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

**Unit Name:**

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| **Office of Financial Aid** |

**Unit Type:**
**__X_ Administrative Unit** **___ Educational Support Unit**

**Assessment Period Covered:**

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| **January 2009 to February 2010** |

**Unit Coordinator (Preparer of Report):**

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| **M. Laura Elizondo** |

**List Other Report Contributors (if applicable):**

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

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| Goal 1 – Academics<br>1.1 Attract, admit, enroll and advice a diverse student body through a comprehensive enrollment management and advisement process that involves timely, accurate information and services. |

**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**

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| The mission of the Office of Financial Aid is to serve students and parents by providing them with information to secure the necessary financial resources to meet their educational goals and financial obligations to the University. This is accomplished by informing them of types of financial assistance available and assisting them through the process to obtain it. |

**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 results of last year's outcomes, from the 2008 Office of Financial Aid Fair Survey, and the Questionaire, "Tell Us How We Are Doing", 97% of the respondents answered that they felt confident about the new loan processes, and felt more than satisfied about the information received on the two grant programs ACG and SMART.

**<u>List of unit-level outcomes</u>**

*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 on the additional PELL funding for Summer 2010.**
**2. Increase awareness on the Student Loan processing changing Fall 2011.**
**3. Increase awareness of the new unsubsidized loan limits implemented on July, 1 2008.**
**4. Increase awareness of the new SAP policy changes that became effective FALL 2009.**
**5. Increase awareness of new Senate Bill 1231drop rule?**
**6.**

## Section I: Planning and Implementation

**Outcome(s)**

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

**Increase awareness of the new unsubsidized loan limits implemented on July, 1 2008.**
**Increase awareness of the Senate Bill 1231 new drop rule.**

**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 currently use the Financial Aid Fair Survey and The questionnaire entitled "Tell Us How We Are Doing". |
| <u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.) | Y | | | We currently use the Financial Aid Fair Survey and The questionnaire entitled "Tell Us How We Are Doing". |

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| Feedback: (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.*

Eighty percent (80%) of our respondents to the survey and questionnaires provided will indicate that we have increased awareness on the new loan limits and the new Senate Bill 1231 drop rule.

## 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:*

**62.6% of the students surveyed answered Yes to the question "Have you heard of the new Unsubsidized loan limits available for students?" 59.4% of the students surveyed answered Yes to the question "Have you heard of new Senate Bill 1231 drop rule?"**

**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.tamiu.edu/integrate/docs/Minutes-Template.doc. Once completed, submit the minutes to assessment @tamiu.edu.*

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| We utilized our annual Financial Aid Fair survey to obtain our outcomes. The results and analysis were then shared with our staff during a staff meeting to discuss the outcomes and new solutions on reaching our students more effectively about new program availability. |

**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.*

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| The action plan includes utilizing our new student information link called Uconnect, where we can post news about changes or new programs offered. Information tables will also be available at the student center as well as General Financial sessions for students to obtain information about new programs or updates to Financial Aid. |

## 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)**

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| Due to the increase in student body and new programs, we are now required to send out more information to students as frequently as possible. In order to continue providing the best customer service possible to our community we must increase in supplies such as paper, envelopes & postage. Additional funding will be needed for these resources and our continued services. |

**Identify proposed outcomes for the next assessment cycle:**

Continuation of present outcome(s) – (Indicate reason for continuation):

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| Drop Rule: We will continue to find better ways of communicating and educating our students on the new Senate Bill 1231drop rule. |
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New Outcome(s) – (List outcomes below):

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| Educate our students on the New Year Round Pell Award being offered. |

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

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Date Completed:

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| 03/10/2010 |

*Submit completed form to integrate@tamiu.edu.* *Updated 9/2009*