



Service

Unit: Financial Aid Office

Assessment period: 2021-2022

Service Unit Mission:

**Service Unit Outcomes & Assessment Plan**

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results								
<p>Students who apply and are eligible for Federal Financial Aid will be processed and receive aid accordingly.</p> <p>Timely submission of documentation will result in prompt award notification.</p>	<p>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.</p> <p>The disbursed amount of financial aid is evaluated and compared with the anticipated amount.</p>	<p>An anticipated 30% of the total student count is to be funded with student financial aid.</p> <p>Based on prior year financial aid disbursement, the College is expected to disburse around \$19 million of student financial aid.</p>	<p>For the 2021-2022 award year, a total of 11,480 FAFSAs were received. 2,740 were selected for verification, and 498 were verified. A total of 5,775 students had an award offer packaged.</p> <p>During 2021-2022, the College disbursed:</p> <table border="0"> <tr> <td>Federal Aid:</td> <td>\$29,175,957</td> </tr> <tr> <td>Scholarship:</td> <td>\$2,935,834</td> </tr> <tr> <td>Veteran Affairs:</td> <td>\$600,589</td> </tr> <tr> <td>State Aid:</td> <td>\$181,854</td> </tr> </table>	Federal Aid:	\$29,175,957	Scholarship:	\$2,935,834	Veteran Affairs:	\$600,589	State Aid:	\$181,854	<p>The Financial Aid Office will continue to evaluate technological innovations. There will be an increased focus on community involvement to influence FAFSA completion.</p> <p>Financial Aid will continue to work in conjunction with the Enrollment Office to proactively visit schools and participate in school events; encouraging them to complete their FAFSAs and submit all required</p>
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	<p>The student count which is funded with student financial aid is compared with the anticipated percentage.</p>		<p>For the year 2021-2022, (48%) of the student count received Title IV funds.</p>	<p>documents in a timely fashion.</p>
<p>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.</p>	<p>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.</p> <p>Those tools should help students to respond to requested documents in a timely manner to minimize the processing time.</p> <p>The Financial Aid Office will monitor the response to the documents requested via the above tools.</p>	<p>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.</p> <p>Also, digitalizing the verification of student attendance should expedite applying financial aid funds to the student's account.</p>	<p>Having the technology available to meet with students virtually and accept documents digitally has helped simplify processes related to students gaining access to financial aid.</p> <p>Verification processes have run smoothly in relation to the acceptance of digital forms. The Department of Education also permitted some waivers and exceptions due to COVID-19 relief efforts that have helped expedite these efforts.</p>	<p>The digitization of attendance verification, scholarship applications and contracts, appeal forms, and verification worksheets has also helped to maintain accountability amongst professionals. We plan to continue improving these digital processes to ensure good customer service for our students.</p> <p>Financial Aid will continue to provide our students and parents access to digital processes. We will also monitor and utilize federal policy updates that ease the processes for our students.</p>

<p>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.</p>	<p>Students who are enrolled in classes outside of the major are being monitored during the registration period through the Banner CPoS process.</p>	<p>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</p>	<p>The percentage of students awarded outside of their degree plan has decreased. Financial Aid completes a review process prior to the Add/Drop period and disbursing aid. Direct communication with academic advisors has been key.</p>	<p>The Financial Aid Office will continue to run the CPoS process prior to disbursing aid and will give advisors and students enough time to make adjustments accordingly. This will help ensure students are provided the maximum amount of financial aid for which they are otherwise eligible.</p>
	<p>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.</p>	<p>add/drop to ensure Financial Aid Funds only pay for courses in the degree plan.</p> <p>Students were notified via email each time the CPoS process identified the student as being enrolled in courses outside of their degree plan.</p>	<p>Financial Aid reviews the number of students awarded Title IV aid for courses outside of their degree plan earlier in the semester. Because of this, Financial Aid has been able to reduce the number of students enrolled in these courses faster by communicating with Academic Advisors, who work with students and their schedules.</p>	<p>The College will notify students who are enrolled in classes outside of the major earlier in the semester. It is advised that students meet with an advisor prior to registering for semester courses.</p>
<p><b>Plan submission date: September 2022</b></p>			<p><b>Submitted by: Financial Aid Office</b></p>	