

## Annual Assessment Report EXECUTIVE SUMMARY

**Unit name:** Student Financial Services

**Assessment year:** 2020-21

### 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 decreased by 75%. A survey was administered to all attendees but only 6 (9.8%) responded. Given the low response rate the results could not be analyzed because only 6 students completed the survey, way below the 68% response rate last year.

**Overview of recommendations and next steps** – The event was held virtually versus in-person in the prior year. The event will be offered in-person again when more classes are held on campus as the data shows more students attended the in-person event in prior years. Due to the small number of respondents to the online survey student learning outcomes (SLOs) could not be analyzed. The office will adopt other strategies to increase survey participation next year.

**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 2020 and spring 2021 were counted.
- A survey to determine students SLOs in fall 2020 and spring 21.

**Overview of findings or outcomes** – This was the first year that virtual office visits were offered to students.

**Overview of recommendations and next steps** – As the college re-opens for in-person service both modalities of service will be offered in 2021-22 and will be tracked to use as a baseline for service delivery in the future.

**Goal 3:** Provide accurate financial aid payments for all programs to eligible students in a timely manner.

**Supporting Strategic Plan goal: 1** - Build Student Access and Success.

**Objective/outcome 3.1:** Maintain weekly queries to identify potential payment issues.

**Measures** – Quantitative- Count the number of student records with payroll issues that are resolved prior to running the payrolls during the academic year.

**Overview of findings or outcomes** – 43 weekly queries were completed during the 2020-21 academic year for all financial aid programs. Staff were able to correct errors that resulted in accurate payments to 352 additional students.

**Overview of recommendations and next steps** - Weekly queries were successful in resolving errors related to payment issues for all financial aid programs, and have been incorporated into the routine functions of the office for all federal aid programs.

### **Overall summary**

This was the first year SFS provided all financial aid services virtually, and a number of variables affected the outcome for e.g. the number of students enrolled significantly declined, and vacant staff lines were not filled.

While the responses to the SLO surveys were low, it is important to determine what the students learned in the event, so sessions could be modified as a result of the analysis. The office will continue to administer SLO surveys next year, and analyze the results regarding the student learning of requirements to maintain eligibility to aid, and modify our information sessions accordingly.

Running weekly queries to identify possible payment issues have been a tremendous success and have become routine.