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Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

Non-Instructional Programs Three Year Program Review

Service Area

FINANCIAL AID

Period of Three Year Review

School Year 2010-2011, 2011-2012, 2012-2013

NAME/TITLE/SIGNATURES:

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Date: 2/12/14

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Date: 2/14/14

Received by Institutional Research Office on:	Date	Name and initial of receiving personnel
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Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.

Instructions for completing the form:

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section.
3. Submit your completed Program Review in both hard copy and electronic copy format to the Institutional Research Office.
4. Be sure to keep both hard and electronic copies for yourself.

Program Review Narrative Summary

Service area purpose:

The service area's purpose is to provide comprehensive financial aid programs to meet the immediate and long-term needs of the diverse population of students through federal, state, and private funds to help them pay for their college cost. The service area provides financial aid information to prospective students and interested individuals, assist students in completing financial aid forms, and make available all financial aid resources that students can utilize to provide them financial support in pursuing their education.

Relationship of Service Area to the College Mission Statement:

The service area's purpose reinforces the college mission statement because the primary function of this office is that it is here to offer students without monetary support an opportunity to pursue their education.

Summary of Trend Analysis:

There were a few financial aid service and activity trends that increased during the three school years (from 2010 to 2013). Financial aid sessions conducted increased slightly in 2013 from school year 2010-2011. Financial aid inquiries went down by twelve during the 2011-2012 school year, but went up notably by 85 during 2012-2013. Follow up letters increased by a little over 400 in 2013 from 2010. The activity with the most significant increase in number is financial aid counseling, which rose by more than 2,000 in 2012-2013 from the past two school years. Progress is noted in some areas during school year 2011-2012, the second school year. There were over a 100 more applications disbursed and received as well as Title IV federal student aid reports generated compared to school year 2010-2011 and 2012-2013. This second school year and the third school year (2012-2013) regressed in financial aid probation and suspension letters though since about nearly 200 more were passed out from the first school year. Areas such as financial aid handbooks and federal funds monthly reconciliation with business office services remained the same and barely increased, respectively. Based on the financial aid trend analysis regarding financial aid satisfactory academic progress (SAP), there is clear evidence that all personnel involved in the education of the students, such as instructors and counselors from both offices of student life and housing, and admissions & financial aid need to work together to provide appropriate assistance to students to ensure their success of achieving their educational goals. Also, if the admissions office concentrates more on recruiting more students, the financial aid office may be able to disburse and receive more applications in future school years.

Summary of Learning Outcomes Assessment:

Financial aid orientations are conducted after recruitment sessions and are always carefully planned. Communication is established early on with schools so that suitable orientation schedules are made and students, teachers and parents are notified in advance. During each orientation, the financial aid staff carefully explains each of the federal aid grants as well as non-federal aid that are available to students using a power point presentation. The financial aid form (FAFSA) is also explained and participants are given forms so that they may fill them at that time. Because staff is present to assist with the forms and answer any questions or concerns, the forms are usually filled correctly and thoroughly. Students provide their contact details so that staff may be able to contact them in the future regarding their financial aid forms. At the end of each session, assessment forms are passed out so that students may rate the presentation and offer comments. The learning outcome assessment results seem to indicate that the financial aid orientations have been beneficial to participating students. Each school year show that at least 70% of the student participants gained a full understanding of the types of federal financial aid and its requirements that are available at PCC and the financial aid application requirements after each orientation. Because nearly everyone, if not all, of the high school students have never been exposed to the financial aid process, the anticipated number of 70% students that will gain full knowledge of the financial aid process is deemed realistic. In addition, over 70% of the students participating on the Orientation 2 sessions each year, gained full understanding of the financial aid Satisfactory Academic Progress (SAP) policy and new federal updates.

Summary of Goals/Objectives Assessment:

The financial aid office's main goal and objective is to provide excellent service in a timely manner. Each staff is always courteous and knowledgeable about the financial aid process. The expected outcome is projected as 70% of the clients will be satisfied with how the staff greets the customers, how their questions were addressed and answered, and how content they were with the result of their visit. The actual outcome based on customer evaluations showed a greater percentage of satisfaction from customers, with at least 89% in school year 2011-2012 and nearly a 100% satisfaction in school year 2010-2011 and 2012-2013. Services will continue to be provided in the current manner that is used.

Summary of Personnel:

The financial aid staff is both qualified and competent to do the required work, but due to the type of work the staff is involved in, they sometimes need to work more than the normal hours to guarantee exceptional services and delivery of the services in a timely manner. To ensure that the management of federal student aid programs is administered properly and that the college continues to maintain its institutional eligibility to receive funding from the U.S. government, the director also needs to attend the ongoing workshops and conferences to be kept abreast with federal updates and be in compliance with the program requirements. The director will then in turn, provide the trainings and workshops to all staff members.

Summary of Facilities and Equipment:

The environment in which both staff and students use, is one of the key factors in the office's successful operation. The staff needs a larger office space to cater to students and staff and to store necessary files and office equipment. In addition, the financial aid counselor needs a private office due to counseling and student confidentiality. The office also requires an *Infocus* projector to do power point presentations during financial aid sessions and recruitment visits to all local high schools, financial aid sessions with the current students on campus, and to conduct financial aid training to appropriate offices which includes financial aid staff. The office also needs a heavy duty shredder to shred numerous confidential records of students which are no longer needed so there would be space for other files. In addition, the office needs a telephone in the computer room so that staff working in there can answer the phone immediately instead of going out to the secretary or the counselor's desk to answer the phone.

Summary of Evaluation of Previous Goals/Activities from Previous Cycle

There is a Palau Community College Program Financial Aid Evaluation that was prepared for the year 2007. In that report, it states that the financial aid office was greatly involved in providing services to the community. The office conducted financial aid presentations to agencies and ministries such as Palau Community Action Agency, Ministry of Education, Ministry of Justice, and Ministry of Health in addition to the high schools.

Because the financial aid office steadily managed financial aid presentations and counseling to interested people and groups in the community, people became aware that they have an opportunity to pursue their education even if they have financial limitations.

The Office of Admissions & Financial Aid has been committed to conducting financial aid sessions to not only the various high schools, but to government agencies as well, and this assisted in boosting the college's enrollment. It also enhanced the college's connection with outside organizations.

Modifications to the service area that were listed in the previous action plan that would improve services consist of hiring a financial aid counselor. Staff also needed to be trained in computer work such as Microsoft Office. Equipments needed were a laptop for power point presentations and filing cabinets to house student files. Also, there was no service area mission statement nor were there customer service evaluations.

Major changes and accomplishments since the last review include having created a mission statement that supports the overall mission of Palau Community College. There is now a financial aid counselor to handle financial aid counseling as well as other related work. There is a service area evaluation that is given out to visitors so that the staff can receive feedback on how they are doing. The office has a laptop that is used to do presentations during financial aid parent nights and orientations, as well as other work-related presentations. The office now has filing cabinets with student files in them. The staff was also attended a Microsoft Excel training at the end of last year.

Summary of Service Areas Major Strength and Improvement Needs:

The service area's first strength lies in its staff. The staff has the educational background, experience and expertise to provide financial aid services to each clientele through annual financial aid workshops and training. The staff was able to achieve the goals and objectives of the service area. The staff works above and beyond normal working hours to ensure that the services provided to customers are done in a timely manner. The second strength is access to modern technology. Methods and Technology are up to date to carry out the service area functions. The availability of the three computers and high speed internet line enable students to file their FAFSA application on the web.

The service area's improvement needs include expanding the office so that there would be more room for staff, visitors, and office equipment and supplies. The financial aid counselor needs a private office to conduct private student counseling. Equipments needed to improve the office include a heavy duty shredder to shred unnecessary files, a projector to conduct power point presentations during financial aid orientations and office meetings, and an extra telephone in the computer room so staff can take and make calls in there while working instead of leaving the room to use the phone.

Summary of Action Plans:

The financial aid office needs a larger office space to accommodate more financial aid files and other equipment. Furthermore, a bigger office would make it more comfortable for both staff and visitors to move around. There would be room for additional tables and chairs so all visitors could use them. The financial aid counselor also needs a private office so that student counseling may be done privately. The office needs a shredder, a projector and an additional telephone to operate more efficiently. The shredder is used to shred unnecessary files so there would be less files and more space in the cabinets. The projector is needed to conduct financial aid power point presentations, and an extra telephone in the computer room permits staff to answer the phone and make calls without leaving the room.

Summary of Resource Request (if any):

A heavy duty shredder is much needed in the financial aid office because the office regularly carries a large amount of confidential files such as individual student files and a range of financial aid reports that are otherwise obsolete or unneeded and have to be disposed of properly. Another equipment that is required for the office is a projector. The projector is used to conduct power point presentations to students during financial aid sessions. The projector would also be very beneficial during staff trainings because a power point presentation during training is usually more comprehensible, more efficient, and simpler. It would benefit the staff greatly if there would be a telephone in the computer room. This will allow the staff to work in the computer room and answer the phone promptly instead of leaving the room to respond to phone calls..

*Note: Other college plans may include the 15-Year Institutional Master Plan, the 5 Year Technology Plan, or other plans such as an approved department plan or committee plan.

