

ASSESSMENT REPORT FOR

Office of Financial Aid

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 15, 2003

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and 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 is 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 Statement:

The mission of the Office of Financial Aid is to serve students and parents by providing them information in securing the necessary financial resources to meet their educational goals and financial obligations to the University.

Intended Administrative Objectives:

- 1.** To educate students on accessibility of financial aid to further their educational goals.
- 2.** To have our Advisor/Counselor accessible to our students.
- 3.** To educate students on how to obtain government loans while at Texas A&M International University through Entrance Counseling.

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Intended Administrative or Educational Support Objective:

1. To educate students on accessibility of financial aid to further their educational goals.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Eighty percent (80%) of our respondents to the Annual Financial Aid Fair Survey will indicate that they will recommend the Financial Aid Fair by responding to the question, "Would you recommend the fair to another student?"

1a. Summary of Assessment Data Collected:

Based on the results of the 2003 Annual Financial Aid Fair Survey, respondents indicated that 98.2% would recommend the fair to another student on the question, "Would you recommend the fair to another student?" A total of 570 surveys were submitted.

1a. Use of Results to Improve Unit Services:

As shown above, the results indicate that the criteria were met and no changes are needed at this time. The Office of Financial Aid will strive to continue to provide the same quality of services.

Second Means of Assessment for Objective Identified Above:

1b. Means of Unit Assessment & Criteria for Success:

Eighty percent (80%) of the students responding to our Annual Financial Aid Fair survey will rate our presentation as "Excellent = 5" to "Very Good = 4" (a combination of both).

1b. Summary of Assessment Data Collected:

Based on the results for the 2003 Annual Financial Aid Survey, 67.1% of the respondents indicated that our presentations at the fair were "Excellent" and 28.6% indicated that they were "Very Good" for a combination of 95.8% rating. Respondents were asked to rate our presentations from "Excellent" to "Poor".

1b. Use of Results to Improve Unit Service:

As shown above, the results indicate that the criteria were met and no changes are needed at this time. The Office of Financial Aid will strive to continue to provide the same quality of services.

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Intended Administrative or Educational Support Objective:

2. To have our Advisor/Counselor accessible to our students.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

Eighty percent (80%) of respondents to the 2003 Office of Financial Aid Survey will indicate that they are "Very Satisfied" or "Satisfied" with the service received from the Advisor/Counselor in our office.

2a. Summary of Assessment Data Collected:

Based on the results of the survey, on the question "How satisfied were you with the service from the Financial Aid Advisor/Counselor?", 52.1% of the respondents indicated that they were "Very Satisfied" and 36.2% indicated they were "Satisfied". In combination, 88.3% of the respondents indicated they were satisfied with the services.

2a. Use of Results to Improve Unit Services:

As shown above, the results indicate that the services being measured have met the criteria and no changes are needed at this time. Our Advisors/Counselors will strive to continue to provide the same quality service.

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success

Eighty percent (80%) of respondents to the 2003 Office of Financial Aid Survey will indicate that it is "Extremely Easy" or "Easy" when trying to reach a Financial Aid Advisor/Counselor by phone.

2b. Summary of Assessment Data Collected:

Based on the results of the survey, on the question "How easy is it when you are trying

to reach an Advisor/Counselor by phone?" 12.9% of the respondents indicated that it was "Extremely Easy" and 57.1% indicated that it was "Easy". In combination, 70% of our respondents indicated that it is easy or extremely easy to reach a Financial Aid Advisor/Counselor by phone.

2b. Use of Results to Improve Unit Service:

We will work on upgrading our customer service skills to assure better phone accessibility. Special focus will be given to the 12.3% respondent rate for the "Difficult" category with an intention to lower the rate to a minimum of 5% for next year.

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Intended Administrative or Educational Support Objective:

3. To educate students on how to obtain government loans while at Texas A&M International University through entrance counseling.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

Eighty percent of the students who attend Entrance Counseling will apply for a Stafford loan.

3a. Summary of Assessment Data Collected:

Based on the results of our FOCUS report "FAFOLDER", 1,303 students attended one of our Entrance Counseling Sessions. Results from our FOCUS report "OFFLOAN" show that 1,103 students actually received a Stafford loan during the 2003-2003 year. The results indicate that 85% of the attendees (students) actually borrowed a Stafford loan this year.

3a. Use of Results to Improve Unit Services:

As shown above, the results indicate that we have met the goal for our criteria and no changes at this time are needed. It is imperative that we continue to offer these sessions to our students, so that they learn the ABC's about loans (Always Borrow Conservatively).

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

SOURCE	LOCATION/Special Instructions
2003 Annual Financial Aid Survey	SACS Resource Room Killam Library Building Room 334-C
2003 Office of Financial Aid Survey	SACS Resource Room Killam Library Building Room 334-C
FOCUS Report (FAFOLDER)	SACS Resource Room Killam Library Building Room 334-C
FOCUS Report (OFFLOAN)	SACS Resource Room Killam Library Building Room 334-C

