

## Selected Goals from 2004-2005 Annual Reports

Unit: Office of Financial Aid and Scholarships

Strategic Plan Goal	Unit Goal
<b>With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?</b>	<b>What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?</b>
Strategic Plan Goal 5 - State of the Art Infrastructure	Work with Information Systems to complete Banner process projects initiated in 2003/04 for improved Banner.

### **What action did you undertake to achieve this goal?**

The office staff worked closely with Information Systems staff to complete a project approved by the Banner Coordinating Committee. The project was to notify students about unsatisfied requirements for financial aid eligibility. The office staff identified the requirements, benefits and desired outcome of the project.

### **By what means did you assess goal achievement?**

The office staff tested the process that was developed by Information Systems to insure that specified needs were met and that the appropriate students were sent the required information.

### **Describe the assessment results and the conclusions about goal attainment you inferred from them.**

Students with unsatisfied financial aid eligibility requirements are now sent an e-mail informing them of these unsatisfied requirements as well as instructions on how to satisfy these requirements. When the completed project was first run in production, the office saw an increase in students contacting the office to submit the missing information.

### **What continuous improvement resulted from the use of the assessment data?**

The completion of this project has helped the university stay compliant with federal regulations related to loan exit interview requirements. It has also improved the timeliness of responses from students in satisfying financial aid eligibility requirements.

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