Appendix A: Service Area Review Assessment Data

MISSION OF SERVICE AREA

1. State the purpose (mission statement) of this service area.

The Financial Aid Office's mission statement is to make college education possible for students who might otherwise be deprived of this higher educational opportunity due to inadequate funds and/or previous limited educational opportunities. The Financial Aid Office's goal is to provide both financial aid information and service all students and interested persons. This office also assembles financial aid resources that are available to prospective, new, and continuing students in order to help pay for their college cost. The Financial Aid Office will continue to provide the highest quality service and offer as many opportunities for financial aid as possible, in addition to resources expected from students, family, state, and other sources.

2. How does the purpose (mission statement) of the service area support the overall institutional mission statement?

The mission of the Financial Aid Office fully supports the overall institutional mission of Palau Community College because the office is responsible for facilitating various financial aid resources to students that will fully or to some extent, pay for a variety of college costs. Because of this office's operation, students who are unable to attend school due to financial reasons will be given an opportunity to pursue their learning here at Palau Community College. This office not only serves as a gateway to higher education to many people, but it also considerably boosts the college's population and therefore, its primary venture, which is to serve the students.

TRENDS ANALYSIS

1. Use the data provided to indicate trends for each of the following measures:

Services/Activities Financial Aid	Year 1 2010-2011	Year 2 2011-2012	Year 3 2012-2013
Financial Aid Sessions conducted	25	33	42
Applications disbursed	1350	1550	1400
Financial Aid Inquiries	43	31	115
Application received	1254	1463	1329
Follow up letters	1765	2154	2184
Initial award letters	815	894	773
Revised award letters	1201	1460	1130
Financial Aid Counseling/Advising	1346	2814	5678
Financial Aid Probation/Suspension Letters	758	490	470
Financial Aid Handbook	800	800	800
Title IV Federal student aid reports	3103	3240	2582
Federal funds monthly reconciliation with business office	8	9	10

2. Use the data provided to indicate trends for each of the following measures:

Services/Activities Federal Work-Study Program	Year 1 2010-2011	Year 2 2011-2012	Year 3 2012-2013
FWS participants	225	228	160
FWS Vacancy announcement disbursed	230	230	230
Position announcement received	211	212	148
Supervisors Agreement/Contract	53	?	24
Supervisor's workshop	40	56	35
Job Placement	225	228	160
FWS Payroll processed	26	26	26
Supervisors Evaluation disbursed	105	100	100
Supervisors Evaluations received	99	63	
Students Evaluation disbursed	115	100	100
Students Evaluation received	92	53	
FWS Job Site visits	60		

3. Use data provided to indicate trends in staffing:

Staffing	Management level	Professional Level	Classified Level	Student Workers
Year 1: 2010-2011	1 Director – Fulltime (Director oversee both Financial Aid & Admissions)	1- Admissions Counselor (provided counseling to both Admissions & Financial Aid)	1- FWS Coordinator 2- Financial Aid Technicians 1- Secretary – Fulltime (provide clerical services to both Financial Aid & Admissions)	5 1/4-time
Year 2: 2011-2012	1 Director – Fulltime (Director oversee both Financial Aid & Admissions)	1- Admissions Counselor (provided counseling to both Admissions & Financial Aid)	1- FWS Coordinator 2- Financial Aid Technicians 1- Secretary – Fulltime (provide clerical services to both Financial Aid & Admissions)	5 1/4-time
Year 3: 2012-2013	1 Director – Fulltime (Director oversee both Financial Aid & Admissions)	1- Financial Aid Counselor	1- FWS Coordinator 2- Financial Aid Technicians 1- Secretary – Fulltime (provide clerical services to both Financial Aid & Admissions)	5 1/4-time

LEARNING OUTCOMES ASSESSMENT SUMMARY

Year 1: 2010-2011

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SUMMER 2010 FINANCIAL AID ORIENTATION SESSION 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientations.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: <i>74% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.</i>	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the Financial Aid Application requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientations.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: 75% of the students gained enough knowledge and full understanding of the Financial Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SUMMER 2010 FINANCIAL AID SESSIONS 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: 96% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the Financial Aid Application requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: 95% of the students have gained enough knowledge and full understanding of the Financial Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will understand the PCC Financial Aid Satisfactory Academic Progress Policy.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Satisfactory Academic Progress Policy.	CONCLUSION: 96% of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

4. Students will understand the PCC YEAR ROUND FEDERAL PELL GRANT POLICY.	4. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	4. The result of the survey evaluation will indicate a 70% understanding of the PCC YEAR ROUND FEDERAL PELL GRANT POLICY.	CONCLUSION: 92% of the students have gained enough knowledge and full understanding of the PCC YEAR ROUND FEDERAL PELL GRANT POLICY.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
FALL 2010 FINANCIAL AID ORIENTATION SESSION 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: 81% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the Financial Aid application requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: 80% of the students have gained enough knowledge and full understanding of the Financial Aid application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
FALL 2010 FINANCIAL AID SESSIONS 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: 61% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on.
2. Students will increase and gain knowledge of the Financial Aid Application requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: 92% of the students have gained enough knowledge and full understanding of the Financial Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will understand the PCC Financial Aid Satisfactory Academic Progress Policy.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	3. The result of the survey evaluation will indicate a 50% understanding of the PCC Financial Aid Satisfactory Academic Policy.	CONCLUSION: 91% of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

4. Students will understand the PCC YEAR ROUND FEDERAL PELL GRANT POLICY.	4. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	4. The result of the survey evaluation will indicate a 70% understanding of the PCC YEAR ROUND PELL GRANT POLICY.	CONCLUSION: 90% of the students have gained enough knowledge and full understanding of the PCC Year Round Federal Pell Grant Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SPRING 2011 FINANCIAL AID ORIENTATION SESSION 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: 50% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on
2. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: 67% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on
SPRING 2011 FINANCIAL AID SESSIONS 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: 89% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the Financial Aid Application requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: 87% of the students have gained enough knowledge and full understanding knowledge of the Financial Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. At the end of Financial Aid sessions, students will understand the PCC Financial Aid Satisfactory Academic Progress Policy.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Satisfactory Academic Progress Policy.	CONCLUSION: 90% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Satisfactory Academic Progress Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

4. At the end of Financial Aid sessions, students will understand the PCC YEAR ROUND FEDERAL PELL GRANT POLICY.	4. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid sessions.	4. The result of the survey evaluation will indicate a 70% understanding of the PCC YEAR ROUND PELL GRANT POLICY.	CONCLUSION: 87% of the students have gained enough knowledge and full understanding of the PCC Year Round Federal Pell Grant Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SPRING 2011 FINANCIAL AID NIGHT SESSIONS 1. Students will increase and gain knowledge of the types of federal student aid programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Night sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of federal student aid programs and its requirements that are available at PCC.	CONCLUSION: 78% of the students have gained enough knowledge and full understanding of the types of federal student aid programs and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the types of scholarships available to them.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during Financial Aid Nights sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the scholarships that are available to them.	CONCLUSION: - 75% of the students have gained enough knowledge and full understanding of the types of scholarships available to them.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of Federal Student Aid Application requirements at PCC.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Night sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid application requirements at PCC.	CONCLUSION: - 78% of the students have gained enough knowledge & full understanding of Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

Year 2: 2011-2012

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SUMMER 2011 FINANCIAL AID ORIENTATION 1 SESSION 1. Students will increase and gain knowledge of the types of Federal Student Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Federal Student Aid Programs and its requirements that are available at PCC.	CONCLUSION: 78% of the students have gained enough knowledge and full understanding of the types of Federal Student Aid Programs and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

2. Students will increase and gain knowledge of the types of scholarships available to them.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during Financial Aid Orientation sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the types of scholarships that are available to them.	CONCLUSION: - 79% of the students have gained enough knowledge and full understanding of the types of scholarships available to them.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of Federal Student Aid Application requirements at PCC.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Application requirements at PCC.	CONCLUSION: - 82% of the students have gained enough knowledge and full understanding of Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SUMMER 2011 FINANCIAL AID ORIENTATION 2 SESSION 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation Session 2 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: - 89% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the Financial Aid Application requirements at PCC.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation Session 2 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	CONCLUSION: - 89% of the students have gained enough knowledge and full understanding knowledge of the Financial Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge about the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation Session 2 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: - 86% of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
FALL 2011 FINANCIAL AID ORIENTATION 1 SESSION 1. Students will increase and gain	1. Survey instrument (Pre and Post Assessments) will be administered to participants during the Financial Aid	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its	OVERALL RATING: - 61% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on

knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	Orientation 1 sessions.	requirements that are available at PCC.		
2. Students will increase and gain knowledge of the Financial Aid Application requirements at PCC.	2. Survey instrument (Pre and Post Assessments) will be administered to participants during the Financial Aid Orientation 1 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Financial Aid Application requirements at PCC.	OVERALL RATING: - <u>55%</u> of the students have gained enough knowledge and full understanding of the Financial Aid Application requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on
FALL 2011 FINANCIAL AID ORIENTATION 2 SESSION 1. Students will increase and gain knowledge of PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument (Pre and Post Assessments) will be administered to participants during the Financial Aid Orientation 2 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of PCC Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: <u>93%</u> of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of PCC Financial Aid Financial Aid Warning Policy.	2. Survey instrument (Pre and Post Assessments) will be administered to participants during the Financial Aid Orientation 2 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of PCC Financial Aid Warning Policy.	CONCLUSION: <u>95%</u> of the students have gained enough knowledge and full understanding of PCC Financial Aid Financial Aid Warning Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of the PCC Financial Aid Disqualification Policy.	3. Survey instrument (Pre and Post Assessments) will be administered to participants during the Financial Aid Orientation 2 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Disqualification Policy.	CONCLUSION: <u>94%</u> of the students have gained enough knowledge and full understanding of the PCC Financial Aid Disqualification Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SPRING 2012 FINANCIAL AID ORIENTATION 1 SESSION 1. Students will increase and gain knowledge of the types of Financial Aid Programs and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 1 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: <u>46%</u> of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs and its requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on

