



"We Strive to Guarantee Quality and Excellence"

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
(Student Services and Library Services)**

Three Year Program Review

Service Area

FINANCIAL AID

Period of Three Year Review

School Year 2013-2014, 2014-2015, 2015-2016

Program Review Completed By:

Name	Title	Signature	Date
Dahlia M. Katosang	Director, Admissions & Financial Aid	<i>Dahlia M. Katosang</i>	5/10/2017

Program Review Certified By:

Name	Title	Signature	Date
Sherman Daniel	Dean of Students	<i>Sherman Daniel</i>	5/10/17

Program Review Received By: (Institutional Research & Evaluation Office)

Name	Title	Signature	Date
Ligaya Sam	Institutional Research	<i>Ligaya Sam</i>	5/10/2017

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 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 80% 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 98% in school year 2014-2015 and nearly a 63% satisfaction in school year 2013-2014. 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 now have *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 now have 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 equipments needed, 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 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 that 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 improvements 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 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 table 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 extra telephone in the computer room which will permits staff to answer the phone and make calls without leaving the room.

SERVICE AREA REVIEW AND ASSESSMENT DATA

I. MISSION OF SERVICE AREA

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|----|--|
| 1. | State the purpose (mission statement) of service area here.
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. |
| 2. | Provide summary of service area purpose here.
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. |
| 3. | How does the purpose (mission statement) of service area support the overall institutional mission? 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. |

II. TRENDS ANALYSIS

1. Provide data and use data to indicate trends for each program/service area measures.

Services/Activities Financial Aid	Year 1 2013-2014	Year 2 2014-2015	Year 3 2015-2016
Financial Aid Sessions conducted	49	60	44
Applications disbursed	1142	842	669
Financial Aid Inquiries	130	405	364
Application received	1400	1403	1226
Follow up letters	2006	1946	1964
Initial award letters	341	641	550
Revised award letters	607	805	814
Financial Aid Counseling/Advising	4199-	2815	2232-
Financial Aid Probation/Suspension Letters	440	487	527
Financial Aid Handbook	800	800	800
Title IV Federal student aid reports	1224	1315	1067
Federal funds monthly reconciliation with business office	12	12	12

2 Provide data and use data to indicate trends for each program/service area measures.

Services/Activities Federal Work-Study Program	Year 1 2013-2014	Year 2 2014-2015	Year 3 2015-2016
FWS participants	164	202	145
FWS Vacancy announcement disbursed	78	83	62
Position announcement received	221	224	211
Supervisors Agreement/Contract	98	181	132
Supervisor's workshop	NA	NA	NA
Job Placement	164	202	145
FWS Payroll processed	26	26	26
Supervisors Evaluation disbursed	164	181	NA
Supervisors Evaluations received	163	NA	NA
Students Evaluation disbursed	164	181	NA
Students Evaluation received	163	NA	NA
FWS Job Site visits	NA	NA	NA
FWS participants Workshop	NA	NA	NA

Provide summary of trend analysis here.

Majority of financial aid service and activity trends showed a decrease in number during the three school years (from 2013 – 2014 to 2015 – 2016). Financial aid sessions conducted went down in 2015-2016 with 27 sessions compared to previous years with around 53 sessions. Applications disbursed and received follow the same trend with decreasing numbers comparing to previous years. Financial aid inquiries went up in 2014 – 2015 by 275 but slightly went down in 2015-2016. Follow up letters went down by 60 in 2014-2015 and went up by 18 in 2015-2016. The activity with the most significant increase in number is financial aid award letters, which rose by 300 in 2014-2015 from 2013-2014 however; it went down in 2015-2016 by 91 award letters. Revised award letters showed increase of 198 in 2014-2015 and increase by 9 award letters in 2015-2016. A significant decrease in Financial Aid counseling/advising showed in 2014-2015 by 1,384 and further decreased by 593 in 2015-2016. While for Financial aid probation/suspension letters showed an increasing trend in 2014-2015 by 47 and in 2015-2016 went up by 40. For Title IV Federal student reports, it went up in 2014-2015 by 91 but went down by 248 reports in 2015-2016.

NA= services were not delivered due to lack of personnel.

