
Program or Service Specific Assessments

Unit: Office of Financial Aid and Scholarships

What program or service specific assessment occurred in the current academic year?

The quality and effectiveness of communication with entering students was evaluated and was found to be inadequate.

How were the results of the assessment used to improve services or programs?

Entering students (freshmen, transfers and graduate students) are contacted via e-mail by the Office of Financial Aid and Scholarships if an e-mail address was included on the admission application. They are advised to obtain a PIN from the U. S. Dept. of Education and to complete the FAFSA on the Web. If the timing is appropriate, they are also advised to complete the university's scholarship application.

What program or service specific assessment occurred in the current academic year?

The Office of Financial Aid and Scholarships assessed the effectiveness of financial aid's involvement in the orientation process.

How were the results of the assessment used to improve services or programs?

The content and the presentation of the information provided to new students at orientation has been enhanced. The Office of Financial Aid and Scholarships checks the Orientation Scheduling database to determine which students will attend each orientation session. Personalized letters are then prepared and distributed to students at orientation that provide the student with a summary of relevant information from their financial aid record in Banner. The information describing the financial aid process is presented in Powerpoint format and discussed during a question and answer period.

Laying the groundwork at orientation for an understanding of how the financial aid process and bill payment process work at FGCU enables students to focus more fully on academic activities once they are enrolled, rather than trying to negotiate an unfamiliar financial aid and bill payment process.