2. Students will gain knowledge of the Federal Student Aid Application requirements at PCC.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during Financial Aid Orientation 1 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Application requirements at PCC.	CONCLUSION: - 60% of the students have gained enough knowledge and full understanding of the Federal Student Aid Application requirements at PCC.	Based on the assessment results, the assessment tool will be re-evaluated to see which area of the presentation needs to be improved on
SPRING 2012 FINANCIAL AID ORIENTATION 2 SESSION 1. Students will understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 2 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 92% of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will gain knowledge of the PCC Financial Aid Warning Policy.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during Financial Aid Orientation 2 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Warning Policy.	CONCLUSION: 88% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Warning Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of the PCC Financial Aid Disqualification Policy.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 2 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Disqualification Policy.	CONCLUSION: 92% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Disqualification Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SPRING 2012 FINANCIAL AID NIGHT SESSION 1. Students will increase and gain knowledge of the types of federal student aid and its requirements that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Night sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs and its requirements that are available at PCC.	CONCLUSION: 83% of the students have gained enough knowledge and full understanding of the types of federal student aid and its requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will increase and gain knowledge of the types of scholarships available to them.	2. Survey instruments (Pre and Post Assessment) will be	2. The result of the survey evaluation will indicate a 70% understanding of	CONCLUSION: 84% of the students have gained enough knowledge and full understanding of the types of scholarships available to them.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to

	administered to participants during Financial Aid Nights sessions.	the scholarships available to them.		use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of Federal Student Aid Application requirements at PCC.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Night sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the types of Federal Student Aid Application requirements at PCC.	CONCLUSION: 82% of the students have gained enough knowledge and full understanding of Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

Year 3: 2012-2013

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SUMMER 2012 FINANCIAL AID ORIENTATION 1 SESSION 1. Students will increase and gain knowledge of the types of Financial Aid Programs that are available at PCC.	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 1 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs that are available at PCC.	CONCLUSION: 85% of the students have gained enough knowledge and full understanding of the types of PCC Financial Aid Programs.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will gain knowledge of the Federal Student Aid Programs requirements at PCC.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during Financial Aid Orientation 1 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Programs requirements at PCC.	CONCLUSION: 85% of the students have gained enough knowledge and full understanding of the Federal Student Aid Programs requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of Federal Student Aid Application requirements at PCC.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 1 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Application requirements at PCC.	CONCLUSION: 88% of the students have gained enough knowledge and full understanding of Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SUMMER 2012 ORIENTATION 2 SESSION 1. Students will understand the	1. Survey instrument (Pre and Post Assessment) will be administered to participants during the	1. The result of the survey evaluation will indicate a 70% understanding of the PCC Satisfactory	CONCLUSION: 95% of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and

PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	Financial Aid Orientation 2 sessions.	Academic Progress (SAP) policy.		make changes when need arises.
2. Students will gain knowledge of the PCC Financial Aid Warning Policy.	2. Survey instruments (Pre and Post Assessment) will be administered to participants during Financial Aid Orientation 2 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Warning Policy.	CONCLUSION: 95% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Warning Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of the PCC Financial Aid Disqualification Policy.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 2 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Disqualification Policy.	CONCLUSION: 94% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Disqualification Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
4. Students will increase and gain knowledge of the PCC Financial Aid Probation policy.	4. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Orientation 2 sessions.	4. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Probation Policy.	CONCLUSION: 96% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Probation policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
FALL 2012 ORIENTATION 1 SESSION 1. Students will increase and gain knowledge of the types of Federal Financial Aid Programs that are available at PCC.	1. Survey instrument will be administered to participants at end of the Financial Aid Orientation 1 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Federal Financial Aid Programs that are available at PCC.	CONCLUSION: 99% of the students have gained enough knowledge and full understanding of the types of Federal Financial Aid Programs at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will gain knowledge of the Federal Financial Aid Programs Requirements at PCC.	2. Survey instruments will be administered to participants at the end of Financial Aid Orientation 1 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Federal Financial Aid Programs Requirements at PCC.	CONCLUSION: 99% of the students have gained enough knowledge and full understanding knowledge of the Federal Financial Aid Programs Requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of Federal Student Aid Application requirements at PCC.	3. Survey instruments will be administered to participants at the end of the Financial Aid Orientation 1 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Application requirements at PCC.	CONCLUSION: 99% of the students have gained enough knowledge and full understanding of Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

<p>FALL 2012</p> <p>ORIENTATION 2 SESSION</p> <p>1. Students will understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.</p>	<p>1. Survey instrument will be administered to participants at the end of the Financial Aid Orientation 2 sessions.</p>	<p>1. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.</p>	<p>CONCLUSION: 99% of the students have gained enough knowledge and full understanding of PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.</p>	<p>Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.</p>
<p>2. Students will gain knowledge of the PCC Financial Aid Warning Policy.</p>	<p>2. Survey instrument will be administered to participants at end of the PCC Financial Aid Orientation 2 sessions.</p>	<p>2 The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Warning Policy.</p>	<p>CONCLUSION: 98% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Warning Policy.</p>	<p>Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.</p>
<p>3. Students will increase and gain knowledge of the PCC Financial Aid Disqualification Policy.</p>	<p>3. Survey instrument will be administered to participants at the end of the Financial Aid Orientation 2 sessions.</p>	<p>3. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Disqualification Policy.</p>	<p>CONCLUSION: 97% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Disqualification Policy.</p>	<p>Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.</p>
<p>4. Students will increase and gain knowledge of the PCC Financial Aid Probation Policy</p>	<p>Survey instrument will be administered to participants at end of the Financial Aid Orientation 2 sessions.</p>	<p>4. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Probation Policy.</p>	<p>CONCLUSION: 97% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Probation Policy .</p>	<p>Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.</p>
<p>SPRING 2013</p> <p>ORIENTATION 1 SESSION</p> <p>1. Students will increase and gain knowledge of the types of Financial Aid Programs that are available at PCC.</p>	<p>1. Survey instrument will be administered to participants at end of the Financial Aid Orientation 1 sessions.</p>	<p>1. The result of the survey evaluation will indicate a 70% understanding of the types of Financial Aid Programs that are available at PCC.</p>	<p>CONCLUSION: 100% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs at PCC.</p>	<p>Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.</p>
<p>2. Students will gain knowledge of the Federal Student Aid Programs' Requirements at PCC.</p>	<p>2. Survey instruments will be administered to participants at end of the Financial Aid Orientation 1 sessions.</p>	<p>2. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Programs requirements at PCC.</p>	<p>CONCLUSION: 100% of the students have gained enough knowledge and full understanding of the Federal Student Aid Programs' Requirements at PCC.</p>	<p>Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.</p>

3. Students will increase and gain knowledge of the Federal Student Aid Application requirements at PCC.	3. Survey instrument will be administered to participants at the end of the Financial Aid Orientation 1 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the Federal Financial Aid Application requirements at PCC.	CONCLUSION: 100% of the students have gained enough knowledge and full understanding of the Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SPRING 2013 ORIENTATION 2 1. Students will increase and gain knowledge of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants at the end of the Financial Aid Orientation 2 sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 99% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
2. Students will gain knowledge of the PCC Financial Aid Warning Policy.	2. Survey instruments will be administered to participants at the end of the PCC Financial Aid Orientation 2 sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Warning Policy.	CONCLUSION: 98% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Warning Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. Students will increase and gain knowledge of the PCC Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants at the end of the Financial Aid Orientation 2 sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Disqualification Policy.	CONCLUSION: 97% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Disqualification Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
4. Students will increase and gain knowledge of the PCC Financial Aid Probation Policy.	4. Survey instrument will be administered to participants during the Financial Aid Orientation 2 sessions.	4. The result of the survey evaluation will indicate a 70% understanding of the PCC Financial Aid Probation Policy.	CONCLUSION: 99% of the students have gained enough knowledge and full understanding of the PCC Financial Aid Probation Policy.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
SPRING 2013 FINANCIAL AID NIGHT SESSION 1. High school seniors will increase and gain knowledge of the types of Financial Aid Programs that are available at PCC.	1. Survey instrument will be administered to participants at the end of the Financial Aid Night sessions.	1. The result of the survey evaluation will indicate a 70% understanding of the types of Federal Financial Aid Programs that are available at PCC.	CONCLUSION: 100% of the students have gained enough knowledge and full understanding of the types of Financial Aid Programs at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

2. High school seniors will gain knowledge of the Federal Student Aid Programs' requirements at PCC.	2. Survey instruments will be administered to participants at the end of Financial Aid Night sessions.	2. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Programs' requirements at PCC.	CONCLUSION: 100% of the students have gained enough knowledge and full understanding of the Federal Student Aid Programs' requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.
3. High school seniors will increase and gain knowledge of the Federal Student Aid Application requirements at PCC.	3. Survey instrument will be administered to participants at the end of the Financial Aid Night sessions.	3. The result of the survey evaluation will indicate a 70% understanding of the Federal Student Aid Application requirements at PCC.	CONCLUSION: 100% of the students have gained enough knowledge and full understanding of the Federal Student Aid Application requirements at PCC.	Based on the assessment results, no action is needed. The Financial Aid Unit will continue to use the same approach, assessment, and make changes when need arises.

