Program Assessment Form (Non-Academic Program)

Financial Aid Office

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General Information (Program Assessment Form (Non-Academic Program))

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth.The mission of the Financial Aid Office is to offer important information on various financial aid by providing and promoting the best financial aid opportunities possible to current and potential students to help supplement their cost of attendance toward the fulfillment of their educational goals in support of the Northern Marianas College mission.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Financial Aid Outcome - 10/15/20

AUO1--updated 2/26/21
To support students in seeking financial assistance to achieve their educational goals.Update 2/26/21To support students' educational goals by providing direct assistance with the financial aid application process and providing the aid to cover the cost of their educational expenses.

Mapping

No Mapping

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth.The mission of the Financial Aid Office is to offer important information on various financial aid by providing and promoting the best financial aid opportunities possible to current and potential students to help supplement their cost of attendance toward the fulfillment of their educational goals in support of the Northern Marianas College mission.

Measures

Financial Aid Outcome - 10/15/20

Outcome

Outcome: AUO1--updated 2/26/21
To support students in seeking financial assistance to achieve their educational goals.

Update 2/26/21
To support students' educational goals by providing direct assistance with the financial aid application process and providing the aid to cover the cost of their educational expenses.

Measure: Data Retrieval	
Indirect - Other	
Details/Description:	Through data retrieval, we will determine the number of students that successfully received financial aid assistance (Pell Grant, CNMI Scholarship, SHEFA, Private Scholarships).
	Update 2/26
	Background Info: Data that indicates the number of students that have received their aid. For instance, we prepare a Pell Award Report (PAR) which is a listing of students that are awarded Pell Grant in a particular semester.
	We believe that when students receive their aid to cover their educational expenses, then we are supporting them in completing their college degree (or educational goal).
	Assistance we provide to students in completing their applications:
	Guiding them in indicating the correct information
	Making correction to application errors
	Contacting students to clarify/confirm information reported on their application
	Collecting and requesting documentation to verify the information reported on their application
	How we provide the financial aid (Pell Grant)
	Package their awards and make requests using an online software called EdExpress
	Once awards have been originated and disbursed on EdExpress, our Finance Office will receive the funds in the next few days.
	These awards are then applied to student accounts (which is done by the Finance

Office)

Acceptable Target:	70% of students enrolled receiving financial aid would be an acceptable target as financial aid applications have specific criteria to meet and not all students satisfy such criteria (ex: GPA, citizenship, and enrollment status).
Ideal Target:	70% of students enrolled receiving financial aid would be an ideal target as financial aid applications have specific criteria to meet and not all students satisfy such criteria (ex: GPA, citizenship, and enrollment status).
Implementation Plan (timeline):	End of the school year
Key/Responsible Personnel:	Director of Financial Aid Office - Daisy M. Propst Financial Aid Office Staff

Measure: Data Retrieval
Indirect - Other

Details/Description:	PowerFAIDS is a software we use to manage financial aid information. With the use of PowerFAIDS and obtaining listings from agencies like the CNMI Scholarship Office and Saipan Higher Education Financial Assistance (SHEFA), we can determine the number of financial aid applications that were submitted. Update 2/26: Background info: Data that indicates the number of students that have received their aid. For instance, we prepare a Pell Award Report (PAR) which is a listing of students that are awarded Pell Grant in a particular semester. We believe that when students receive their aid to cover their educational expenses, then we are supporting them in completing their college degree (or educational goal). Assistance we provide to students in completing their applications: Guiding them in indicating the correct information Making correction to application errors Contacting students to clarify/confirm information reported on their application Collecting and requesting documentation to verify the information reported on their application How we provide the financial aid (Pell Grant) Package their awards and make requests using an online software called EdExpress Once awards have been originated and disbursed on EdExpress, our Finance Office will receive the funds in the next few days. These awards are then applied to student accounts (which is done by the Finance Office)
Acceptable Target:	70% of the students enrolled have submitted an application for financial aid, is an acceptable target. There are instances where students are not eligible for financial aid due to several factors (ex: Citizenship).
Ideal Target:	We aim to reach that 100% of students enrolled have applied for financial aid.
Implementation Plan (timeline):	End of the school year as there are students who still submit applications throughout the school year.
Key/Responsible	Director of Financial Aid - Daisy M. Propst

| Personnel: | Financial Aid Office Staff |

Measure: Updated 2/26/21 Student Fall Survey
Indirect - Survey

Details/Description:	Students take a survey provided by OIE to evaluate services and information provided by various offices at the college. There is a specific set of questions about the Financial Aid Office.
Acceptable Target:	At least 80% of students will report they are satisfied or highly satisfied to survey questions about services or information provided by the Financial Aid office.
Ideal Target:	At least 90% of students will report they are satisfied or highly satisfied to survey questions about services or information provided by the Financial Aid office.
Implementation Plan (timeline):	During the last month of the Fall Semester.
Key/Responsible Personnel:	Ms. Daisy Manglona-Propst, Director of Financial Aid Office

