure Jefferson State Community College students have open access to financial aid services and that the process is as simple as possible.	Various technological tools such as Xtender, Full Measure, Automic, Argos, Dynamic Forms, emails, and MyJSCC account will be used to ensure that students have access to financial aid services. Those tools should help students to respond to requested documents in 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.	Digital document acceptance has increased file completion tremendously; this as well as the automation of packaging and the digitization of the verification process through Dynamic Forms and Ellucian's Banner. The electronic submittal of required documents and forms is an increased convenience for students and parents. This allows them to submit material much more swiftly and us to process their aid faster.	We will continue to improve human errors that effect digital practices by consistent communication interdepartmentally and internally. This will allow us to efficiently and congruently assist students with scholarship applications and contracts and the verification process. We will continue to communicate with students and provide access to digital processes via email and their MyJSCC accounts.

The Financial Aid Office can 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 through the Banner CPoS process.	The CPoS process was implemented in Summer 2020 in conjunction with DegreeWorks. Students' course schedules are evaluated every day during registration through the end of	We will continue to monitor the percentage of students in courses outside of their degree plan at the beginning of registration. They will be compared to the percentage of students out of degree plan courses at the end of add/drop.	The Financial Aid Office will continuously monitor students' enrollment and work closely with the Advising office to ensure that all financial aid recipients follow the regulations needed to
	The students are notified when they are enrolled in courses not in their program via emails and text messages so they can update their courses or major to receive the maximum amount of financial aid.	add/drop to ensure Financial Aid Funds only pay for courses in the degree plan. Students were notified via email each time the CPoS process identified the student as being enrolled in courses outside of their degree plan.	The percentage of Title IV aid recipients in out of degree plan courses will also be compared to the percentage of students in out of degree plan courses who are not receiving Title IV aid.	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 early in their tenure.

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