GOALS/OBJECTIVES ASSESSMENT SUMMARY

Year 1: 2010-2011

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner. This includes courtesy and knowledge.	Customer Service Evaluation	70% of the clients will be satisfied with the services	325 people completed the evaluation. 97% of the clients who received the services were satisfied.	No action is needed. The Financial Aid unit will continue to provide and assess services and make changes when the need arises.

Year 2: 2011-2012

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner. This includes courtesy and knowledge.	Customer Service Evaluations	70% of the clients will be satisfied with the services	150 people completed the evaluation. 89% of the clients who received the services were satisfied.	No action is needed. The Financial Aid unit will continue to provide and assess services and make changes when the need arises.

Year 3: 2012-2013

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner. This includes courtesy and knowledge.	Customer Service Evaluations	70% of the clients will be satisfied with the services	176 people completed the evaluation. 95% of the clients who received the services were satisfied.	No action is needed. The Financial Aid unit will continue to provide and assess services and make changes when the need arises.

PERSONNEL

1. List information requests below for all full time/part time personnel:

Position/Titles (no names)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of duties
Director of Admissions & Financial Aid	FT (oversee both Financial Aid & Admissions)	MA	1979	See attachment A
Financial Aid Counselor	FT	MA	2013	See Attachment B
Financial Aid Technician	FT	AA	1984	See Attachment C
Financial Aid Technician	FT	CA	2005	See Attachment D
Federal Work Study Coordinator	FT	BS	2013	See Attachment E
Secretary	FT	HS	1990	See Attachment F

2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results and/or other college plans.

Yes.

3. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results and/or other college plans.

Yes.

4. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base on this response on assessment results and/or other college plans.

Yes. It is imperative that the director continues to attend annual financial aid training workshops and conferences. This ensures that the college administers the program in compliance with federal requirements and continues to maintain the institutional eligibility for financial aid. The director, upon returning from these trainings and workshops, will then, in turn, provide them to all financial aid staff.

FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results and/or other college plans.

No. The office space is too small to provide services to all customers. The financial aid counselor needs a private office to counsel students and parents and maintain client confidentiality. In addition, ample space is needed to allow free movement of staff and student workers, as well as to house file cabinets, computers, drawers, and other office equipment.

2. Is available equipment adequate to support service area goals/objectives/student learning outcomes?
If no, provide response based on assessment results and/or other college plans.

No. The following equipments are needed to support the service area:

1. *Infocus* projector for power point presentations during financial aid sessions with new and continuing students.
2. A heavy duty shredder to shred various unneeded confidential files, which the office has a great amount of.
3. Telephone in the computer room so that staff working in this area may be able to respond to incoming calls immediately instead of having to leave the room to answer calls each time the phone rings.

3. Does the service area generate revenue?

No.

EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans

Action Plan Activity/Objectives	Status Complete/ Ongoing/Incomplete	Explanation
Mission of the service area	Completed	There is now an established service area mission that supports the overall mission of Palau Community College.
Personnel – Financial Aid Counselor	Completed	A financial aid counselor was hired in 2013 to oversee financial aid counseling and other related work
Facilities & Equipment – Laptop	Completed	A laptop was purchased for financial aid orientations & other work-related presentations.
Fire proof filing cabinets	Completed	Cabinets were purchased to house more financial aid files
Financial aid counselor's office	Ongoing/Incomplete	There is not enough space to create another enclosed office. The office is currently requesting to extend the back of the office so that an additional private room can be created and there would be more office space as well..
Staff Training	Completed	Staff recently attended Microsoft Excel training at the end of last year.
Evaluations	Completed	The office now has a customer service evaluation so that visitors may rate the staff's performance, indicate how satisfied they were with the service, and provide feedback on possible improvements.

SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

1. The staff has the educational background, experience and expertise to provide financial aid services to each clientele through annual financial aid workshops and training.
2. The staff was able to achieve the goals and objectives of the service area.
3. Methods and Technology are up to date to carry out the service area functions.
4. The staff works above and beyond the normal working hours to ensure that the services provided to customers are done in a timely manner.
5. The availability of the three computers and high speed internet line enable students to file their FAFSA application on the web.

2. List and explain service area improvement needs.

1. Expanding the office will allow visitors and staff to have more room to sit and move around and all equipments and supplies can be housed fittingly. Expanding the office also allows room for a private office for the financial aid counselor so she can do private counseling sessions with students.
2. The office's function will improve if a heavy duty shredder is purchased so that outdated files can be disposed of properly to create more room. A projector is needed to conduct power point presentations during financial aid parent nights, orientations and also during staff meetings. An extra telephone in the computer room lets staff answer and make calls while working in the computer room.

SERVICE AREA ACTIONS PLANS

Based on this current program review results, describe the program action plan/s for the next three (3) years. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve services/activities?	Needed Resources (if any)	Timeline
Expand the office so there will be more room overall and space for another private office.	Sometimes the office gets many visitors at one time and there is not enough room for all them to sit in the office. Also more room would enable staff and visitors to move more freely, and equipment such as cabinets and other supplies can fit comfortably. The financial aid counselor needs a private office to hold counseling sessions.		Fall 2015
Acquire a heavy duty shredder, a projector, and an additional telephone	A shredder is needed shred obsolete files properly so there will be more room for more files. A projector is needed to do financial aid power point presentations, and a telephone in the computer room will enable staff to answer and make calls while working in there.		Fall 2015

RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel			
Equipment	Heavy Duty Shredder <i>Infocus</i> projector Telephone		A heavy duty shredder is needed to shred obsolete and unneeded confidential files that the office regularly stores. A projector is needed to do perform power point presentations to students during financial aid sessions as well as to conduct staff meetings. A phone is needed in the computer room so that staff may answer calls promptly instead of leaving the room to answer the phone each time it rings.
Supplies			
Software			
Training			
Other			
Total			

Appendix B: Goals/Objective/SLOs – ILO Mapping
See attached

Appendix C: Evidence (All assessment data within review cycle)
See attached

Appendix D: All Assessment Tools
See attached

Appendix E: Service Area Assessment Calendar
See attached

APPENDIX B

ADMISSIONS & FINANCIAL AID – FINANCIAL AID			
Program		Student Learning Outcome (SLO)	Means of Assessment & Criteria for Success
1	FINANCIAL AID ORIENTATION 1 SESSION. <i>(note: clients are new and/or transfer students from local community or high school/colleges outside of Palau).</i>	<ul style="list-style-type: none"> Students (new & transfer) will gain an understanding of the types and requirements of Federal Student Financial Aid Programs available at PCC. Students (new & transfer) will gain knowledge of the Federal Student Financial Aid Application requirements at PCC. 	<ul style="list-style-type: none"> Post assessments will be administered to the participants at the end of the session and the result will indicate 70% understanding of the types and requirements of Federal Student Financial Aid Programs available at PCC. Post assessments will be administered to the participants at the end of the session and the result will indicate 70% knowledge of the Federal Student Financial Aid Application requirements at PCC.
2	FINANCIAL AID NIGHT SESSION. <i>(note: clients are seniors & their parents from all local high schools throughout Palau).</i>	<ul style="list-style-type: none"> Students (local high school seniors) will gain an understanding of the types and requirements of Federal Student Financial Aid Programs available at PCC. Students (local high school seniors) will gain knowledge of the Federal Student Financial Aid Application requirements at PCC. 	<ul style="list-style-type: none"> Post assessments will be administered to the participants at the end of the session and the result will indicate 70% understanding of the types and requirements of Federal Student Financial Aid Programs available at PCC. Post assessments will be administered to the participants at the end of the session and the result will indicate 70% knowledge of the Federal Student Aid Application requirements PCC.
3	FINANCIAL AID ORIENTATION 2 SESSION.	<ul style="list-style-type: none"> Federal financial aid recipients will gain understanding of the Federal Financial Aid Satisfactory Academic Progress Policy. Students will gain understanding of the new federal updates for the upcoming award year. 	<ul style="list-style-type: none"> Post assessments will be administered to the participants at the end of the session and the result will show 70% understanding of the Federal Financial Aid Satisfactory Academic Progress Policy. Post assessments will be administered to the participants at the end of the session and the results will show 70% understanding of the new federal updates for the upcoming award year.
4	RENEWAL OF FREE APPLICATION FOR FEDERAL STUDENT AID (FAFSA) SESSION.	<ul style="list-style-type: none"> Federal financial aid recipients will attend the FAFSA renewal session and file their renewal FAFSA application forms for the upcoming award year. 	<ul style="list-style-type: none"> The results of the session will show that 75% of the financial aid recipients attended the session and filed their FAFSA application for the upcoming award year.