2. Provide data and use data to indicate trends in staffing.

Staffing	Management Level	Professional Level	Classified Level	Student Worker / Volunteer
Year 1: 2013-2014	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: 2014-2015	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: 2015-2016	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

Provide summary of trend analysis here.

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.

LEARNING OUTCOMES ASSESSMENTS

Year 1: 2013-2014

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SUMMER 2013 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the the Financial Aid Warning Policy.	CONCLUSION: 99% of the students have enough knowledge and full understanding	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 Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Financial Aid Disqualification Policy.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Financial Aid Probation.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the 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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2013 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1 Sessions, students 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 during the Financial Aid Orientation. At the end of the	1. The survey evaluation will indicate an 80% understanding of Financial Aid Programs that are available at PCC.	CONCLUSION: <i>99% of the students have enough knowledge and full understanding of Financial Aid Programs that are available 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. At the end of Financial Aid Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements	2. Survey instrument will be administered to participants during the Financial Aid Orientation.	2. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs' Requirements.	CONCLUSION: <i>99% of the students have enough knowledge and full understanding of Federal Student Aid Programs' Requirements.</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.
3 At the end of Financial Aid Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3. Survey instrument will be administered to participants during the Financial Aid Session.	3. The survey evaluation will indicate an 80% understanding of Federal Student Aid Application Requirements.	CONCLUSION: <i>97% of the students have enough knowledge and full understanding of Federal Student Aid Application Requirements.</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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2013 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the of the Financial Aid Warning Policy.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Financial Aid Disqualification Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Financial Aid Probation.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Financial Aid Probation.	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.
5. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Lifetime Limit for Pell Grant Eligibility.	5. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Lifetime Limit for Pell Grant Eligibility.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Lifetime Limit for Pell Grant Eligibility.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2014 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1 Sessions, students 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 during the Financial Aid Orientation.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Programs that are available at PCC.	CONCLUSION: <i>100% of the students have enough knowledge and full understanding of Financial Aid Programs that are available 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. At the end of Financial Aid Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements	2. Survey instrument will be administered to participants during the Financial Aid Orientation.	2. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs' Requirements.	CONCLUSION: <i>100% of the students have enough knowledge and full understanding of Federal Student Aid Programs' Requirements.</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.
3. At the end of Financial Aid Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3. Survey instrument will be administered to participants during the Financial Aid Session.	3. The survey evaluation will indicate an 80% understanding of Federal Student Aid Application Requirements.	CONCLUSION: <i>100% of the students have enough knowledge and full understanding of Federal Student Aid Application Requirements.</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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2014 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the of the Financial Aid Warning Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Financial Aid Disqualification Policy.	CONCLUSION: 97% of the students have enough knowledge and full understanding	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 Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Financial Aid Probation.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Financial Aid Probation.	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.
5. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Lifetime Limit for Pell Grant Eligibility.	5. Survey instrument will be administered to participants during the Financial Aid Sessions.	5. The survey evaluation will indicate an 80% understanding of the Lifetime Limit for Pell Grant Eligibility.	CONCLUSION: 95% of the students have enough knowledge and full understanding of the Lifetime Limit for Pell Grant Eligibility.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2014 FINANCIAL AID NIGHTS 1. At the end of Financial Aid Night session, students will increase and gain knowledge of the types of Federal Student Aid Programs and its requirements that are available.	1. Survey instrument will be administered to participants during the Financial Aid Session.	1 The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs and its requirements that are available.	CONCLUSION: 100% of the students have enough knowledge and full understanding	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. At the end of Financial Night Sessions, students will increase and gain knowledge of the Federal Student Aid Application Requirements at PCC.	2. Survey instrument will be administered to participants during the Financial Aid Session.	2. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Application Requirements at PCC.	CONCLUSION: 100% of the students have 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 2014 FINANCIAL AID ORIENTATION 3 1. At the end of Financial Aid Orientation 3 Sessions, students will increase and gain knowledge of the types of Federal Student Aid Programs that are available at PCC.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs that are available at PCC.	CONCLUSION: 98% of the students have enough knowledge and full understanding of Federal Student Aid Programs that are available 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. At the end of Financial Aid Orientation 3 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs Application Requirements.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs Application Requirements.	CONCLUSION: 98% of the students have enough knowledge and full understanding of the Federal Student Aid Programs Application Requirements.	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 Orientation 3 Sessions, students will increase and gain knowledge of the Federal Pell Grant Lifetime Limit.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Federal Pell Grant Lifetime Limit.	CONCLUSION: 96% of the students have enough knowledge and full understanding of the Federal Pell Grant Lifetime Limit.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2014 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1 Sessions, students 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 during the Financial Aid Orientation.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Programs that are available.	CONCLUSION: 99% of the students have enough knowledge and full understanding of Financial Aid Programs that are available.	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. At the end of Financial Aid Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements	2. Survey instrument will be administered to participants during the Financial Aid Orientation.	2. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs' Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Federal Student Aid Programs' Requirements.	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 Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3. Survey instrument will be administered to participants during the Financial Aid Session.	3. The survey evaluation will indicate an 80% understanding of Federal Student Aid Application Requirements.	CONCLUSION: 95% of the students have enough knowledge and full understanding of Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2014 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 99% of the students have enough knowledge and full understanding of 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the Financial Aid Warning Policy.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Financial Aid Disqualification Policy.	CONCLUSION: 99% of the students have enough knowledge and full understanding	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 Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Financial Aid Probation.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Financial Aid Probation.	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.
5. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Lifetime Limit for Pell Grant Eligibility.	5. Survey instrument will be administered to participants during the Financial Aid Sessions.	5. The survey evaluation will indicate an 80% understanding of the Lifetime Limit for Pell Grant Eligibility.	CONCLUSION: 98% of the students have enough knowledge and full understanding of the Lifetime Limit for Pell Grant Eligibility.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2014 FINANCIAL AID FA101 SESSION (PHS JUNIORS) 1. At the end of Financial Aid FA101Sessions, High school Juniors will increase and gain knowledge of what Financial Aid is.	1. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	1. The survey evaluation will indicate an 80% understanding of what Financial Aid is.	CONCLUSION: 99% of the students have enough knowledge and full understanding of what Financial Aid is.	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. At the end of Financial Aid FA101Sessions, High school Juniors will increase and gain knowledge of the Purpose of Financial Aid.	2. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	2. The survey evaluation will indicate an 80% understanding of the Purpose of Financial Aid.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Purpose of Financial Aid.	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 FA101Sessions, High school Juniors will increase and gain knowledge of the types of Financial Aid Programs that are available.	3. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	3. The survey evaluation will indicate an 80% understanding of the types of Financial Aid Programs that are available.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the types of Financial Aid Programs that are available.	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 FA101Sessions, High school Juniors will increase and gain knowledge of the Federal Student Aid Programs' Requirements.	4. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	4. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs' Requirements.	CONCLUSION: 97% of the students have enough knowledge and full understanding of the Federal Student Aid Programs' Requirements.	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.
5. At the end of Financial Aid FA101Sessions, High school Juniors will increase and gain knowledge of the Federal Student Aid Application Requirements.	5. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	5. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Application Requirements.	CONCLUSION: 96% of the students have enough knowledge and full understanding of the Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2014 FINANCIAL AID FA101 SESSION (PHS SENIORS) 1. At the end of Financial Aid FA101Sessions, High school Seniors will increase and gain knowledge of the College Costs.	1. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	1. The survey evaluation will indicate an 80% understanding of the College Costs.	CONCLUSION: 95% of the students have enough knowledge and full understanding of the College Costs.	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. At the end of Financial Aid FA101Sessions, High school Seniors will increase and gain knowledge of what Financial Aid is.	2. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	2. The survey evaluation will indicate an 80% understanding of what Financial Aid is.	CONCLUSION: 100% of the students have enough knowledge and full understanding of what Financial Aid is.	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 FA101Sessions, High school Juniors will increase and gain knowledge of the Purpose of Financial Aid.	3. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	3. The survey evaluation will indicate an 80% understanding of the Purpose of Financial Aid.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Purpose of Financial Aid.	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 FA101Sessions, High school Juniors will increase and gain knowledge of the types of Financial Aid Programs that are available.	4. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	4. The survey evaluation will indicate an 80% understanding of the types of Financial Aid Programs that are available.	CONCLUSION: 95% of the students have enough knowledge and full understanding of the types of Financial Aid Programs that are available.	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.
5. At the end of Financial Aid FA101Sessions, High school Juniors will increase and gain knowledge of the Federal Student Aid Programs' Requirements.	5. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	5. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs' Requirements.	CONCLUSION: 94% of the students have enough knowledge and full understanding of the Federal Student Aid Programs' Requirements.	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.
6. At the end of Financial Aid FA101Sessions, High school Juniors will increase and gain knowledge of the Federal Student Aid Application Requirements.	6. Survey instrument will be administered to participants during the Financial Aid 101 Sessions.	6. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Application Requirements.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2015 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1 Sessions, students 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 during the Financial Aid Orientation.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Programs that are available at PCC.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Financial Aid Programs that are available 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. At the end of Financial Aid Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements	2. Survey instrument will be administered to participants during the Financial Aid Orientation.	2. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs' Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Federal Student Aid Programs' Requirements.	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 Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3. Survey instrument will be administered to participants during the Financial Aid Session.	3. The survey evaluation will indicate an 80% understanding of Federal Student Aid Application Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2015 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the Financial Aid Warning Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Financial Aid Disqualification Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Financial Aid Probation.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Financial Aid Probation.	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.
5. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Lifetime Limit for Pell Grant Eligibility.	5. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Lifetime Limit for Pell Grant Eligibility.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Lifetime Limit for Pell Grant Eligibility.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2015 FINANCIAL AID NIGHTS 1. At the end of Financial Aid Night session, 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 Session.	1. The survey evaluation will indicate an 80% understanding of the types of Financial Aid Programs that are available at PCC.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the types of Financial Aid Programs that are available 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. At the end of Financial Aid Night Session, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements.	2. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Session.	2. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs' Requirements.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Federal Student Aid Programs' Requirements.	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 Night Session, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3. Survey instrument (Pre and Post Assessment) will be administered to participants during the Financial Aid Session.	3. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Application Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Federal Student Aid Application Requirements.	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 2015 FINANCIAL AID ORIENTATION 3 1. At the end of Financial Aid Orientation 3 Sessions, students will increase and gain knowledge of the types of Federal Student Aid Programs that are available at PCC	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs that are available at PCC	CONCLUSION: 99% of the students have enough knowledge and full understanding of Federal Student Aid Programs that are available 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. At the end of Financial Aid Orientation 3 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs Application Requirements.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs Application Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Federal Student Aid Programs Application Requirements.	