

Annual Assessment Report EXECUTIVE SUMMARY

Unit name: Student Financial Services

Assessment year: 2021-22

Mission

The mission of Student Financial Services is to provide financial aid information, and to advise students of the requirements and resources available to finance their education at LaGuardia. Student Financial Services is committed to ensuring that all eligible students receive aid in a timely manner, in accordance with federal, state and CUNY policies and regulations.

Assessment results by goal and objectives

Goal 1: Provide students with information of the resources available to finance their education.

Supporting Strategic Plan goal: 3 – Enrich the students’ experience.

Objective/outcome 1.1: Inform students of the resources to finance their education.

Measures:

- Quantitative – Number of students attending financial aid awareness event were compared to the prior year to determine if there was an increase or decrease of attendees.
- Survey participants to determine whether as a result of attending the event they learned about aid resources to finance their education (SLOs).

Overview of findings or outcomes:

The number of students attending the event increased by 48%. A survey was administered to all attendees. While 86% indicated they are aware of the resources only 19% (23/120) were aware of specific resources to finance their education.

Overview of recommendations and next steps – The event was held virtually. Consideration is being given to publicize specific aid programs and the benefits around campus e.g. Federal Work-Study, Aid for Part-time students, Foundation Scholarships, and possibly host both a virtual and an in-person event at different times during the year to boost attendance.

Goal 2: Educate students about the financial aid requirements to maintain eligibility and make progress towards their degree.

Supporting Strategic Plan goal: 3 – Enrich the students’ experience.

Objective/outcome 2.1: Inform students of the requirements to maintain eligibility for aid.

Measures:

- Quantitative- The number of attendees utilizing the Virtual Office in fall 2021 and spring 2022 were counted.
- A survey was administered in fall 2021 and spring 2022 to determine students SLOs.

Overview of findings or outcomes – This was the first year that both virtual office visits, and in-person services were offered to students. The Virtual office visits declined 1.4% in fall 2021, and 55.4% in spring 2022. Most students were satisfied with the services and indicated they learned how to complete the FAFSA correctly, upload documentation, financial aid appeals, and loan disbursement.

Overview of recommendations and next steps – The decline in the Virtual office student visits may be attributed to the fact that the office re-opened for in-person services. However, overall student visits declined, and this is due to a decrease in the college enrollment. Both modalities of service will be offered in 2022-23 as staff are currently on a hybrid remote work schedule.

Overall summary

This was the first year SFS provided financial aid services both in-person, and virtually. The number of students enrolled significantly declined, and this impacted the number of student visits to the office.

While the responses to the SLO surveys indicated that students are aware of the financial aid resources available, their knowledge of the specific types of aid programs were low. The office will work with Marketing and Communication to highlight specific aid programs throughout the year.

Appendices:

- Appendix A - Financial Aid Awareness Survey 2022
- Appendix B - SFS Financial Aid Awareness Day Summary 2021-2022
- Appendix C- Student Survey - Customer Service September 2021 - June 2022 Rev 8.25.22