

Administrative and Educational Support Report

Student Financial Services

Annual Action Plan Annual Assessment Report

June 2004 – May 2005



Annual Action Plan: June 1, 2004–May 31, 2005

Unit: Student Financial Services

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Enrollment and Student Services **Unit Head:** Michelle Alvarado

Unit Mission: The Office of Student Financial Services is committed to the overall mission of the University and the Division of Enrollment & Student Services. We are dedicated to helping students and families in the pursuit of their educational goals by removing financial barriers which would otherwise discourage or prohibit attendance by qualified students who lack adequate resources; by providing high quality customer service in a professional, caring, and equitable manner; by enhancing recruitment and retention efforts to attract promising undergraduates and graduates to the University; and by administering financial aid programs in compliance with federal, state and institutional regulations and guidelines.

Unit Goal: Develop new uses of technology to facilitate the financial aid delivery process

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Implement on-line services to enhance office operations & improve customer service. (1)	7	100% of student borrowers utilizing Loans by Web to complete required entrance/exit loan sessions and loan promissory note	<ul style="list-style-type: none"> Partner with TG to implement Loans by Web (LBW) at UTPA Develop LBW brochures to assist students 	Analyze growth rate of loan volume	N/A- Will utilize current SFS technical staff w/ assistance from TG for implementation

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			<ul style="list-style-type: none"> Hold hands-on workshops to assist students with new online process 		
	7	50% of UTPA students utilizing ASSIST to accept/reject financial aid awards on-line in FY2005 (optional)	<ul style="list-style-type: none"> Develop a phase-in approach to allow to students to get comfortable with ASSIST financial aid process – optional in FY2005 and required in FY2006 Market new online services available to students and use “Don’t wait in line ...go online” slogan 	<ul style="list-style-type: none"> Analyze the growth rate of students applying for financial aid Future Assessment: Analyze % of students utilizing ASSIST to accept/reject their awards 	N/A- Will utilize current SFS and Computer Center SIS technical staff ; strategy will actually save time & money

Unit Goal:	Improve the cumulative GPA for TEXAS Grant students selected to work with the Academic Advising Center and the University Retention Advisement Program (URAP)
Link to UTPA Goal(s):	1. Ensure undergraduate student access and success

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve the success	2	50% of the Special	<ul style="list-style-type: none"> Utilize “early 	Monitor the GPA results	N/A-

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rate of 2 nd year TEXAS Grant recipients in order to meet the 2.5 GPA and 75% course completion requirements. (2)		<p>TEXAS Grant/LAC cohort achieves a 2.5 or higher by the end of Spring 2005.</p> <p>Benchmark: FY04 special cohort 93 out of 272 (34%) in cohort had 2.5 + gpa by the end of spring 2004 Cumulative GPA range: End of spring 2004 1.0-3.29; Mean GPA 2.259</p>	<p>warning” system to conduct 8-week grade checks</p> <ul style="list-style-type: none"> Collaborate with Academic Advising & URAP to conduct workshops on GPA calculation & time mgmt, etc. 	of the TEXAS Grant/LAC population at the end of the Fall 2004 semester for progress	Will utilize TEXAS Grant Coordinator & current Academic Advising & URAP staff to conduct workshops & evaluate effectiveness



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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Implement on-line services to enhance office operations & improve customer service.	7	100% of student borrowers utilizing Loans by Web to complete required entrance/exit loan sessions and loan promissory note	Analyzed growth rate of loan volume	Analysis indicated that Student Financial Services could not continue with paper processing of loans due to a 25% annual growth rate in Stafford Loans	Implemented Loans by Web (LBW) in fall 2004 for the 2004-05 award year

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	7	50% of UTPA students utilizing ASSIST to accept/reject financial aid awards on-line in FY2005 (optional)	Analyzed the growth rate of students applying for financial aid Future Assessment: Analyze % of students utilizing ASSIST to accept/reject their awards	Analysis indicated that Student Financial Services could not continue with paper processing due to the increase in financial aid applications- 15684 FAFSAs in FY2001 to 20,920 in FY2004 (33% growth)	Implemented on-line Accept/Reject Awards module of ASSIST in fall 2004 for the 2004-05 award year to address growing student demand

Unit Goal:	Improve the cumulative GPA for TEXAS Grant students selected to work with the Academic Advising Center and the University Retention Advisement Program (URAP)
Link to UTPA Goal(s):	Goal 1: Ensure undergraduate student access and success goal

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve the success rate of 2 nd year TEXAS Grant recipients.	2	50% of the cohort achieves a 2.5 or higher by the end of Spring 2005. Use the fy04 cohort as the benchmark. Cumulative GPA range: End of spring 2004 1.0-3.29; Mean GPA 2.259	Reviewed the GPA results of the TEXAS Grant/LAC population at the end of the Fall 2004 semester. Mean cum GPA 2.18	Details outlined on <i>January 7, 2005 Texas Grant report</i> . Slight decrease in the mean cum GPA during fall semester indicated more assistance and advising for students was necessary: mean cum GPA 2.18 beg of fall 2004 mean cum GPA 2.16 end of fall 2004	The TEXAS Grant office expanded the collaboration efforts to include the Academic Advisors and the URAP specialists in an effort to provide more one-to-one advising for this TEXAS Grant population. More intensive academic intervention program put in place January 2005.

Additional Resources Needed (if any) that were requested for FY06 during the budget cycle: None