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 Orientation 3 Sessions, students will increase and gain knowledge of the Federal Pell Grant Lifetime Limit.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Federal Pell Grant Lifetime Limit.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Federal Pell Grant Lifetime Limit.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SUMMER 2015 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1, students 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 during the Financial Aid Orientation.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Programs that are available at PCC.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Financial Aid Programs that are available 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. At the end of Financial Aid Orientation 1, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements	2. Survey instrument will be administered to participants during the Financial Aid Orientation.	2. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs' Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Federal Student Aid Programs' Requirements.	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 Orientation 1 Sessions, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3. Survey instrument will be administered to participants during the Financial Aid Session.	3. The survey evaluation will indicate an 80% understanding of Federal Student Aid Application Requirements.	CONCLUSION: 100% of the students have enough knowledge and full understanding of Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SUMMER 2015 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Financial Aid Satisfactory Academic Progress (SAP) Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the Financial Aid Warning Policy.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3 The survey evaluation will indicate an 80% understanding of the Financial Aid Disqualification Policy	CONCLUSION: 100% of the students have enough knowledge and full understanding of the 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Financial Aid Probation.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Financial Aid Probation.	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.
5. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Lifetime Limit for Pell Grant Eligibility.	5. Survey instrument will be administered to participants during the Financial Aid Sessions.	4. The survey evaluation will indicate an 80% understanding of the Lifetime Limit for Pell Grant Eligibility.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the Lifetime Limit for Pell Grant Eligibility.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2015 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1 Session, students 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 during the Financial Aid Orientation 1 session.	The survey evaluation will indicate an 80% understanding of the types of Financial Aid Programs that are available at PCC.	CONCLUSION: 98% of the students have enough knowledge and full understanding of the types of Financial Aid Programs that are available 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. At the end of Financial Aid Orientation 1 Session, students will increase and gain knowledge of the Federal Student Aid Programs' requirements.	2. Survey instruments will be administered to participants during Financial Aid Orientation 1 Session.	The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs' requirements.	CONCLUSION: - 96% of the students have enough knowledge and full understanding Federal Student Aid Programs' requirements.	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 Orientation 1 Session, students will increase and gain knowledge of Federal Student Aid Application Requirements.	3. Survey instruments will be administered to participants during Financial Aid Orientation 1 Session.	The survey evaluation will indicate an 80% understanding of Federal Student Aid Application Requirements.	CONCLUSION: - 99% of the students have enough knowledge and full understanding of Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
FALL 2015 FINANCIAL AID ORIENTATION 2 1. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy.	1. Survey instrument will be administered to participants during the Financial Aid Orientation 2 session.	The survey evaluation will indicate an 80% understanding of the PCC Financial Aid Satisfactory Academic Progress (SAP) Policy	CONCLUSION: 99% of the students have 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. At the end of Financial Aid Orientation 2 Sessions, students will increase and gain knowledge of the Financial Aid Warning Policy.	2. Survey instrument will be administered to participants during the Financial Aid Orientation 2 session.	The survey evaluation will indicate an 80% understanding of the PCC Financial Aid Warning Policy.	CONCLUSION: - 98% of the students have 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. At the end of Financial Aid Orientation 2 Session, students will increase and gain knowledge of the Financial Aid Disqualification Policy.	3. Survey instrument will be administered to participants during the Financial Aid Orientation 2 session.	The survey evaluation will indicate an 80% understanding of the PCC Financial Aid Disqualification Policy.	CONCLUSION: - 97% of the students have 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. At the end of Financial Aid Orientation 2 Session, students will increase and gain knowledge of the Financial Aid Probation.	4. Survey instrument will be administered to participants during the Financial Aid Orientation 2 session.	The survey evaluation will indicate an 80% understanding of the PCC Financial Aid Probation Policy.	CONCLUSION: - 97% of the students have 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.
5. At the end of Financial Aid Orientation 2 Session, students will increase and gain knowledge of the Lifetime Limit for Pell Grant Eligibility.	5. Survey instrument will be administered to participants during the Financial Aid Orientation 2 session.	The survey evaluation will indicate an 80% understanding of the Lifetime Limit for Pell Grant Eligibility.	CONCLUSION: - 97% of the students have enough knowledge and full understanding of the Lifetime Limit for Pell Grant Eligibility.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2016 FINANCIAL AID ORIENTATION 1 1. At the end of Financial Aid Orientation 1 Session, students 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 during the Financial Aid Orientation 1 session.	The survey evaluation will indicate an 80% understanding of the types of Financial Aid Programs that are available at PCC.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the types of Financial Aid Programs that are available 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. At the end of Financial Aid Orientation 1 Session, students will increase and gain knowledge of the Federal Student Aid Programs' Requirements.	2. Survey instruments will be administered to participants during Financial Aid Orientation 1 Session.	The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs' Requirements.	CONCLUSION: - 100% of the students have enough knowledge and full understanding of the Federal Student Aid Programs' Requirements.	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 Orientation 1 Session, students will increase and gain knowledge of the Federal Student Aid Application Requirements.	3 Survey instrument will be administered to participants during the Financial Aid Orientation 1 session.	The survey evaluation will indicate an 80% understanding of the Federal Student Aid Application Requirements.	CONCLUSION: - 100% of the students have enough knowledge and full understanding of the Federal Student Aid Application Requirements.	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 2016 FINANCIAL AID NIGHT 1. At the end of Financial Aid Night Session, 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 during the Financial Aid Night session.	1. The survey evaluation will indicate an 80% understanding of the types of Financial Aid Programs that are available at PCC.	CONCLUSION: 100% of the students have enough knowledge and full understanding of the types of Financial Aid Programs that are available 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. At the end of Financial Aid Night Session, High School seniors will increase and gain knowledge of the Federal Student Aid Programs' Requirements.	2. Survey instruments will be administered to participants during Financial Aid Night Session.	2 The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs' Requirements.	CONCLUSION: - 100% of the students have enough knowledge and full understanding of the Federal Student Aid Programs' Requirements.	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 Night Sessions, high school seniors will increase and gain knowledge of the Federal Student Aid Application Requirements.	3 Survey instrument will be administered to participants during the Financial Aid Night sessions.	3 The survey evaluation will indicate an 80% understanding of the Federal Student Aid Application Requirements.	CONCLUSION: - 100% of the students have enough knowledge and full understanding of the Federal Student Aid Application Requirements.	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.

