

Annual Assessment Report
EXECUTIVE SUMMARY

Unit name: Student Financial Services

Assessment year: 2018-19

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: Goal A. Access and Completion and Goal B. College Readiness

Objective/outcome 1.1: Federal Aid applications increased 11.5% prior to the first week of classes.

- Measures – Quantitative – number of financial aid applications
- Overview of findings or outcomes - The department exceeded the target by **1.5%**. Department received **31,315** aid applications which is an **11.5% increase** from the previous year.
- Overview of recommendations and next steps - 29 types of communication (emails, text messages and postcards) were sent to all enrolled students during the time period. We will continue to utilize the current communication strategy to provide financial aid information to students.

Objective/outcome 1.2: Automated timesheets will improve students and supervisors satisfaction in the FWS Program, and will reduce errors.

- Measures – Quantitative - Supervisor and Student surveys were administered in fall 2018 and spring 2019. Quantitative –number of error rates in processing timesheets.
- Overview of findings or outcomes and next steps: -
 1. The NextGen FWS software was implemented in fall 2018.

Findings

- A survey was sent to 108 supervisors for feedback on their experience with the system. SFS received 38 (35.2% response rate) – 97%-100% of the respondents indicated that they were very satisfied or satisfied with the system and 97.4% indicated the system was easy to navigate, post and edit jobs for students.
- A survey was also sent to 282 students in the program. SFS received 79 (28% response rate). 95.6% of students indicated the system was "great and easy to use" and 100% were satisfied with their experience with the online Federal Work-Study Orientation

2. Error rates in confirming time sheets

Findings

The supervisor error rate utilizing the new system was reduced (87%) from 76 in 2017-18 to 10 in 2018-19.

Recommendations and next steps:

- A review indicated that some supervisors were not keeping track and confirming students' online timesheet before approving them. In order to resolve this issue, we requested the departments with reoccurring issues to submit student's paper sign-in sheets to our office for further review before running payroll. We found 9 timesheets that needed to be corrected between February 2019 and July 2019.
- We will continue to monitor and track FWS timesheet submissions to reduce errors. The next step will focus on increasing the number of students utilizing Direct Deposits for 2019-20.

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

Supporting Strategic Plan goal: Goal A. Access and Completion and Goal B College Readiness

Objective/outcome 2.1: Offer Financial Aid Literacy workshops in fall 2018 and spring 2019.

- Measures – Quantitative
- Overview of findings or outcomes - The department offered 25 workshops to 535 students during the academic year. The department exceeded the targeted number of workshops by 4 (19%).
- Overview of recommendations and next steps - The number of students attending the workshops in 2018-19 declined 2 % (535 v. 547) from the previous year. A lower attendance rate may have been as a result of less students being enrolled at the college this year.

We will review the marketing strategies to determine whether other options to reach students can be utilized. We will also document Student Learning Outcomes (SLO) for the workshops offered in 2019-20.

Overall summary

The communication strategies to increase the number of financial aid applications will continue to be utilized as the results exceeded the target. The implementation of the NextGen software to automate the FWS program greatly reduced user errors, and increased their satisfaction. A new 2019-20 initiative by the department is to target students utilizing the Federal Work-Study program to sign up for Direct Deposits of their checks in 2019-20 to reduce or eliminate paper checks.

We will continue offering Financial Literacy workshops in 2019-20 and document SLO through student surveys to determine whether they acquired knowledge in the subjects that were presented.

Appendices

- **Appendix A** Federal Work-Study (FWS) Survey responses.
- **Appendix B** - FWS Pay Cycle Error Logs.
- **Appendix C** - Financial Literacy Workshops offered to students during the academic year.