APPENDIX C

FINANCIAL AID ORIENTATION 1 SESSION SUMMER 2010					
Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY				
	I don't know anything 1	I only know a little (2)	I know some of them (3)	I know them all (4)	TOTAL
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	9/ 9%	41/ 43%	39/ 41%	7/ 7%	96
2. How well do you know the PCC Financial Aid Application requirements?	11/ 12%	32/ 33%	35/ 36%	18/ 19%	96

FINANCIAL AID ORIENTATION 1 SESSION SUMMER 2010					
Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY				
	I don't know anything 1	I only know a little (2)	I know some of them (3)	I know them all (4)	TOTAL
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	5/ 5%	20/ 21%	52/ 54%	19/ 20%	96
2. How well do you know the PCC Financial Aid Application requirements?	5/ 5%	19/ 20%	48/ 50%	24/ 25%	96

OFFICE OF ADMISSIONS & FINANCIAL AID						
ORIENTATION 2 SESSION (Overall Summary)						
SUMMER 2010						
Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY					
	1	2	3	4	Blank	Total
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	21/ 8%	87/ 36%	103/ 42%	33/ 14%	0	244
2. How well do you know the PCC Financial Aid Application requirements?	16/ 7%	73/ 30%	103/ 42%	52/ 21%	0	244
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	41/ 17%	68/ 28%	97/ 40%	38/ 15%	0	244
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY	56/ 23%	90/ 37%	71/ 29%	27/ 11%	0	244

OFFICE OF ADMISSIONS & FINANCIAL AID						
ORIENTATION 2 SESSION (Overall Summary)						
SUMMER 2010						
Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					
	1	2	3	4	Blank	Total
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	0	11/ 4%	74/ 30%	164/ 66%	0	249
2. How well do you know the PCC Financial Aid Application requirements?	0	13/ 5%	60/ 24%	176/ 71%	0	249
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	0	11/ 4%	72/ 29%	166/ 67%	0	249
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY	0	18/ 7%	78/ 31%	151/ 61%	2/ 1%	249

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 1 Sessions Pre-Assessment
Fall Semester 2010

Question (KNOWLEDGE)	I don't know anything (1)	I only know a little (2)	I know some of them (3)	I know them all (4)	Blank	Total
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	6/ 07%	38/ 42%	37/ 41%	9/ 10%	0	90
2. How well do you know the PCC Financial Aid Application Requirements	10/ 11%	36/ 40%	35/ 38%	9/ 10%	0	90

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 1 Sessions Post-Assessment
Fall Semester 2010

Question (KNOWLEDGE)	I don't know anything (1)	I only know a little (2)	I know some of them (3)	I know them all (4)	Blank	Total
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	2/ .02%	14/ 16%	48/ 53%	25/ 28%	1/ .01%	90
2. How well do you know the PCC Financial Aid Application Requirements	2/ .02%	14/ 16%	34/ 37%	39/ 43%	1/ .01%	90

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
 Financial Aid Orientation 2 Sessions Pre-Assessment
 Fall Semester 2010

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have a LOT of questions/Minimal skills Maybe (2)	I know enough, but have few questions/Adequate skills Probably (3)	I have a full understanding/Excellent skills Definitely (4)	Blank	Total
3. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	13/ 10%	32/ 24%	68/ 50%	22/ 16%	0	135
4. How well do you know the PCC Financial Aid Application Requirements ?	11/ 8%	35/ 26%	50/ 37%	39/ 29%	0	135
5. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	15/ 11%	46/ 34%	44/ 33%	30/ 22%	0	135
6. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY	27/ 20%	42/ 31%	45/ 33%	21/ 16%	0	135
7. What's the likelihood you will meet with a Financial Aid counselor this year?	13/ 10%	49/ 36%	39/ 29%	28/ 21%	6/ .04%	135

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
 Financial Aid Orientation 2 Sessions Post-Assessment
 Fall Semester 2010

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have a LOT of questions/Minimal skills Maybe (2)	I know enough, but have few questions/Adequate skills Probably (3)	I have a full understanding/Excellent skills Definitely (4)	Blank	Total
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	5/ 04%	6/ 04%	37/ 27%	87/ 34%	0	135
2. How well do you know the PCC Financial Aid Application Requirements?	4/ 03%	7/ 05%	36/ 27%	88/ 65%	0	135
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	310/ 02%	9/ 07%	43/ 32%	80/ 59%	0	135
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY	4/ 03%	9/ 07%	41/ 30%	81/ 60%	0	135
5. What's the likelihood you will meet with a Financial Aid counselor this year?	4/ 03%	31/ 23%	43/ 32%	50/ 37%	7/ 05%	135

OFFICE OF ADMISSIONS & FINANCIAL AID

SPRING 2011 Orientation 1

Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY					TOTAL
	I don't know anything 1	I only know a little 2	I know some of them 3	I know them all 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	3/ 25%	6/ 50%	2/ 17%	1/ 8%	-	12
2. How well do you know the PCC Financial Aid Application requirements?	3/ 25%	4/ 33%	3/ 25%	2/ 17%	-	12

OFFICE OF ADMISSIONS & FINANCIAL AID

SPRING 2011 Orientation 1

Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					TOTAL
	I don't know anything 1	I only know a little 2	I know some of them 3	I know them all 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	-	6/ 50%	3/ 25%	3/ 25%	-	12
2. How well do you know the PCC Financial Aid Application requirements?	-	4/ 33%	3/ 25%	5/ 42%	-	12

FINANCIAL AID SESSION
SS100 SECTION 1
SPRING 2011

Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/ Not likely at all 1	I know a little, and I have a LOT of questions/ Maybe 2	I know enough, but I have a few questions/ Probably 3	I have a full understanding/ Definitely 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	1/ .06%	7/ 39%	8/ 47%	2/ 14%	-	18
2. How well do you know the PCC Financial Aid Application requirements?	1/ .06%	8/ 45%	6/ 36%	3/ 19%	-	18
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	2/ 12%	7/ 39%	7/ 39%	2/ 12%	-	18
4. What's the likelihood you will meet with a Financial Aid counselor this year?	4/ 23%	10/ 57%	3/ 18%	2/ 14%	-	19
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	3/ 19%	10/ 57%	3/ 18%	2/ 14%	2	20

FINANCIAL AID SESSION
SS100 SECTION 1
SPRING 2011

Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/ Not likely at all 1	I know a little, and I have a LOT of questions/ Maybe 2	I know enough, but I have a few questions/ Probably 3	I have a full understanding/ Definitely 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	-	-	8/ 42%	11/ 60%	-	19
2. How well do you know the PCC Financial Aid Application requirements?	-	-	5/ 29%	14/ 75%	-	19
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	-	-	5/ 30%	14/ 74%	-	19
4. What's the likelihood you will meet with a Financial Aid counselor this year?	-	2/ 11%	8/ 43%	7/ 39%	2	19
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	-	-	6/ 35%	12/ 65%		18

**FINANCIAL AID SESSION
SS100 SECTION 2
SPRING 2011**

Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/ Not likely at all 1	I know a little, and I have a LOT of questions/ Maybe 2	I know enough, but I have a few questions/ Probably 3	I have a full understanding/ Definitely 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	1/ .09%	6/ 55%	3/ 32%	1/ .09%	-	11
2. How well do you know the PCC Financial Aid Application requirements?	1/ .09%	5/ 48%	4/ 41%	1/ .09%	-	11
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	3/ 32%	4/ 41%	4/ 41%	-	-	11
4. What's the likelihood you will meet with a Financial Aid counselor this year?	2/ 22%	2/ 20%	1/ .09%	4/ 41%	2	11
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	5/ 48%	4/ 41%	1/ .09%	1/ .09%	-	11

**FINANCIAL AID SESSION
SS100 SECTION 2
SUMMER 2011**

Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/ Not likely at all 1	I know a little, and I have a LOT of questions/ Maybe 2	I know enough, but I have a few questions/ Probably 3	I have a full understanding/ Definitely 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	1/ .09%	4/ 41%	2/ 20%	4/ 41%	-	11
2. How well do you know the PCC Financial Aid Application requirements?	1/ .09%	4/ 41%	3/ 32%	3/ 32%	-	11
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	-	4/ 41%	2/ 20%	5/ 47%	-	11
4. What's the likelihood you will meet with a Financial Aid counselor this year?	3/ 32%	1/ .09%	3/ 32%	3/ 32%	1	11
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	1/ .09%	3/ 32%	3/ 32%	4/ 41%	-	11

FINANCIAL AID SESSION SS100 SECTION 3 SPRING 2011					
Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY				TOTAL
	I don't know anything/No skills at all/ Not likely at all	I know a little, and I have a LOT of questions/ Maybe	I know enough, but I have a few questions/ Probably	I have a full understanding/ Definitely	
	1	2	3	4	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	4/ 25%	3/ 20%	7/ 45%	2/ 15%	16
2. How well do you know the PCC Financial Aid Application requirements?	3/ 20%	5/ 32%	4/ 25%	4/ 25%	16
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	4/ 25%	4/ 25%	4/ 25%	4/ 25%	16
4. What's the likelihood you will meet with a Financial Aid counselor this year?	2/ 15%	5/ 32%	7/ 45%	2/ 15%	16
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	4/ 25%	4/ 25%	7/ 45%	1/ .09%	16