Service Area SLOs	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
SPRING 2016 FINANCIAL AID ORIENTATION 3 1. At the end of Financial Aid Orientation 3 Sessions, students will increase and gain knowledge of the types of Federal Student Aid Programs that are available at PCC	1. Survey instrument will be administered to participants during the Financial Aid Sessions.	1. The survey evaluation will indicate an 80% understanding of Federal Student Aid Programs that are available at PCC	CONCLUSION: 100% of the students have enough knowledge and full understanding of Federal Student Aid Programs that are available 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. At the end of Financial Aid Orientation 3 Sessions, students will increase and gain knowledge of the Federal Student Aid Programs Application Requirements.	2. Survey instrument will be administered to participants during the Financial Aid Sessions.	2. The survey evaluation will indicate an 80% understanding of the Federal Student Aid Programs Application Requirements.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Federal Student Aid Programs Application Requirements.	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 Orientation 3 Sessions, students will increase and gain knowledge of the Federal Pell Grant Lifetime Limit.	3. Survey instrument will be administered to participants during the Financial Aid Sessions.	3. The survey evaluation will indicate an 80% understanding of the Federal Pell Grant Lifetime Limit.	CONCLUSION: 99% of the students have enough knowledge and full understanding of the Federal Pell Grant Lifetime Limit.	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.

