

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

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

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| 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. |

| 2004-2005 | | | | 2005-2006 | | |
|--|---|--|--|--|---|--|
| Expected Outcomes | How Outcomes Will Be Achieved | Method (s) of Assessment and/or Measurement | Results, Evaluation, Use | Expected Outcomes | How Outcomes Will Be Achieved | Method(s) of Assessment and/or Achievement |
| 1. All awards will continue to be made in an equitable, timely, and fair manner consistent with institutional awarding policy. | Institutional Awarding Policy. | Delivery of financial aid information will be timely and accurate when compared to that of the previous year. University audits will validate consistency when analyzing all awards. | Timely and accurate financial aid notification to students is important for both recruitment and retention. The Office of Financial Aid continues to work diligently to release financial aid awards earlier than in the past. The Student Satisfaction Survey and anecdotal information has consistently suggested that UVA-Wise continues to be "first in the box" with financial aid awards for incoming students. We are able to beat the majority of our competitors in this process. We work very closely with current students, many times one on one, to ensure that they have the financial means and information to continue and complete their education goals. | 1. All awards will continue to be made in an equitable, timely, and fair manner consistent with institutional awarding policy. | Institutional Awarding Policy. | Delivery of financial aid information will be timely and accurate when compared to that of the previous year. University audits will validate consistency when analyzing all awards. |
| 2. Conduct leveraging study to optimize recruitment and retention. | Selection of an experienced consultant to conduct this study. | Completion of study. | Funding not available. | 2. Conduct leveraging study to optimize recruitment and retention. | Selection of an experienced consultant to conduct this study. | Completion of study. |
| 3. Timely and accurate information will continue to be disseminated. | Mass mail, workshops, enhancement of office webpage, and through other outreach programs. | Number of events and activities conducted. | The Office of Financial Aid team continues to provide students and parents with timely and accurate information regarding the financial aid process. The Student Satisfaction Survey and anecdotal information has consistently suggested that | 3. Accurately process and certify Veteran information and applications through the new VA Online Certification of | Work with the Department of Veterans Affairs to ensure that applications are processed accurately | Department of Veterans Affairs Audits and personal contact with processed veterans. |

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| | | | students are satisfied with the assistance they receive. | | Enrollment (VA-ONCE) application process starting with the 2005-2006 academic year. | and in a timely fashion. Complete the required application materials to gain access to this process | |
| 4. | | | | | 4. | | |
| 5. | | | | | 5. | | |