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

Financial Aid Outcome - 10/15/20

Outcome

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Implementation Plan (timeline):	End of the school year as there are students who still submit applications throughout the school year.
Key/Responsible Personnel:	Director of Financial Aid - Daisy M. Propst Financial Aid Office Staff

Findings for Data Retrieval

Summary of Findings:	Findings/Data reported are the number of students awarded Pell Grant and/or TEACH Grant in the Fall 2020 and Spring 2021 semesters. Based on the filtered information on the Pell Award Reports for Fall 2020 and Spring 2021, we have an approximate of 972 students awarded. With an estimated Fall 2020 and Spring 2021 enrollment of 1200, about 81% of the students were awarded Pell Grant and/or TEACH Grant. Findings for CNMI Scholarship, SHEFA, and Private Aid are pending at this time.
Results :	Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Approaching
Recommendations:	Ways to improve can be planning out a recruitment plan specifically for financial aid opportunities to increase the number of FAFSA applications submitted. With more applications submitted, more can potentially be awarded for the school year. We can work with OIA and recruitment team in this endeavor.
Reflections/Notes:	Financial aid has varying eligibility requirements that students will need to meet. Such factors can contribute to explain why the entire student population were not awarded Pell Grant or TEACH Grant. For instance, the Pell Grant looks at citizenship and income information. If students do not meet specific citizen ship requirements or report household income that deems them to be ineligible, then they will not be awarded.

Measure: Data Retrieval
Indirect - Other

Details/Description:	Through data retrieval, we will determine the number of students that successfully received financial aid assistance (Pell Grant, CNMI Scholarship, SHEFA, Private Scholarships).
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Implementation Plan (timeline):	End of the school year
Key/Responsible Personnel:	Director of Financial Aid Office - Daisy M. Propst Financial Aid Office Staff

Findings for Data Retrieval

Summary of Findings:	Due to time constraints, the summary of findings, recommendations, and reflections/notes will be duplicate of the first measure.
	Findings/Data reported are the number of students awarded Pell Grant and/or TEACH Grant in the Fall 2020 and Spring 2021 semesters.

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Findings for CNMI Scholarship, SHEFA, and Private Aid are pending at this time.

Results :
Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Approaching

Recommendations:
Ways to improve can be planning out a recruitment plan specifically for financial aid opportunities to increase the number of FAFSA applications submitted. With more applications submitted, more can potentially be awarded for the school year. We can work with OIA and recruitment team in this endeavor.

Reflections/Notes:
Financial aid has varying eligibility requirements that students will need to meet. Such factors can contribute to explain why the entire student population were not awarded Pell Grant or TEACH Grant. For instance, the Pell Grant looks at citizenship and income information. If students do not meet specific citizen ship requirements or report household income that deems them to be ineligible, then they will not be awarded.

Measure: Updated 2/26/21 Student Fall Survey
Indirect - Survey

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Students take a survey provided by OIE to evaluate services and information provided by various offices at the college. There is a specific set of questions about the Financial Aid Office.

Acceptable Target:
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Ideal Target:
At least 90% of students will report they are satisfied or highly satisfied to survey questions about services or information provided by the Financial Aid office.

Implementation Plan (timeline):
During the last month of the Fall Semester.

Key/Responsible Personnel:
Ms. Daisy Manglona-Propst, Director of Financial Aid Office

Findings for Updated 2/26/21 Student Fall Survey

Summary of Findings:
Based on OIE's Fall Student Survey, 345 responses were received.

With regards to FAO's services, 36.2% indicated Excellent, while 33.9% indicated Good. This equates to 70.1% reporting excellent or good.

Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Approaching
Recommendations:	Below are our recommendations for the feedback received from the Fall Student Survey: Feedback: • I believe some information regarding Pell grants such as when you receive a refund or when the grant is actually applied to your account should be explained in depth • Financial aid office services can work with Finance Office and let students know why there are delays in distributing Pell Grant refund checks • They need to answer email and phone calls • Email responses can be improved Recommendations: • We can make send out announcements and updates regarding refund distribution or create an FAQ regarding how Pell Grant awards are applied to student accounts. We can work with Finance Office with this. • Many work processes at FAO are manual and recommendation is to request IT support to automate these processes (integration and interface of financial aid systems). This has been something we have requested for many years now. • Being back on campus as opposed to teleworking, has allowed us to improve our response times for emails and calls. We are continuously responding to inquiries on a daily basis as we have been using the morning times to respond to email or phone inquiries.
Reflections/Notes:	We understand that not every student completed the student survey and 70% does not meet our acceptable target of 80%, but we believe it can be acceptable based on the 345 responses.

Substantiating Evidence:

📎 OIE Fall Student Survey - Percentages.png (PNG (Image)) (See appendix)

📎 OIE Fall Student Survey - Written Feedback.png (PNG (Image)) (See appendix)

Overall Recommendations
No text specified

Overall Reflection
No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

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2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT

Appendix

A. **OIE Fall Student Survey - Percentages.png** (PNG (Image))
B. **OIE Fall Student Survey - Written Feedback.png** (PNG (Image))