

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units**

Unit Name:

Office of Financial Aid

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

March 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

M. Laura Elizondo

List Other Report Contributors (if applicable):

Ma. Isabel Woods

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

Goal 1: Academics – Develop, maintain, assess, and improve academic programs, administrative/educational support services and student services, to admit, retain, and graduate students who achieve established learning outcomes designed to prepare them for success in their chosen careers.

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.

Administrative or 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.

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

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

Based on the 2007 Office of Financial Aid Fair Survey results, and the Questionnaire, "Tell Us How We

Are Doing”, 97% of the respondents felt confident about the new loan processes, were satisfied with our customer service, and felt confident about the information they received about the ACG and SMART grants that are available.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

1. Increase awareness of the new unsubsidized loan limits implemented on July 1, 2008.
2. Increase awareness of the new SAP policy changes that will become effective FALL 2009.
- 3.
- 4.
- 5.
- 6.

Section I: Planning and Implementation

Outcome(s): *Identify the outcome(s) that will be focused upon this year.*

Outcome 1 Have we increased awareness to the new loan processing?
 Outcome 2 Have we increased awareness on the two new grants ACG and SMART?

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate “Y” if currently being used; “N” if not currently being used but interested in using; and “NA” if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)	Y			We currently use the Financial Aid Fair Survey and the questionnaire entitled “ Tell Us How We Are Doing”.
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)	Y			We are currently using a questionnaire entitled “Tell Us How We Are Doing”.
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)	Y			We are currently using a questionnaire entitled “Tell Us How We Are Doing”, and the Financial Aid Fair Survey.
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			We are currently using a questionnaire entitled “Tell Us How We Are Doing”, and the Financial Aid Survey.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)	Y			We are currently using a questionnaire entitled “Tell Us How We Are Doing”.

Review of existing data: (Routine records or reports, institutional data, audits, etc.)		N		
Staff discussions or evaluations of services to clients	Y			We currently use the results of our survey and questionnaire to discuss new options that can better assist our students.
Standards/guidelines provided by professional associations		N		
Standards set by federal, state, county, city or system regulations		N		
External evaluations or auditors		N		
Benchmarks or comparisons with peer institutions		N		
Other		N		

Criteria/Benchmark(s):

Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

--

Section II: Analysis of Results

What were the results attained? *Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:*

Outcome 1	97% of the students surveyed answered “YES” to the question “Have we increased awareness on the new loan process?”
Outcome 2	96.8% of the students surveyed answered “YES” to the question “Have you heard of the two new grant programs ACG and Smart?”

What were the conclusions reached?

Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at <http://www.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

After reviewing and discussing the survey and questionnaire results at a staff meeting, we have concluded that we have met our goal to educate students. We discussed new outcomes that must be addressed for the coming year.

Describe the action plan formulated. (The plan may be multi-year in nature.)

Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

We have decided that we must now focus on educating students on the new rules and regulations that will be established this coming FALL 2009 and the new criteria for unsubsidized loans. We will continue with a survey during our Financial Aid Fair and the office questionnaire.

Section III: Resources

Resource(s) to implement action plan:

Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding

- New Resources Required
- Reallocation of current funds

Physical

- New or reallocated space

Other

- Primarily faculty/staff time
- University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

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 from earning so much overtime that they will not be able to use nor be able to use their regular acquired vacation time. This can all be attributed 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):

New Outcome(s) – (List outcomes below):

1. Increase awareness of the new unsubsidized loan limits implemented on July 1, 2008.
2. Increase awareness of the new SAP (Satisfactory Academic Progress) policy changes that will become effective Fall 2009.

Modification of present outcome(s) – (Indicate reason for modification):

Date Completed:

Submit completed form to integrate@tamiu.edu.