

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

Date Submitted 10/17/2007

Assessment Period Covered (2007)

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 2006 Office of Financial Aid Fair Survey results, 35% of the respondents felt that there is still need for more information that can be provided on the new Federal loan processing. Based on the the 2006 results the Financial Aid Website has been updated to include step by step instructions that can be followed to complete the loan process. We have also created a 3 Step guide that is available in the office or online to help students with this new process.

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 byu 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 of new loan procedures implemented after conversion to new student system.

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 " Tell Us How We Are Doing" opinion card will be mailed out to a random sample population totaling 10% (300 out of 3000) of campus wide borrowers.

Indicate when assessment will take place

Fall

Criteria/Benchmark

Eighty percent (80%) of repondents to the "Tell Us How We Are Doing" opinion card will indicate "Yes" to whether we have increased awareness on loan processing.

Outcome 2

Is this outcome related to writing (QEP)?

Increase awareness on the two new federal grant programs ACG & SMART programs.

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 survey " Financial Aid Fair 2007" 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 2007" survey questionnaire will indicate "YES" to the question, " Have you heard of the two new grant programs ACG(Academic Competitive Grant) and SMART (National Science & Mathematics Access to Retain Talent Grant) and its availability?"

Outcome 3

Is this outcome related to writing (QEP)?

Provide efficient customer service to our public.

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 " Financial Aid Fair 2007" questionnaire will be provided to all Financial Aid Fair attendees. For 2007 we created an opinion card that is available at the front counter that can be filled out by students per visit and rate customer service in our office.

Indicate when assessment will take place

Annual

Criteria/Benchmark

Eighty percent (80%) of respondents to the " Financial Aid Fair 2007" questionnaire will indicate that they prefer the process of dropping off paperwork at the financial aid front counter. Eighty (80%) of respondents to the "Tell Us How We Are Doing" opinion card will also feel that their customer service experience was " Excellent", or "Good".

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

Fall 06 October 15, 2007 Mailout

Outcome 2

Spring 2007

Outcome 3

06-07 Academic Year / March 6, 2007

What were the results attained (raw data)?

Outcome 1

69.2% of the students surveyed answered "YES" to the question "Have we increased awareness on the new loan processing.

Outcome 2

50.7% of the students surveyed answered "YES" to the question "HAVE you heard of the the two new grant programs ACG and SMART?"

Outcome 3

86.50% of the students surveyed thru our "Financial Aid Fair 2007" survey indicated that they prefer the process of dropping off paperwork at the financial aid front counter.
94.50% of the students surveyed thru our "Tell Us How We Are Doing?" opinion card indicated that their customer service experience was "Excellent, or Good".

Who (specify names) conducted analysis of data?

Outcome 1

Office of Financial Aid Staff: Isabel Woods, Karina Moreno, Elizabeth Lopez, Roberto Martinez, Firely Vincent, Melanie Martinez, Melissa Morin, Idania Dominguez, Sam Flores.

Outcome 2

Office of Financial Aid Staff: Isabel Woods, Karina Moreno, Elizabeth Lopez, Roberto Martinez, Firely Vincent, Melanie Martinez, Melissa Morin, Idania Dominguez, Sam Flores.

Outcome 3

Office of Financial Aid Staff: Isabel Woods, Karina Moreno, Elizabeth Lopez, Roberto Martinez, Firely Vincent, Melanie Martinez, Melissa Morin, Idania Dominguez, Sam Flores.

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, Roberto Martinez, Firely Vincent, Melanie Martinez, Melissa Morin, Idania Dominguez, Sam Flores on

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: Processing of student loans continues to change so we will continue to educate our students and then survey for results.

Outcome 2

Met Not Met

Provide narrative: We will continue to find ways to educate students on the ACG and Smart programs.

Outcome 3

Met Not Met

Provide narrative: Satisfied with the results attained.

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. We will continue to provide students with detailed instructions to complete their loan process successfully and create flyers on the new grants ACG and Smart. We will continue to monitor these areas 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.

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): Enter text here
Modification of present outcome(s) – (Indicate reason for modification): New Programs: We will continue to find better ways to educate students on the two new grant programs (ACG and SMART).

****** 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