

# Administrative Unit Assessment Report

**Assessment** is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

## Administrative Unit

Financial Aid

## Submission Year

2018-2019

*Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.*

## Assessment Coordinator Name

Michelle Lodato

## Enter Assessment Coordinator Email

alodato@lander.edu

*If more than one coordinator, please choose one for emails to be sent to.*

## Unit Goal

### Goal

#### Goal 1

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Comply with reporting requirements and funding requests for federal, state and financial aid programs

#### Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

*Choose the Pillar of Success that your goal best aligns with.*

### Outcomes

## Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

### What type of Outcome would you like to add?

Operational Outcome

### Enter Outcome

Reporting deadlines met; program participation continued

### Timeframe for this Outcome

Academic Year 2018-2019

*Ex. Academic Year 2017-2018*

### Performance Target for "Met"

Continued participation in the federal aid programs

*The anticipated level of achievement for this Outcome to be considered "Met".*

### Performance Target for "Partially Met"

Possible sanctions

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

### Performance Target for "Not Met"

Participation in the federal aid programs discontinued or subject to sanctions

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

### Assessment Measure Used

Federal & State Reports

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

### Frequency of Assessment

Annually

### Data Collected for this Timeframe (Results)

Reports were submitted in a timely manner

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

### Score (Met=3, Partially Met=2, Not Met=1)

3

### Comments/Narrative

FISAP report is annually  
CERRA Fall Report (Roster) By Sep 29 each year  
CERRA Spring Report (Roster) By Feb 28 each year  
Lander Foundation Reports Annually at Scholarship Committee meeting

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

Completion of the FISAP requires cooperation among several offices (Institutional Research, Student Accounts, the Budget Office, Business Office/Payroll, Instructional Services and the Financial Aid Office). Continue to improve internal processes and communication of requirements and deadlines.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

## Goal Summary

**Goal Summary/Comments**

Reporting guidelines and timelines met. Will continue to improve on efficient and accurate ways to gather data.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

Have looked at implementing new systems that will make the data gathering process even more efficient and accurate.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**

## Goal 2

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Realize the maximum benefit of scholarship

**Pillar of Success Supported**

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## Outcomes

### Outcome 1

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Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

#### What type of Outcome would you like to add?

Operational Outcome

#### Enter Outcome

While our yield was met for the last 4 years, the administration has agreed additional scholarship resources & scholarship retooling is needed to achieve enrollment/retention goals. On going efforts are required to maintain and achieve enrollment/retention goals.

#### Timeframe for this Outcome

2018-2019

*Ex. Academic Year 2017-2018*

#### Performance Target for "Met"

Greater than or equal to 30% yield

*The anticipated level of achievement for this Outcome to be considered "Met".*

#### Performance Target for "Partially Met"

N/A

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

#### Performance Target for "Not Met"

Less than 30% yield

The anticipated level of achievement for this Outcome to be considered "Not Met".

**Assessment Measure Used**

Yield of freshman scholarships

**Frequency of Assessment**

Annually

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Data Collected for this Timeframe (Results)**

Students with freshman scholarships that enrolled and matriculated.

**Score (Met=3, Partially Met=2, Not Met=1)**

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

While our yield was met for the last 4 years, the administration has agreed additional scholarship resources and scholarship retooling is needed to achieve enrollment/retention goals. On going efforts are required to maintain and achieve enrollment/retention goals.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

Advancement is working on a plan to raise money for scholarships. We are currently reviewing scholarship programs and processes to determine better ways to serve our students financial needs.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

## Goal Summary

**Goal Summary/Comments**

We are currently meeting most of the need for most students. Future planning is in the works for raising additional scholarship dollars to be utilized for need and additional academic scholarships.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

We are currently meeting most of the need for most students. Future planning is in the works for raising additional scholarship dollars to be utilized for need and additional academic scholarships. We would like to have more need based scholarships available to students.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

### Upload Files (if needed)

## Goal 3

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Provide/Contract Default Management Services to Minimize Cohort Default Rate

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## Outcomes

### Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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### What type of Outcome would you like to add?

Operational Outcome

### Enter Outcome

Lower the current student loan default rate

**Timeframe for this Outcome**

Academic year 2018-2019

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

Default lower than prior year

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

Default rate not reduced, but maintained from prior year.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

Default rate increased from prior year

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

COD default rate

**Frequency of Assessment**

Annually

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Data Collected for this Timeframe (Results)**

COD report of default rate

**Score (Met=3, Partially Met=2, Not Met=1)**

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

In the past we were using a loan program default management system which worked well. That program was discontinued, but will relaunch January 2020.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

January of 2020 we will rejoin the new loan default management program by EdManage.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

These resources will be used to manage and lower our student loan default rate.

## Goal Summary

**Goal Summary/Comments**

We are satisfied with where we currently are as an institution compared to the national rates. We will be working to lower our default rate after rejoining the EdManage loan management program.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past,*

*please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

Continue with the same goal of lowering the student loan default rate.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**