FINANCIAL AID SESSION SS100 SECTION 3 SPRING 2011						
Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/ Not likely at all	I know a little, and I have a LOT of questions/ Maybe	I know enough, but I have a few questions/ Probably	I have a full understanding/ Definitely	Blank	
	1	2	3	4		
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	-	-	6/ 35%	11/ 65%	-	17
2. How well do you know the PCC Financial Aid Application requirements?	-	-	3/ 21%	13/ 78%	1	17
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	-	-	5/ 29%	11/ 66%	1	17
4. What's the likelihood you will meet with a Financial Aid counselor this year?	-	-	5/ 30%	9/ 55%	2	17
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	-	1/ 10%	3/ 21%	12/ 74%	1	17

OFFICE OF ADMISSIONS & FINANCIAL AID
FINANCIAL AID ORIENTATION 2 SESSION
SPRING 2011

Question (KNOWLEDGE)	PRE-ASSESSMENT SUMMARY				Blank	Total
	I don't know anything/No skills at all/ Not likely at all 1	I know a little, and I have a LOT of questions/ Maybe 2	I know enough, but I have a few questions/ Probably 3	I have a full understanding/ Definitely 4		
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	6/ 13%	16/ 36%	18/ 40%	5/ 11%	0	45
2. How well do you know the PCC Financial Aid Application requirements?	5/ 11%	18/ 40%	14/ 31%	8/ 18%	0	45
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	9/ 20%	15/ 33%	15/ 33%	6/ 13%	0	45
4. What's the likelihood you will meet with a Financial Aid counselor this year?	8/ 17%	17/ 37%	11/ 24%	8/ 17%	2/ 4%	46
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	12/ 26%	18/ 38%	11/ 23%	4/ 9%	2/ 4%	47

OFFICE OF ADMISSIONS & FINANCIAL AID
FINANCIAL AID ORIENTATION 2 SESSION
SPRING 2011

Question (KNOWLEDGE)	POST-ASSESSMENT SUMMARY					TOTAL
	I don't know anything/No skills at all/ Not likely at all 1	I know a little, and I have a LOT of questions/ Maybe 2	I know enough, but I have a few questions/ Probably 3	I have a full understanding / Definitely 4	Blank	
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?	1/ 2%	4/ 9%	16/ 34%	26/ 55%	0	47
2. How well do you know the PCC Financial Aid Application requirements?	1/ 2%	4/ 9%	11/ 23%	30/ 64%	1/ 2%	47
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?	0	4/ 9%	12/ 26%	30/ 64%	1/ 2%	47
4. What's the likelihood you will meet with a Financial Aid counselor this year?	3/ 7%	3/ 7%	16/ 35%	19/ 41%	5/ 11%	46
5. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY?	1/ 2%	4/ 9%	12/ 26%	28/ 61%	1/ 2%	46

Office of Admissions & Financial Aid
Financial Aid Orientation 1 Sessions
Summary
SUMMER SESSION 2012
Pre Assessment

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)	Total
1. How well do you know the types of Financial Aid Programs that are available at PCC?	15/ 26%	25/ 43%	12/ 21%	6/ 10%	58
2. How well do you know the Federal Student Aid Programs' Requirements?	13/ 22%	29/ 50%	9/ 16%	7/ 12%	58
3. How well do you know the Federal Student Aid Application Requirements?	13/ 22%	24/ 41%	14/ 24%	7/ 12%	58

Office of Admissions & Financial Aid
Financial Aid Orientation 1 Sessions
Summary
SUMMER SESSION 2012
Post Assessment

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)	Total
1. How well do you know the types of Financial Aid Programs that are available at PCC?	1/ 2%	8/ 14%	22/ 38%	27/ 47%	58
2. How well do you know the Federal Student Aid Programs' Requirements?	2/ 3%	7/ 12%	22/ 38%	27/ 47%	58
3. How well do you know the Federal Student Aid Application Requirements?	0	7/ 12%	26/ 45%	25/ 43%	58

Office of Admissions & Financial Aid
Financial Aid Orientation 2 Sessions
Summary
SUMMER SESSION 2012
Pre Assessment

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)	Total
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?	37/ 27%	39/ 29%	41/ 30%	20/ 14%	137
2. How well do you understand the Financial Aid Warning Policy?	31/ 23%	36/ 26%	38/ 28%	32/ 23%	137
3. How well do you understand the Financial Aid Disqualification Policy?	35/ 26%	36/ 26%	40/ 29%	26/ 19%	137
4. How well do you understand the Financial Aid Probation ?	30/ 22%	31/ 23%	44/ 32%	32/ 23%	137

Office of Admissions & Financial Aid
Financial Aid Orientation 2 Sessions
Summary
SUMMER SESSION 2012
Post Assessment

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)	Total
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?	2/ 1%	5/ 3%	58/ 39%	84/ 56%	149
2. How well do you understand the Financial Aid Warning Policy?	3/ 2%	5/ 3%	49/ 33%	92/ 62%	149
3. How well do you understand the Financial Aid Disqualification Policy?	3/ 2%	6/ 4%	45/ 30%	95/ 64%	149
4. How well do you understand the Financial Aid Probation ?	3/ 2%	3/ 2%	47/ 32%	96/ 64%	149

Office of Admissions & Financial Aid
Financial Aid Orientation 1 Summary
FALL 2012

Do you agree or disagree that PCC's Financial Aid Orientation 1 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Types of Financial Aid Programs that are available at PCC	60/ 66%	30/ 33%	1/ .01%	0	91
2. Federal Student Aid Programs' Requirements	58/ 64%	32/ 35%	1/ .01%	0	91
3. Federal Student Aid Application Requirements	62/ 68%	28/ 31%	1/ .01%	0	91

Office of Admissions & Financial Aid
Financial Aid Orientation 2 Summary (Overall)
FALL 2012 SS100 (1-4)

Overall Summary

Do you agree or disagree that PCC's Financial Aid Orientation 2 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Financial Aid Satisfactory Academic Progress (SAP) Policy	51 (52%)	46 (47%)	1 (.01%)	0	98
2. Financial Aid Warning Policy	60 (61%)	38 (39%)	0	0	98
3. Financial Aid Disqualification Policy	50 (51%)	44 (45%)	4 (4%)	0	98
4. Financial Aid Probation	48 (49%)	45 (46%)	2 (.02%)	3 (.03%)	98

Total expected to attend ~ 118

Total attendees ~ 98 or 83%

Office of Admissions & Financial Aid
Financial Aid Orientation 1 Summary
SPRING 2013

Do you agree or disagree that PCC's Financial Aid Orientation 1 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Types of Financial Aid Programs that are available at PCC	8/ 73%	3/ 27%	0	0	11
2. Federal Student Aid Programs' Requirements	8/ 73%	3/ 27%	0	0	11
3. Federal Student Aid Application Requirements	8/ 73%	3/ 27%	0	0	11

Office of Admissions & Financial Aid
Financial Aid Orientation 2 Summary
SPRING 2013 SS100 (1-3)

Session #1

G. Ngimeriil/SS100-3

Do you agree or disagree that PCC's Financial Aid Orientation 2 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Financial Aid Satisfactory Academic Progress (SAP) Policy	16 (84%)	3 (16%)	0	0	19
2. Financial Aid Warning Policy	15 (79%)	4 (21%)	0	0	19
3. Financial Aid Disqualification Policy	15 (79%)	4 (21%)	0	0	19
4. Financial Aid Probation	15 (79%)	4 (21%)	0	0	19

Session #2

M. Alexander/SS100-1

Do you agree or disagree that PCC's Financial Aid Orientation 2 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Financial Aid Satisfactory Academic Progress (SAP) Policy	10 (91%)	0	0	1 (9%)	11
2. Financial Aid Warning Policy	10 (91%)	0	0	1 (9%)	11
3. Financial Aid Disqualification Policy	10 (91%)	0	1 (9%)	0	11
4. Financial Aid Probation	10 (91%)	1 (9%)	0	1 (9%)	12

Session #3

W. Recheiungel/SS100-2

Do you agree or disagree that PCC's Financial Aid Orientation 2 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Financial Aid Satisfactory Academic Progress (SAP) Policy	12 (44%)	15 (56%)	0	0	27
2. Financial Aid Warning Policy	14 (52%)	13 (48%)	0	0	27
3. Financial Aid Disqualification Policy	12 (44%)	14 (52%)	1 (4%)	0	27
4. Financial Aid Probation	13 (48%)	13 (48%)	0	1 (4%)	27

Office of Admissions & Financial Aid
Financial Aid Orientation 2 Summary
SPRING 2013 SS100 (1-3)-OVERALL

(Session 1-3)

Do you agree or disagree that PCC's Financial Aid Orientation 2 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Total
1. Financial Aid Satisfactory Academic Progress (SAP) Policy	38 (67%)	18 (32%)	0	1 (1%)	57
2. Financial Aid Warning Policy	39 (68%)	17 (30%)	0	1 (1%)	57
3. Financial Aid Disqualification Policy	37 (65%)	18 (32%)	2 (3%)	0	57
4. Financial Aid Probation	38 (67%)	18 (32%)	0	1 (1%)	57

APPENDIX D

SU10 - PRE-Assessment
Office of Admissions & Financial Aid

Financial Aid Orientation 1

Session # _____
(New students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I only know a little (2)	I know some of them (3)	I know them all (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application requirements?				

