

Texas A&M International University Annual Institutional Effectiveness Review (AIER)

Date Submitted 01/31/07

Assessment Period Covered (2006)

Academic Program/AES Unit Office of Financial Aid

Person(s) Preparing Review Laura Elizondo

Provide summary of the last cycle's use of results and changes implemented

Based on the FY05 Office of Financial Aid survey results, 17% of the respondents felt that there is still insufficient information being provided on the B-On Time Loan program. Based on the FY05 results the Financial Aid website was updated to include the definition of the program, what the program consists of and criteria needed for the B-On Time Loan program as well as each of the other programs available at TAMIU. Currently, a brochure is being developed to include TEXAS Grant and B-On-Time Loan program criteria information that will be utilized by our recruiters. A postcard was created to promote the B-On-Time Loan program amongst our students and parents. The purchase of the multiple letter folder has improved the outcome of our mailings to our current and potential students.

Section I: Planning and Implementation

Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society ... Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Academic Program or Administrative/Educational Support Unit Mission

The mission of the Office of Financial Aid is to serve students and parents by providing them information to secure the necessary financial resources to meet their educational goals and financial obligations to the University. This is accomplished by providing information on types of financial aid assistance and initiatives available.

Identify outcomes and the relationship to Strategic Plan

Outcome 1 **Is this outcome related to writing (QEP)?**
Increase awareness on the new educational initiative, B-On-Time Loan Program.

Identify Strategic Plan Goal related to Outcome 1

Goal 1 Academics

Identify Strategic Plan Objective related to Outcome 1

1.1 To attract, admit, enroll, and advise a diverse student body through a comprehensive enrollment management and advisement process that involves timely, accurate information and services.

Identify methods of assessment to be used

A locally developed survey "Financial Aid Fair 2006" questionnaire will be provided to all financial aid fair attendees.

Indicate when assessment will take place

Spring

Criteria/Benchmark

Eighty percent (75%) of respondents to the "Financial Aid Fair 2006" survey will indicate "Yes" to the question, "Have you heard of the B-On-Time Loan Program and its availability?"

Outcome 2

Is this outcome related to writing (QEP)?

Provide efficient customer service for our public.

Identify Strategic Plan Goal related to Outcome 2

Goal 1 Academics

Identify Strategic Plan Objective related to Outcome 2

1.1 To attract, admit, enroll, and advise a diverse student body through a comprehensive enrollment management and advisement process that involves timely, accurate information and services.

Identify methods of assessment to be used

A locally developed "Financial Aid Fair 2006" and "2006 Office of Financial Aid Survey" questionnaire will be provided to all financial aid fair attendees and to all Spring 2006 financial aid recipients.

Indicate when assessment will take place

Spring

Criteria/Benchmark

Eighty percent (80%) of respondents to the "Financial Aid Fair 2006" survey will indicate that they prefer the process of dropping off paper work at the financial aid front counter as "Excellent", and "Good" (a combination of both).

Outcome 3

Is this outcome related to writing (QEP)?

Provide an efficient method of receiving stafford loan applications from students.

Identify Strategic Plan Goal related to Outcome 3

Goal 1 Academics

Identify Strategic Plan Objective related to Outcome 3

1.1 To attract, admit, enroll, and advise a diverse student body through a comprehensive enrollment management and advisement process that involves timely, accurate information and services.

Identify methods of assessment to be used

A locally developed survey "Financial Aid Fair 2006" questionnaire will be provided to all financial aid fair attendees.

Indicate when assessment will take place

Spring

Criteria/Benchmark

Seventy percent (70%) of respondents to the "Financial Aid Fair 2006" Survey will indicate "Yes" to the question "Did you find the process to submit a stafford loan application on-line easier and faster than submitting a paper application at our office?"

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

March 7, 2006

Outcome 2

March 7, 2006

Outcome 3

March 7, 2006

What were the results attained (raw data)?

Outcome 1

77.4% of the students surveyed answered YES to the question "Have you heard of the B-On-Time Loan Program and it's availability?"