Provide summary of learning outcomes assessments including analysis between current and previous program reviews here.

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 session, 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 including Free Application for Federal Student Aid (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 100% 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 80% students that will gain full knowledge of the financial aid process is deemed realistic. In addition, over 99% 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.

Evaluation of Goals and Objectives

Year 1: 2013-2014

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner which includes courtesy and knowledge.	Customer Service Evaluation	70% of the clients will be satisfied with the services	99% of the clients who received the services were satisfied.	No action needed. Financial Aid unit will continue to provide services, assess services and make changes when need arises.

Year 2: 2014-2015

Service Area Goals/Objectives	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
To provide quality service in a timely manner which includes courtesy and knowledge.	Customer Service Evaluations	70% of the clients will be satisfied with the services	99% of the clients who received the services were satisfied.	No action needed. Financial Aid unit will continue to provide services, assess services and make changes when need arises.

Year 3: 2015-2016

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

Provide summary of Goals/Objectives assessments including analysis between current and previous program reviews here.

Summary of Goals/Objectives Assessment:

The Office of Financial Aid's 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 80% 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 98% in school year 2014-2015 and nearly a 63% satisfaction in school year 2013-2014. Services will continue to be provided in the current manner that is used.

IV. 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	Brief Description of Duties
Director of Admissions & Financial Aid	FT (oversee both Financial aid & Admissions)	MA	1979	See attachment A
Financial Aid Counselor	FT (advice/counsel/assist/ award students on Financial Aid.)	MA	2014	See Attachment B
Financial Aid Technician	FT (provides direct administrative support in Financial Aid activities)	AA	1984	See Attachment C
Financial Aid Technician	FT (provides direct administrative support in Financial Aid activities)	CA	2005	See Attachment D
Federal Work Study Coordinator	FT (solicit/facilitate Jobs On and Off campus and monitor/control students)	BA	2013	See Attachment E
Secretary	FT (provide clerical services for both financial aid & admissions)	AS	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 below.

No. Often time, staff works above and beyond the normal working hours to ensure that the services provided to customers are done in a timely manner. (Financial Aid Counselor and Federal Work Study Coordinator) Two positions are vacant.

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 below

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 this response on assessment results and/or other college plans below.

