

Administrative, Educational and Student Support Units
Annual Assessment Findings Report

Directions: Use content from your 5-Year Assessment Plan, and data collected and analyzed to complete the Annual Assessment Findings Report for the corresponding year. Submit report electronically to aess@york.cuny.edu.

Assessment Year: 2018-2019

Division: Administrative Affairs

Unit: Financial Aid Office

Date: August 5, 2019

Completed by: Beverly A. Brown

Other contributors (e.g., person who analyzed data): [Click here to enter text.](#)

Unit Mission: The mission of the Financial Aid Office is to ensure that every eligible York College student has access to the financial resources needed to meet educational costs from admission through graduation.

1. Record each goal, corresponding outcome(s), measure(s), the target(s) of success, and if applicable, the student ILO(s). For each outcome listed above, describe the conclusions, significance and implications of the data collected for the assessment year indicated above (e.g., 2018-2019). Describe the results in comparison to the target of success, and if applicable, the student ILO(s) identified prior to data collection. What is your interpretation of the results?

Remember to use information from your approved 5-Year Assessment Plan.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
To provide excellent customer service using technology to enhance operational efficiency.	Staff will use YConnect to be prepare themselves for student visits.	N/A	Staff feedback.	If the student gave an accurate reason for visit, some staff found it helpful. Most students chose "Other" or just any reason so they could move to the line. Majority of staff felt that having student information in advance did not enhance the staff/student experience.
	Students will report staff are more helpful and better informed.		We are creating a student survey.	Pending.

2. Action Plan. Using information from the Analysis, Findings, and Use of Results section above, what steps will you take to ensure recommended changes will be implemented and sustained? If no changes are being recommended, provide an explanation with supporting evidence. *(Add additional rows for outcomes, as needed by copying and pasting the appropriate outcome textbox. You may delete any unneeded textboxes.)*

Outcome 1.1 Staff sees true reason for visit and can respond appropriately.

Recommended changes: Reduce the options for “Reason for Visit”.

Outcome 1.2 Staff can quickly input “Resolution” and move to next customer.

Recommended changes: Discussed drop down box possibility with IT.

Outcome 1.3 Student experience is expressed

Recommended changes: Working on survey with IT.

Outcome 1.1 Click here to enter text.

Recommended changes: Click here to enter text.

3. Communicating Results: Describe how you communicated assessment results, recommendations, and changes to appropriate stakeholders (e.g., staff, supervisor, students).

Discussed with staff my intention to reduce the student’s options and provide closing options for them during staff meeting.

4. Action Taken: Describe how you used the results from last year to inform your action this year. Narrative should include action(s) taken or changes implemented as identified by assessment activities completed (i.e., closing the loop). Indicate when the changes were implemented and when they will be reassessed to see if they helped to improve support outcomes (SOs) and/or student learning outcomes (SLOs).

I initially found that the updated drop down options for students had not been installed on YConnect so students were using outdated options. We corrected that. Upon review of reports from Reporter@ithelp I realized that students were opting to use “Other” instead of one of the many reasons listed. I will be reducing the number of these options with the expectation that students will answer more accurately if given limited choices.

To assist the staff with closing the ticket quickly, I am working with IT to test a drop down box for staff. We have already moved to a canned response for “Comments” which tells the student that their ticket has been closed.

5. Achievement Summary: York College is excited to hear about what is going well! Share your unit’s proudest accomplishments for this assessment period.

We can now accurately report on the volume of students who visit the Financial Aid Office. As of 08/05/2019, 3:54pm we have serviced 25,268 students! Since only students are required to sign in, we do not have a count for the rest of our customers.

6. Assessment Plan Year [Click here to enter text.](#): Briefly outline the assessment plan for next year. Explain any revisions you will need to make based on results (e.g., revision in outcomes, target for success, measuring instrument). Attach an updated 5-Year Assessment Plan for your unit. (Remember to revise the years.)

To process and disburse federal and state funds accurately and timely.

7. Annual/Special Reporting (optional): Highlight accomplishments directly related to how assessment activities in your area contributed to the mission of the division and the College-- not assessed elsewhere, but related to operational effectiveness.

Customer service.