Revised August 2011

SU10 - POST-Assessment
Office of Admissions & Financial Aid

Financial Aid Orientation 1

Session # _____
(New students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I only know a little (2)	I know some of them (3)	I know them all (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application requirements?				

1. What was most helpful about this Financial Aid Orientation?

2. How can we improve this Financial Aid Orientation for future student?

SUMMER 2010
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 2 Sessions Pre-Assessment
SUMMER Semester 2010

Mark the appropriate box: _____ Orientation Session _____ SS 100 Session # _____ Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have LOTS of questions/ Minimal skills Maybe (2)	I know enough, but have few questions/ Adequate skills Probably (3)	I have a full understanding/E xcellent skills Definitely (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

SUMMER 2010
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 2 Sessions Post-Assessment
SUMMER Semester 2010

Mark the appropriate box: _____ Orientation Session _____ SS 100 Session # _____ Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have LOTS of questions/ Minimal skills Maybe (2)	I know enough, but have few questions/ Adequate skills Probably (3)	I have a full understanding/E xcellent skills Definitely (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

Fall 2010
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Orientation 1 Financial Aid Sessions Pre-Assessment
Fall Semester 2010

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything (1)	I only know a little (2)	I know some of them (3)	I know them all (4)
8. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
9. How well do you know the PCC Financial Aid Application Requirements				

Fall 2010
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Orientation 1 Financial Aid Sessions Post-Assessment
Fall Semester 2010

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything (1)	I only know a little (2)	I know some of them (3)	I know them all (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

FALL 2010
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 2 Sessions Pre-Assessment
Fall Semester 2010

Mark the appropriate box: _____ Orientation Session _____ SS 100 Session # _____ Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have LOTS of questions/ Minimal skills Maybe (2)	I know enough, but have few questions/ Adequate skills Probably (3)	I have a full understanding/E xcellent skills Definitely (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

FALL 2010
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 2 Sessions Post-Assessment
Fall Semester 2010

Mark the appropriate box: _____ Orientation Session _____ SS 100 Session # _____ Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have LOTS of questions/ Minimal skills Maybe (2)	I know enough, but have few questions/ Adequate skills Probably (3)	I have a full understanding/E xcellent skills Definitely (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

SPRING 2011
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Orientation 1 Financial Aid Sessions Pre-Assessment

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything 1	I only know a little 2	I know some of them 3	I know them all 4
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application requirements?				

SPRING 2011
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Orientation 1 Financial Aid Sessions Post-Assessment

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything 1	I only know a little 2	I know some of them 3	I know them all 4
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application requirements?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

SPRING 2011
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 2 Sessions Pre-Assessment
Spring 2011

Mark the appropriate box: _____ Orientation Session _____ SS 100 Session # _____ Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have LOTS of questions/ Minimal skills Maybe (2)	I know enough, but have few questions/ Adequate skills Probably (3)	I have a full understanding/ Excellent skills Definitely (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

SPRING 2011
Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Orientation 2 Sessions Post-Assessment
Spring Semester 2011

Mark the appropriate box: _____ Orientation Session _____ SS 100 Session # _____ Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all (1)	I know a little, and have LOTS of questions/ Minimal skills Maybe (2)	I know enough, but have few questions/ Adequate skills Probably (3)	I have a full understanding/ Excellent skills Definitely (4)
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				
4. How well do you understand the YEAR-ROUND FEDERAL PELL GRANT POLICY				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

PALAU COMMUNITY COLLEGE
Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

Financial Aid Night Session PRE- ASSESSMENT (Prospective Student)

Indicate the semester/year: SPRING 2011

High School Name _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No Skills at all	I know a little, and I have a LOT of Questions	I know enough, but I have a few questions	I have a full understanding
	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. How well do you know the types of federal student aid and its requirements that are available at PCC?				
2. How well do you know the types of scholarships that are available to you?				
3. How well do you know about the federal student aid application requirements?				
4. What's the likelihood you will complete financial aid application?				

PALAU COMMUNITY COLLEGE
Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Nights Session POST- ASSESSMENT (Prospective Student)

Indicate the semester/year: SPRING 2011

High School Name _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No Skills at all	I know a little, and I have a LOT of questions	I know enough, but I have a few questions	I have a full understanding
	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. How well do you know the types of federal student aid and its requirements that are available at PCC?				
2. How well do you know the types of scholarships that are available to you?				
3. How well do you know about the federal student aid application requirements?				
4. What's the likelihood you will complete financial aid application?				

1. What was most helpful about this Recruitment Session? _____

2. How can we improve this Recruitment Session for future student? _____

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

Financial Aid Sessions Pre-Assessment ORIENTATION I (SU11 ORIENTAION 1)

Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all 1	I know a little, and I have a LOT of questions/ Minimal skills Maybe 2	I know enough, but I have a few questions/ Adequate skills Probably 3	I have a full understanding/ Definitely 4
1. How well do you know the types of federal student aid and its requirements that are available?				
2. How well do you know the types of scholarships that are available?				
3. How well do you know about the federal student aid application requirements?				
ATTITUDE				
1. What's the likelihood you will complete financial aid application?				

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO) Financial Aid Sessions Post-Assessment ORIENTATION I (SU11 ORIENTAION 1)

Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all 1	I know a little, and I have a LOT of questions/ Minimal skills Maybe 2	I know enough, but I have a few questions/ Adequate skills Probably 3	I have a full understanding/ Definitely 4
1. How well do you know the types of federal student aid and its requirements that are available?				
2. How well do you know the types of scholarships that are available?				
3. How well do you know about the federal student aid application requirements?				
ATTITUDE				
1. What's the likelihood you will complete financial aid application?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

Financial Aid Sessions Pre-Assessment (SU11 ORIENT 2)

SS100 Class Session #: _____

Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all 1	I know a little, and I have a LOT of questions/ Minimal skills Maybe 2	I know enough, but I have a few questions/ Adequate skills Probably 3	I have a full understanding/ Definitely 4
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO) Financial Aid Sessions Post-Assessment (SU11 ORIENT 2)

SS100 Class Session #: _____

Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything/No skills at all Not likely at all 1	I know a little, and I have a LOT of questions/ Minimal skills Maybe 2	I know enough, but I have a few questions/ Adequate skills Probably 3	I have a full understanding/ Definitely 4
1. How well do you know the types of PCC Financial Aid Programs and its requirements that are available to you?				
2. How well do you know the PCC Financial Aid Application Requirements?				
3. How well do you understand the PCC Financial Aid Satisfactory Academic Progress Policy?				

Question	Not likely at all (1)	Maybe (2)	Probably (3)	Definitely (4)
1. What's the likelihood you will meet with a Financial Aid counselor this year?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

PRE-Assessment
Office of Admissions & Financial Aid

Financial Aid Orientation 1 (FA11 ORIENTATION 1)

Session # _____
(New students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you know the types of Financial Aid Programs that are available at PCC?				
2. How well do you know the Federal Student Aid Programs' Requirements?				

Revised August 2011

POST-Assessment
Office of Admissions & Financial Aid

Financial Aid Orientation 1 (FA11 ORIENTATION 1)

Session # _____
(New students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you know the types of Financial Aid Programs that are available at PCC?				
2. How well do you know the Federal Student Aid Programs' Requirements?				

1. What was most helpful about this Financial Aid Orientation?

2. How can we improve this Financial Aid Orientation for future student?

Revised August 2011

PRE-Assessment
Office of Admissions & Financial Aid
Financial Aid Orientation 2 (FA11 ORIENTATION 2)

Session # _____
(New & Continuing students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?				
2. How well do you understand the Financial Aid Warning ?				
3. How well do you understand the Financial Aid Disqualification ?				

Revised August 2011

POST-Assessment
Office of Admissions & Financial Aid
Financial Aid Orientation 2 (FA11 ORIENTATION 2)

Session # _____
(New & Continuing students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?				
2. How well do you understand the Financial Aid Warning ?				
3. How well do you understand the Financial Aid Disqualification ?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

Revised August 2011

SP12 - PRE-Assessment
Office of Admissions & Financial Aid

Financial Aid Orientation 1

Session # _____
(New students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you know the types of Financial Aid Programs that are available at PCC?				
2. How well do you know the Federal Student Aid Programs' Requirements?				

Revised August 2011

SP12 - POST-Assessment
Office of Admissions & Financial Aid

Financial Aid Orientation 1

Session # _____
(New students)

Date: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you know the types of Financial Aid Programs that are available at PCC?				
2. How well do you know the Federal Student Aid Programs' Requirements?				

1. What was most helpful about this Financial Aid Orientation?

2. How can we improve this Financial Aid Orientation for future student?

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

Financial Aid Sessions Pre-Assessment (SP12 ORIENT 2)

SS100 Class Session #: _____

Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?				
2. How well do you understand the Financial Aid Warning ?				
3. How well do you understand the Financial Aid Disqualification ?				

