

Financial Aid Office Program Review

Mission Statement: The Student Financial Aid Office supports student success by appropriately awarding funding to all financial aid eligible GHC students.

Goal 1: Maintain compliance with all federal and state financial aid regulations

Intended Outcome: Accurate/timely submission of the federal FISAP report to the US Department of Education	Indicators of Achievement with measures: Accurate data reported with no errors upon submission of the FISAP
	Indicators of Achievement with measures: All federal funds will be reconciled prior to submission of FISAP
Intended Outcome: Accurate/timely submission of the Unit Record to the Washington State Higher Education Coordinating Board	Indicators of Achievement with measures: Accurate data reported with no errors upon submission of the Unit Record
	Indicators of Achievement with measures: All financial aid awards will be reconciled prior to submission of the Unit Record

Goal 2: Disburse all annually allocated funds to eligible students (FSEOG, FWS, SNG, SWS)

Intended Outcome: Maximize the number of students that can benefit from these funding sources	Indicators of Achievement with measures: Year-end reports (FISAP, Unit Record) and reconciliation will show \$0.00 remaining of the annual allocation
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Goal 3: Students will be able to successfully navigate the Financial Aid processes.

Intended Outcome: GHC students will have the information necessary (via website, written communication and in-person counseling) to effectively navigate the financial aid process	Indicators of Achievement with measures: Annual Student Services Spring Survey will show at least 90% of students surveyed will be "satisfied" with the information received by the FA Office in-person, in writing and on the website/portal.
Intended Outcome: HS juniors and seniors in Grays Harbor County will be provided with information about aid types available to them and the process for applying for financial aid via presentations in the high schools.	Indicators of Achievement with measures: Evaluations of HS presentations will at show that at least 90% of attendees "agree" that the information provided in the presentation helped them gain an understanding of and answered their questions about financial aid.

Goal 4: Students will be satisfied with services provided by the Financial Aid Office

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<p>Intended Outcome: Student satisfaction will be assessed in areas of overall satisfaction, responsiveness to student concerns and staff courtesy.</p>	<p>Indicators of Achievement with measures: Annual Student Services Spring Survey will show an overall satisfaction with FA Office service to be 90% or higher w/ no lower than 75% in any one category.</p>
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<p>Goal 5: Financial aid files, appeals and professional judgment requests are processed in a timely manner.</p>

<p>Intended Outcome: Completed FA Files will be responded to within 6 weeks of the date the file was complete (last required document received by FA Office) during Summer and Fall Quarters</p>	<p>Indicators of Achievement with measures: An analysis of all completed files waiting to be reviewed will be conducted once a month on a set schedule - to measure how long the file has been completed. No more than 10% of these files will have been in review longer than 6 weeks</p>
<p>Intended Outcome: Completed FA Files will be responded to within 3 weeks of the date the file was complete (last required document received by FA Office) during Winter and Spring Quarters</p>	<p>Indicators of Achievement with measures: An analysis of all completed files waiting to be reviewed will be conducted once a month on a set schedule - to measure how long the file has been completed. No more than 10% of these files will have been in review longer than 3 weeks</p>
<p>Intended Outcome: Appeals will be responded to within 2 weeks of submission to the FA Office</p>	<p>Indicators of Achievement with measures: A monthly analysis of appeals waiting to be reviewed will be conducted to measure how long the file has been waiting for review. No more than 10% of the appeals will have been waiting for review longer than 2 weeks</p>
<p>Intended Outcome: Professional judgments will be responded to within 2 weeks of submission to the FA Office</p>	<p>Indicators of Achievement with measures: A monthly analysis of PJs waiting to be reviewed will be conducted to measure how long the file has been waiting for review. No more than 10% of the PJs will have been waiting for review longer than 2 weeks</p>