Service Area Outcomes (SAOs)

Program Outcomes Assessment Report – Phase I (form in progress Oct 2011)

"Department Mission Statement or Program Description & Identification of Outcome(s)"

Date:	**09-01-2012**
The Department Name:	**Financial aid Office/BFAP Program**

Contact Person & Others Involved in Process:	**Lead: Lisa Seals Others: Bertha Ortega, Gail Parish, Maria Trejo, Alma Orozco, Leti Santiago, Kandy Algravez, Marissa Izarraraz, Karina Lopez, Juan Carlos Aguilar-Valenzuela, Carey Fristrup.**
Mission Statement or Description of the Department or Program:	**To ensure access and eliminate financial barriers to post-secondary education for all eligible students, the Financial Aid Office will provide timely, accurate information and high quality services to students, potential students, and the community while effectively administering all financial aid programs.**

Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:

__X__**ISLO1** = communication skills; _X___**ISLO2** = critical thinking skills; __X__**ISLO3** = personal responsibility;

__X__**ISLO4** = information literacy; ____**ISLO5** = global awareness

Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.

<u>Service Areas</u> (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.

1.Outcome #1: Students will successfully complete the on-line FAFSA

Est. Completion Date: 6-30-2013 Way(s) to assess: Federal report comparing number of FAFSA completed by students attending IVC.

2.Outcome #2: Financial Aid students will demonstrate knowledge and understanding of Satisfactory Academic Progress (SAP) standards.

Est. Completion Date: 6-30-2014 Way(s) to assess: Students who attend the Financial Aid SAP Workshop will have a better understanding of the Satisfactory Academic Progress standards for financial aid.

3.Outcome #3: Financial Aid students will demonstrate knowledge of courses required to complete their program of study within maximum timeframe standards.

Est. Completion Date: 6-30-2014 Way(s) to assess: Students who are required to submit a Student Education Plan Review at 60 or more degree applicable units will be better prepared to complete their programs within maximum timeframe standards.