Yes. It is imperative that the Director continues to attend the 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 financial aid training to all financial aid staff.

Provide summary of service area personnel here.

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 financial aid trainings and workshops to all staff members. Two positions (Financial Aid Counselor and Federal Work Study Coordinator) are vacant and the college continue to recruit qualified person to fill the positions.

V. 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 below.

No. Office space is too small to provide services to all customers. The Financial Aid Counselor need 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 below.

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

1. Computers - Upgrade . 2. Telephone – need 3 more phone instruments to help provide better and timely service to students.

3. Does the service area generate revenue? If so, explain how it is generating revenue and how is the service area using the revenue below.

No.

Provide summary of facilities and equipment here.

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 office needs at least three telephones (one 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; one for financial aid technician and one for student workers) to help provide better services to students and customers in a timely manner.

VI. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

1. List previous program review action plans below and provide their current status.

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	Recruitment and Hiring	A financial aid counselor resigned in 2016
Facilities & Equipment - Laptop	Completed	A laptop was purchased for financial aid orientations & other work-related presentations.
Telephone instruments	Ongoing/Incomplete	Need to prepare RQ
Fire proof filing cabinets	Ongoing/Incomplete	Need additional Cabinets to house more financial aid files and office files.
Financial aid counselor's office	Change of order	The office is requesting to extend the back of the office so that an additional space can accommodate servicing student, files, 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.

2. Provide summary of evaluation of previous goals/activities from the previous program review cycle below. Summary should include the following.

- What measurable outcomes were achieved due to the actions completed?
- Evaluate the success of the completed actions. Did the completed actions lead to improvement of service area goals and objectives?
- What modification/s do you plan to make to the service area in the future to improve services?
- Update major changes/accomplishments since the last review.

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 no 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 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.

VII. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. Indicate and explain service area strengths below.

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

2. Indicate and explain service area improvement needs below.

1. Provide enough staff to provide service area for financial aid on a full time basis rather than half-time.
2. By moving the admissions function to Registrar's Office, will allow the current financial aid staff to work on a full time basis just for financial aid instead of splitting between admissions & financial aid.
3. Expand the office space to allow more room for staff, visitors, office equipment, supplies, providing services to students/customers, and house students files
4. Methods and Technology needs to be updated to carry out the service area functions.

Provide summary of service areas major strengths and improvement needs below. Summary should include the following.

- Does the service area data indicate overall needs that may require support from the institution? Explain.
- Define these observed needs supported by assessment data or any other college plans.

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 needs to be 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 improvements needs include expanding the office so that there would be more room for staff, visitors, and office equipment and supplies. Needs to have the financial aid counselor and FWS Coordinator. Equipments needed to house students records, filing cabinet, an extra telephone in the computer room so staff can take and make calls in there while working instead or leaving the room to use the phone.

VIII. SERVICE AREA ACTIONS PLANS

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

Action Plan Activity/Objectives	How will this action plan improve services/activities?	Needed Resources (if any)	Timeline
1. Separate the Admissions function from the Office of Admissions & Financial Aid and move it to the Registrar Office.	This move will allow financial aid personnel to focus only on financial aid program and services. It will help to process students' applications, financial aid awards, pell grant reporting and fiscal operation reports to be done in timely manner.	Full-Time staff needed: 1. Director 2. Financial Aid Counselor 3. FWS Coordinator 4. Financial Aid Technicians (2) 5. Secretary	Fall 2016

Provide summary of actions plans here.

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 table 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 extra telephone in the computer room which will permits staff to answer the phone and make calls without leaving the room.

IX. RESOURCE REQUEST

List resource request below; provide complete description, estimated cost, and reasons why the request is necessary.

Resource request should be tied to at least one institutional learning outcome, one institutional-set standard, student learning outcomes, goal/objective assessment results, or any other college plans.

Type of Resource	Description	Estimated Cost	Justification
Personnel	Clerk		To provide clerical assistance to admissions service area
Facilities	Workspace		Workspace for clerk
Equipment	Telephone		Telephone is used to provide services to service area
Supplies			
Software			
Training			
Other			
Total			

Provide summary of resource request here.

Summary of Resource Request (If any):

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.

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 table 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 an additional telephone to operate more efficiently.