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

Financial Aid Sessions Post-Assessment (SP12 ORIENT 2)

SS100 Class Session #: _____

Date: _____

Instruction: Please answer the questions below by marking the appropriate box. Your responses will help us to continue to improve our services.

Question (KNOWLEDGE)	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?				
2. How well do you understand the Financial Aid Warning ?				
3. How well do you understand the Financial Aid Disqualification ?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

Office of Admissions & Financial Aid
SP12 - PRE ASSESSMENT
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Night Sessions (Prospective Student)

Indicate the semester/year: _____

High School Name: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question (KNOWLEDGE)	I don't know anything 1	I know a little, and have a LOT of questions 2	I know enough, but have a few questions 3	I have a full understanding 4
1. How well do you know the types of federal student aid and its requirements that are available at PCC?				
2. How well do you know the types of scholarships that are available to you?				
3. How well do you know about the federal student aid application requirements?				

Office of Admissions & Financial Aid
SP12 - POST ASSESSMENT
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)
Financial Aid Night Sessions (Prospective Student)

Indicate the semester/year: _____

High School Name: _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question (KNOWLEDGE)	I don't know anything 1	I know a little, and I have a LOT of questions/ 2	I know enough, but I have a few questions/ 3	I have a full understanding 4
1. How well do you know the types of federal student aid and its requirements that are available at PCC?				
2. How well do you know the types of scholarships that are available to you?				
3. How well do you know about the federal student aid application requirements?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

PRE – Assessment
Office of Admissions & Financial Aid
Financial Aid Orientation I (SU12 ORIENTATION 1)
(New and Transfer students)

Indicate Semester/Year: _____

Session # _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything 1	I know a little, and have a LOT of questions 2	I know enough, but have a few questions 3	I have a full understanding 4
1. How well do you know the types of Financial Aid Programs that are available at PCC?				
2. How well do you know the Federal Student Aid Programs' Requirements?				
3. How well do you know the Federal Student Aid Application Requirements?				

Revised 05/18/2012

POST – Assessment
Office of Admissions & Financial Aid
Financial Aid Orientation I (SU12 ORIENTATION 1)
(New and Transfer students)

Indicate Semester/Year: _____

Session # _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything 1	I know a little, and have a LOT of questions 2	I know enough, but have a few questions 3	I have a full understanding 4
1. How well do you know the types of Financial Aid Programs that are available at PCC?				
2. How well do you know the Federal Student Aid Programs' Requirements?				
3. How well do you know the Federal Student Aid Application Requirements?				

1. What was most helpful about this Financial Aid Orientation I? _____

2. How can we improve this Financial Aid Orientation I for future student? _____

Revised 05/18/2012

PRE-Assessment
Office of Admissions & Financial Aid
Financial Aid Orientation 2 (SU12 ORIENTATION 2)
(New & Continuing students)

Indicate Semester/Year _____

Session # _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?				
2. How well do you understand the Financial Aid Warning Policy?				
3. How well do you understand the Financial Aid Disqualification Policy?				
4. How well do you understand the Financial Aid Probation ?				

Revised 05/18/2012

POST-Assessment
Office of Admissions & Financial Aid
Financial Aid Orientation 2 (SU12 ORIENTATION 2)
(New & Continuing students)

Indicate Semester/Year _____

Session # _____

Please answer the questions below by marking the appropriate box. Your responses will help us to improve our services/sessions.

Question	I don't know anything (1)	I know a little, and have a LOT of Questions (2)	I know enough, but have a few questions (3)	I have a full understanding (4)
1. How well do you understand the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy?				
2. How well do you understand the Financial Aid Warning Policy?				
3. How well do you understand the Financial Aid Disqualification Policy?				
4. How well do you understand the Financial Aid Probation ?				

1. What was most helpful about this Financial Aid Session?

2. How can we improve this Financial Aid Session for future student?

Revised 05/18/2012

Office of Admissions & Financial Aid

FINANCIAL AID ORIENTATION 1 (FA12 ORIENTATION 1)

(New & Transfer students)

Indicate Semester/Year: _____

Session #: _____

Do you agree or disagree that PCC's Financial Aid Orientation 1 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
4. Types of Financial Aid Programs that are available at PCC				
5. Federal Student Aid Programs' Requirements				
6. Federal Student Aid Application Requirements				

7. What did you learn from this orientation session that is/are most helpful to you?

8. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

Revised 08/2012



Office of Admissions & Financial Aid

FINANCIAL AID ORIENTATION 2 (FA12 ORIENTATION 2)

(New & Continuing students)

Indicate Semester/Year: _____

Session #: _____

Do you agree or disagree that PCC's Financial Aid Orientation 2 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
1. Financial Aid Satisfactory Academic Progress (SAP) Policy				
2. Financial Aid Warning Policy				
3. Financial Aid Disqualification Policy				
4. Financial Aid Probation				

5. What did you learn from this orientation session that is/are most helpful to you?

6. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

Revised 08/2013

Office of Admissions & Financial Aid
STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

FINANCIAL AID NIGHT ASSESSMENT (SP13 FINANCIAL AID NIGHT)

(Prospective student)

Indicate Semester/Year: Spring 2013

High School Name: _____

Do you agree or disagree that PCC's Financial Aid Night have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
1. Types of Financial Aid Programs that are available at PCC				
2. Federal Student Aid Programs' Requirements				
3. Federal Student Aid Application Requirements				

4. What did you learn from this financial aid session that will be most helpful to your success at PCC?

5. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

Revised 01/2013

Office of Admissions & Financial Aid
Financial Aid Orientation 1
(New & Transfer students)

SPRING 2013

Indicate Semester/Year: _____

Session #: _____

Do you agree or disagree that PCC's Financial Aid Orientation 1 have improved your knowledge and understanding in the following learning areas?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
1. Types of Financial Aid Programs that are available at PCC				
2. Federal Student Aid Programs' Requirements				
3. Federal Student Aid Application Requirements				

4. What did you learn from this orientation session that is/are most helpful to you?

5. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

Revised 08/2012

Office of Admissions & Financial Aid

STUDENT SUCCESS LEARNING OUTCOMES (SSLO)

FINANCIAL AID RENEWAL SESSION (SP13 ORIENTATION 2)

Indicate Semester/Year: Spring 2013

Session #: _____

Do you agree or disagree that PCC's Financial Aid Renewal Session for Continuing Students have improved your knowledge and understanding in the following learning areas regarding the new federal updates?	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
1. Types of Financial Aid Programs that are available at PCC				
2. Federal Student Aid Programs and Application Requirements				
3. Federal Pell Grant Lifetime Limit				

1. What did you learn from this financial aid session that will be most helpful to your success at PCC?

2. Please include suggestions or examples for improvement on items you disagreed or strongly disagreed with above.

Revised 03/2013

APPENDIX E

Financial Aid Nights Session

During financial aid nights sessions, the financial aid staff meets with high school seniors and their parents during the evenings to discuss various federal student financial aid programs, eligibility requirements and assist interested students to complete financial aid forms. During the annual recruitment period, financial aid nights sessions take place in the evenings while Recruitment sessions are held during the day where admission staff meets with high school seniors and discuss admissions requirements and provide admissions applications to interested seniors and assist them to complete forms. Recruitments and financial aid nights generally take place during the spring semester of each year. Afterwards, assessment forms are passed out to the attendees so that they can give feedback about the session.

School Year 2010-2011

Date: January – February 2010

Schools: All high schools

School Year 2011-2012

Date: February – March 2011

Schools: All high schools

School Year 2012-2013

Date: February 2012

Schools: All high schools

Financial Aid Session I

Financial aid session I takes place during the Palau Community College new student orientation so that new students, as well as transfer students can attend. The purpose of this session is to have so that students gain an understanding of the types financial aid programs and requirements at Palau Community College. Afterwards, assessment forms are passed out to the attendees so that they can give feedback about the session.

2010-2011 School Year

Date: June 2010

Date: August 2010

Date: January 2011

2011-2012 School Year

Date: June 2011

Date: August 2011

Date: January 2012

2012-2013 School Year

Date: May 2012

Date: August 2012

Date: February 2013

Financial Aid Session II

Financial aid staff conducts a series of meetings with Palau Community College continuing students to complete financial aid forms so that they may be able use financial aid to cover their educational costs for the next school year. Financial aid sessions are usually done during February or March prior to the next school semester when there is ample time to complete the forms and submit them. Afterwards, assessment forms are passed out to the attendees so that they can give feedback about the session.

School Year 2010-2011

Date: March 2011

Group: Students: Palauan, U.S. and FSM Citizens

School Year 2011-2012

Date: February 2011

Group: Students: Palauan, U.S. and FSM Citizens

School Year 2012-2013

Date: February 2012

Group: Students: Palauan, U.S. and FSM Citizens

Service Area Evaluation Forms

The Admissions & Financial Aid Office uses customer service evaluation forms to evaluate everyone who comes in to the office, whether they are current or potential students or groups or individuals who have questions or concerns about the financial aid programs and its requirements. In the evaluation form, financial aid application and financial aid application status are listed and can be marked if they are the purpose for one's visit. The staff's customer service is also listed and can be rated from a scale of 1 (being poor) to 4 (being excellent). Evaluations are taken out of the evaluation box, gathered, and then examined towards the end of each semester.