

## Financial Aid

### Enrollment Management Administrative Unit Assessment FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

Prepared on:10/1/2019 4:36:34 PM	By:leeann.kirkland@mga.edu
For which department or area are you reporting?	Financial Aid
What is the name and MGA email address of the person responsible for this report?	Lee Ann Kirkland leeann.kirkland@mga.edu

#### Departmental 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.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The mission of the Financial Aid Office is to provide assistance for students and families through the application process for aid while complying with federal and state regulations.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	Successful incorporation of the call center into the Financial Aid Dept. per CAR recommendations. Successful implementation of technology i.e., Admit Hub to improve student experience Successful implementation of Automic to automate FA processes.
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## 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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Increase FA processing time. Current avg is 21 days.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	In time (days from file completion to finish of review)
<b>Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	66.6% decrease in time from 21 days to 14 days
<b>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)</b>	Decreased from 21 days to 16.8 days.
<b>Objective 1: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	step up communication to student requiring outstanding documentation.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Increase number of FAFSA's completed in 1st Quarter.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	# of applicants completing FAFSA before June.
<b>Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	5% increase in # of applications filed before June.
<b>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)</b>	3%, only 3% more of the applicants filed before the June time frame.
<b>Objective 2: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Increase rigor of communications sent to students to encourage early application.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	All FA Staff are required to complete 20 hours of relevant professional development each year
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	# of hours staff completed
<b>Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	100%.
<b>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)</b>	100%.
<b>Objective 3: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The additional information staff members brought back to our office was invaluable and worthwhile.

#### Objective 4

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Successful implementation of CHECS system for HOPE scholarship
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	successful implementation into process flow.
<b>Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	100%.
<b>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)</b>	100%.
<b>Objective 4: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Collaborative efforts across divisions increased the successful completion of this Objective.

**Future Plans**

<b>Please identify at least 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 to X will provide training in ABC for at least 73 MGA faculty and staff.</b>	1) Increase # of communications sent to students 2) Increase the # of FAFSA's filed early (1stQ) 3) Successful incorporation of Call center into Department.
<b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b>	We can utilize technology to improve Student response times and improve bottle-neck at peak times. The direction of our area is increasingly automated. I fear for the eventual lack of human touch to these processes.
<b>Open Text Box For Assessment Comments:</b>	

Form run:

Tuesday, January 14, 2020