

## Student Learning Outcomes for Non-Instructional Units (2007-2008)

**Directions:** Complete Sections “A” through “C” at the beginning of each academic school year (once prompted). Sections “D” and “E” (which deal with actual results and use of results) should not be completed until the end of each spring term. Keep comments brief and use 9 point font. In doing so, your document should not exceed one page.

<b>Department or Division:</b> Student Financial Services		<b>Department or Division Chair/Director/Dean:</b> Cassandra Matthews-Byrd		
<b>Academic School Year: 2007-2008</b>				
<b>Department or Division’s Mission:</b> The mission of the Office of Student Financial Services is to promote and enhance a “comprehensive office” that would provide financial assistance to those students with financial barriers while simultaneously providing a comparable level of quality customer service through outreach and technology.				
A. Student Learning Outcomes (3-5)	B. Assessment Methods	C. Expected Results	D. Actual Results Obtained	E. Use of Results
Students within the reach of your division or department, should demonstrate the following proficiencies:	List what methods you plan on using to measure each student learning outcome.	List what intended results you expect to see if the outcome is reached. Results should be measurable.	When you assessed and measured your outcomes, what results did you find? Be specific.	Now that you have your results, how do you intend to use these results to improve your division or department?
1. Students will utilize the on line Free Application for Federal Student Aid (FAFSA) and submit the application via the web.	1. Report of web submitted applications	1. At least 50% of students enrolling in 2007-08 will complete the on line FAFSA. Using the on line application will facilitate more efficient financial aid processing.	1. 2007-08 (through 3/30) Web Original – 2,449 Web Renewal – 1,577 TOTAL – 4,076 (Unduplicated)	1. Since paper FAFSAs will soon be discontinued, it is imperative that students learn to utilize the web application. SFS Staff will continue to provide training and assistance in completing the application on line. Computer access must be provided for students lacking such. SFS will continue pursuing its goal of upgrading facilities and equipment to leverage new technology and improve services to students.
2. Currently enrolled students seeking scholarships will submit completed scholarship application packets by the announced deadline.	2. Review of application packets	2. 90% of currently enrolled students seeking scholarships will submit completed scholarship application packets by the deadline.	2. 76% of currently enrolled scholarship applicants submitted complete application packets by the announced deadline (75 out of 99).	2. Launch a more aggressive scholarship awareness campaign; solicit more assistance from faculty in announcing and encouraging students to apply early; increase utilization of campus bulletins, college website, class schedule, marquee, etc.