

3-Year Assessment Schedule

AY 2015/16 through 2017/18

Unit: **Financial Aid Office** ____

Instructions from left to right in the table: 1) List unit outcomes down the left-hand column. 2) List the program(s)/ service(s) that align with each unit outcome. 3) Describe how you will assess each unit outcome. 4) Indicate the academic year and quarter you will assess the unit outcome.

Unit Outcomes	Where will you assess the outcome? (List the program(s)/service(s) align with each unit outcome.)	How will you measure the achievement of each outcome?	When will you assess the outcomes? (Indicate the academic year and quarter.)	Who is responsible for disseminating the assessment How & When will it be received/ returned
<p>Unit Outcome 1: Students will articulate the quality and the impact of the student’s service received from the Financial Aid Office staff</p> <p>Learning Domain(s): Communicate Effectively</p>	<p>Internal Activities and Outreach</p> <ol style="list-style-type: none"> 1. Yield Events 2. Triton Day 3. Transfer Triton Day 4. Office Visits 5. Phone Calls 6. Emails 	<ul style="list-style-type: none"> • Web-based & mobile surveys <ul style="list-style-type: none"> ○ (Email and IPod Touch) • Observation & Listening • Secret Shopper • Student Satisfaction Survey 	<p>Academic years 2015-16 thru 2017-18</p>	<p>Office Staff, Assistant and Associate Directors, Assessment Team, and Student Assistants</p>
<p>Unit Outcome 2: Students will have greater knowledge and awareness of Financial Literacy, identifying expenses, income and developing a budget</p> <p>Learning Domain(s): Think Critically and Solve Problems; Engage in a Healthy Lifestyle; Advance Personal, Academic, and Professional Success</p>	<p>Financial Literacy Budget Workshops held by:</p> <ol style="list-style-type: none"> 1. On-campus Student Groups and other organizations 2. College Workshops 3. Financial Aid Office 	<ul style="list-style-type: none"> • Interactive exercises <ul style="list-style-type: none"> ○ creating a budget • Providing assignments in CashCourse • Pre and Post Quizzes • Checklists 	<p>Spring Quarter 2016 Academic year 2015-16</p>	<p>Assessment Team</p>
<p>Unit Outcome 3: Students will identify and articulate areas for improvement, problem solutions, and suggestions for financial aid process in TritonLink</p> <p>Learning Domain(s): Think Critically and Solve Problems; Communicate Effectively, Promote Social Justice and Community Responsibility</p>	<ol style="list-style-type: none"> 1. Interactive Focus Group held in a campus computer lab 	<p>Qualitative research using a focus group:</p> <ul style="list-style-type: none"> • Structured focus groups • Written notes <ul style="list-style-type: none"> ○ jotting down thoughts ○ questions ○ observations ○ opinions • Checklists 	<p>Winter Quarter 2017 Academic year 2016-17</p>	<p>Assistant and Associate Directors and Assessment Team</p>

<p>Unit Outcome 4: Students will articulate better ways to receive effective communication of key deadline dates, student requirements and actions needed in the financial aid process</p> <p>Learning Domain(s): Communicate Effectively</p>	<p>1. Email sent to students</p>	<p>Survey link at bottom of email</p>	<p>Fall Quarter 2016 Academic years 16-17 thru 17-18</p>	<p>Assessment Team and Assigned Assistant Director</p>
<p>Unit Outcome 5: Determine the number of students completing a SAP Appeal Course Plan and then graduating</p> <p>Learning Domain(s): Advance Personal, Academic, and Professional Success; Engage in a Healthy Lifestyle</p>	<p>1. Financial Aid Office Research</p>	<p>Quantitative research: Develop cohort group:</p> <ul style="list-style-type: none"> ○ Review all SAP Appeals submitted between Fall 2014 and Fall 2015 	<p>Fall Quarter 2014 Academic years 2014-15 thru 2017-18</p>	<p>Assessment Team and Satisfactory Academic Progress (SAP) Assistant Director</p>
<p>Unit Outcome 6: Determine a correlation between the number of students dropping out of school who have a hold on their accounts due to outstanding balances and are near graduating</p> <p>Learning Domain(s): Engage in a Healthy Lifestyle; Advance Personal, Academic, and Professional Success</p>	<p>1. Financial Aid Office and possibly other Departments</p>	<ul style="list-style-type: none"> • Internal systems (e.g. ISIS, SAM, Data Warehouse, etc.) • Reports and queries • Surveys • Structured interviews 	<p>Spring Quarter 2016 Academic year 2015-16</p>	<p>Director and Assessment Team</p>