

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

Unit/Department or Functional Area	Name and Title of Person Completing Form
Enrollment Management – Financial Aid	Russell D. Necessary, Vice Chancellor for Enrollment Management

Mission of Department or Functional Area
The mission of the Office of Financial Aid is to meet the financial needs of our student body. This will be accomplished by being an advocate for our students and working with all constituencies, both off and off campus, to ensure that we provide timely, accurate, and pertinent information regarding the college's financial aid process. Accordingly, student financial aid will be awarded in a consistent and equitable manner and disbursed according to established federal, state, institutional guidelines.

2005-2006						
	Outcome Goals in Measurable Terms	Desired Accomplishments/ Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment (Be Specific)	Results
	1. Decrease the overall percentage of enrolling students who indicated on the College Board Admitted Student Questionnaire that the total dollar amount of aid received from UVA-Wise was about the same or lower than that offered by other schools from 55% to 52%. This would represent a three percent decrease from the College's most recent College Board Admitted Student Questionnaire.	1.1 2.1 2.4		Establish a financial aid packaging policy that optimizes the distribution of available aid. Process and forward financial aid award packages to new students in a timely fashion, which provides them with the appropriate information sooner than our competitors.	Results of the 2006 Admitted Student Questionnaire as prepared by the College Board.	Results from the 2006 College Board Admitted Student Questionnaire will not be available until later in the fall semester.. Once received, the results of the 2005-06 this outcome goal will be updated and submitted for further assessment..
	2. 95% returning student satisfaction rate for the timeliness of financial aid awards processed and received.	2.1 2.4		Electronic FAFSA results will be requested from the Department of Education two to three times a week. The Office of Financial Aid has invested in a new on-line labeling system (Web Labels), which will reduce file preparation time. As budget allows, hire a new Assistant Director of Financial Aid, who can assist with the awarding process. All awards are currently made by the Director of Financial Aid.	Add a question to each returning student's financial aid award letter, which addresses this question. Evaluate the results and compute the percentage of satisfaction.	The results of this outcome goal were extremely positive. Of the 367 surveys received from returning students, 98% (354) indicated that their financial aid was processed and received in a timely manner. Several surveys included positive comments about the attention received through the financial aid process. Of the seven surveys (2%) that indicated a dissatisfaction with the timeliness of their financial aid awards, several provided valuable feedback

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

						regarding their expectations, which will help us reevaluate our awarding process to continue to serve our student body in an effective and efficient manner.
	3. 100% of Veteran applications are accurately processed and certified through the VA Online Certification of Enrollment (VA-ONCE) process.	2.4		Work with the Department of Veterans Affairs to ensure that applications and enrollment certifications are processed accurately and in a timely fashion. Monitor veteran student enrollments on a monthly basis and update enrollment certifications with the Department of Veterans Affairs as needed.	U.S. Department of Veterans Affairs annual audits	The results of this outcome goal were also extremely positive. The State Approving Agency for the Department of Veterans Affairs conducted a review of our program at the conclusion of this past fiscal year and based on their positive findings, have updated and approved our programs for the next fiscal year. All VA-ONCE Online Certifications of Enrollment were found to be in compliance with Department of Veterans Affairs requirements.

Analysis and Documented Improvements Narrative

Outcome Goal #1: *Decrease the overall percentage of enrolling students who indicated on the College Board Admitted Student Questionnaire that the total dollar amount of aid received from UVA-Wise was about the same or lower than that offered by other schools from 55% to 52%. This would represent a three percent decrease from the College's most recent College Board Admitted Student Questionnaire*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. **If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?** Because the Admitted Student Questionnaire is not available, we are unable to determine if this particular goal has been met. Once the College has received the results from the College Board Admitted Student Questionnaire, a further evaluation of this goal will be conducted.
2. **What improvements have been made as a result of your efforts on this goal?** To be determined upon receipt of questionnaire.

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

3. Did your assessment suggest other areas for further improvement? To be determined upon receipt of questionnaire.

4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

This outcome goal plays an important role in the recruitment of incoming freshmen and transfer students and will provide valuable information to assist with future retention. In order to be competitive with other institutions in the recruitment process, the Office of Financial Aid must continue to find ways to provide maximum financial aid to students, while adhering to the mission of awarding aid in a consistent and equitable manner and in accordance with established federal, state, and institutional guidelines. Retaining current students is also critical to the success of the College and the region; therefore, the Office of Financial Aid strives to make UVA-Wise an affordable option for all students. In fact, the College was listed in the most recent addition of U. S. News and World Report as having graduates with the least amount of loan debt as compared to liberal arts colleges nationwide.

Outcome Goal #2: *95% returning student satisfaction rate for the timeliness of financial aid awards processed and received.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

- 1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?** As indicated by the 98% positive response of the surveys submitted by returning students, this outcome goal was not only met, but was exceeded by a considerable margin.
- 2. What improvements have been made as a result of your efforts on this goal?** The few surveys that indicated a dissatisfaction with the timeliness of financial aid award letters, did provide valuable insight on ways to make improvements. For example, several surveys suggested a need to get award letters to returning students for the next academic year prior to the conclusion of the spring semester. While this may not be possible due to the need to review grades to verify that students have met Satisfactory Academic Progress (SAP) standards (as required by federal regulations), we are developing a strategy to have award letters ready prior to the end of the spring semester, making them available to forward to students immediately after grades have been reviewed.
- 3. Did your assessment suggest other areas for further improvement?** None.

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

4. **Provide a one paragraph executive summary for the annual institutional effectiveness report:** The timeliness of financial aid award letters to returning students is critical because it enables them and their parents to compare costs versus available financial aid, allowing them to make informed decisions regarding payment of educational expenses. Timeliness of financial aid award letters leads not only to better student retention, but also helps to alleviate, or at least minimize, the stress associated with the rising cost of a college education. The positive response from these student surveys shows that the efforts made by the Office of Financial Aid to deliver award letters to student in a timely manner is received positively by our students.

Outcome Goal #3: *100% of Veteran applications are accurately processed and certified through the VA Online Certification of Enrollment (VA-ONCE) process.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. **If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?** Based on the positive results and feedback of the Department of Veterans Affairs recent audit, this outcome goal was successfully met.
2. **What improvements have been made as a result of your efforts on this goal?** With any process, improvements can always be made. The Office of Financial Aid's current Veterans Counselor is new to her position and by working extensively with the VA-ONCE on-line system this past year, she has become aware of ways to expedite the processing of veteran enrollment verifications. This, in addition to the feedback received during the recent audit, has enabled our Veterans Counselor to decrease processing time by approximately 30% from when she initially took over this responsibility.
3. **Did your assessment suggest other areas for further improvement?** None.
4. **Provide a one paragraph executive summary for the annual institutional effectiveness report:**
With an enrollment of thirty-plus students who are classified as U. S. Veterans, proper processing of their educational information with the Department of Veterans Affairs is critical for benefits to be disbursed accurately and in a timely manner. These benefits, in conjunction with other financial aid sources, allow our veteran to afford their college education. Assisting veterans has always been a priority of the College and in light of recent global developments, remains a top priority.