Outcome 2

86.4% of the students surveyed indicated GOOD or EXCELLENT to the question "How do you rate the process of dropping off paper work at the Financial Aid Office Front Counter?"

Outcome 3

64.9% of the students surveyed answered YES to the question "Loans by Web: Did you find the process to submit a Stafford Loan application on-line easier and faster than submitting a paper application?"

Who (specify names) conducted analysis of data?

Outcome 1

Office of Financial Aid Staff: Isabel Woods, Karina Moreno, Elizabeth Lopez, Alma Lerma, Melanie Martinez, James Bravo, Basilio Salas, Sam Flores, Melissa Morin.

Outcome 2

Office of Financial Aid Staff: Isabel Woods, Karina Moreno, Elizabeth Lopez, Alma Lerma, Melanie Martinez, James Bravo, Basilio Salas, Sam Flores, Melissa Morin.

Outcome 3

Office of Financial Aid Staff: Isabel Woods, Karina Moreno, Elizabeth Lopez, Alma Lerma, Melanie Martinez, James Bravo, Basilio Salas, Sam Flores, Melissa Morin.

When were the results and analysis shared and with whom (department chair, supervisor, staff, external stakeholders)? Submit minutes with data analysis to assessment@tamiu.edu (Please use Minutes Template located on the [Project INTEGRATE](#) web page.)

Results and analysis were shared with the Financial Aid Staff members: Isabel Woods, Karina Moreno, Elizabeth Lopez, Alma Lerma, Melanie Martinez, James Bravo, Basilio Salas, Sam Flores, Melissa Morin on June 30, 2006.

NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.

Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected?

Outcome 1

Met Not Met

Provide narrative: Satisfied with the results attained.

Outcome 2

Met Not Met

Provide narrative: We want to continue researching ways to improve our customer service.

Outcome 3

Met Not Met

Provide narrative: Processing of student loans has changed once more due to the change in student system; therefore, we will continue to educate our students and then survey for results.

How have these data-based changes improved your program/unit?

These changes have helped our office eliminate students having to wait for one hour or longer to be serviced. Our current and prospective students are better educated about the New B-On-Time Loan Program. Since we changed student systems from IA Plus to Banner our procedures for processing student loans has changed. We have created new instructions for students to submit their applications. We will continue to monitor this area to ensure that our students are well educated.

Section III: Programmatic Review

Are resources affected by the changes identified in Section II? Yes No

If so, specify the effect(s) using the chart below:

Funding	Physical	Other
<input checked="" type="checkbox"/> New resources required	<input type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input type="checkbox"/> Reallocation of current funds		<input type="checkbox"/> University rule/procedure change only
		<input type="checkbox"/> Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)

New resources that the office of financial aid will need to continue to improve and provide timely customer service to our students as well as our donors include additional personnel that will help with the extra workload of the staff and to avoid the staff earn so much overtime and not being able to use their regular acquired vacation time. As of today, our classified staff have earned over 869 hours of overtime as well of over 1,000 hours of vacation that they have not been able to use. This is all due to the increasing number of students that apply for financial aid, scholarships and loans. The additional personnel needed to assist with the needs of the office will be: 1) Financial Aid Assistant that would assist in the processing of documents, answer the telephones and update our website, 2) Scholarship Assistant to take over the processing of scholarship applications, setup interviews of applicants, review monies availability, post scholarships, and run reports for donors, 3) NCAA Compliance Officer to ensure that all rules and regulations are being met for this program. This person would serve as the athletic liaison between financial and the athletics department for all athletic students.

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Loan Processing: We will continue to find better means of communication with our students.
New Outcome(s) – (List outcomes below): New Programs: Educate our students on two new grant programs (ACG and SMART).
Modification of present outcome(s) – (Indicate reason for modification): Customer Service: We will continue to find better ways to improve our customer service.

****** This section to be completed by dean/director/vice-president ******

Are resources requested a priority for the academic program/AES unit?

Yes No

Comments:

Enter text here

If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?

Enter text here