

Administrative and Educational Support Report

Student Financial Services

Annual Action Plan Annual Assessment Report

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

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 & 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 FY06
Implement on-line services to enhance office operations & improve customer service. (1)	7	100% of UTPA students utilizing ASSIST to accept/reject financial aid awards on-line in FY2006.	<ul style="list-style-type: none"> A phase-in approach was used in FY2005 to allow students to get comfortable with the new ASSIST financial aid process – Online 	Analyze % of students utilizing ASSIST to accept/reject their awards. Conduct student survey for feedback on online	N/A- Will utilize current SFS and Computer Center SIS technical staff ; strategy will actually save time & money.

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 FY06
		Benchmark: # of students that utilized the online award letter feature FY2005: Fall04/Spr05 – 4335 Summer05 -2173	accept/reject will be required in FY2006 <ul style="list-style-type: none"> • Increase marketing of online processes and continue to use “Don’t wait in line ...go online” slogan • Utilize Express Lab to assist students with all financial aid on-line services (FAFSAs, Award letters, Loans by Web, Scholarship application & online Work-study System) • Self-service computer available at SFS front counter to assist students with online processes 	processes.	
Implement the Dept. of ED’s Quality Assurance Program by February 2006 to reduce the number of files selected for verification to expedite the processing time for students and stream-line office operations. (2)	7	Number of financial aid applications selected for verification reduced by 50% for the 2006-07 (FY2007) FAFSA processing period. FY2005 – 10,367 FY2006 – in progress FY2007 – 5,000 (goal)	<ul style="list-style-type: none"> • Attend the Dept of ED’s Electronic Access Conference in October 2005 to facilitate the QA Program process • Utilize Dept of ED’s ISIR Analysis Tool to analyze error rates on files by entry fields • Establish a team to 	Analyze the number of financial aid files selected for verification.	Will utilize current operating budget to support initiative.

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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 FY06
			implement the QA program made up of technical & verification staff		

Unit Goal:

Improve business processes to enhance organizational effectiveness

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 FY06
Improve business processes to enhance organizational effectiveness & customer service. (3)	7	Improved (streamlined) business processes. Cost savings. Process will facilitate Banner Implementation.	<ul style="list-style-type: none"> Develop maps and new process. 	<p>Assess maps developed via business process analysis</p> <p>Assess new processes for efficiencies & effectiveness.</p>	None.
Improve timeliness of departmental scholarship awarding. (4)	7	Unused (late) scholarship funds reduced by 50% by July 15 reporting date. Benchmark: FY06 unused funds: \$712,310.	<ul style="list-style-type: none"> Track unused scholarship funds. 	Analyze unused (late) scholarship fund report by July 15.	None.
Streamline UTPA	7	Scholarship staff time	<ul style="list-style-type: none"> Track application 	Review application	None.

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 FY06
Excellence Scholarship application process. (5)		reviewing paper transcripts submitted in application process reduced; Confusion w/ transcripts for students reduced.	process.	statistics; assess process for any improvements needed	

Unit Goal:

Improve the success rate of students not meeting our financial aid Satisfactory Academic Progress (SAP) policy

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success goal

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 FY06
Collaborate with the Academic Advisement Center (LAC), University Retention Advisement Program (URAP) and the new Academic Advisement & Mentoring Center (AAM) to improve advising for students that are not meeting our financial aid Satisfactory Academic Progress (SAP) policy. (6)	2	Number of students that do not meet our financial aid SAP policy reduced by 5% Benchmark: # of students sent SAP letter Criteria utilized: All students who were enrolled for the appropriate term and are deficient after the term grades have been posted and have applied for financial aid	<ul style="list-style-type: none"> • Provide data to AAM, URAP & LAC on all students that do not meet SAP after fall & spring grades post to facilitate advising process • Provide financial aid training opportunities for Advising staff • Enhance Early Warning System functionality & usage to assist with special student populations (such as SAP students) 	Analyze the number of students not meeting SAP each term.	Will use current resources to provide data & training to (LAC, URAP & AAM) Advisement staff.

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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 FY06
		in any of the three previous years. Fall04 – 5,084 Spring05- 5,743			
Award students in a timely manner in order to support University recruitment & retention efforts. (7)	1,2	Aid awarded by designated timelines.	<ul style="list-style-type: none"> Track aid timelines. 	Evaluate if aid was awarded by timelines.	None.
Continue to provide one-to-one assistance to students/parents on (FAFSA) Free Application for Federal Student Aid completion at Express Lab workshops utilizing FAFSA on the Web to minimize error rate and reduce processing time. (8)	1,2	5000+ students a year assisted in the Express Lab.	<ul style="list-style-type: none"> Track number of student assisted. 	Number of students assisted.	None.

Unit Goal:

Provide comprehensive services in a professional, caring, and cost effective manner.

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success
3. Improve UTPA's organizational effectiveness

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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 FY06
Re-organize the office structure to improve customer service and organizational effectiveness. (9)	1,2,7	Improved services to students & families.	<ul style="list-style-type: none"> Track application process. Conduct customer service survey. 	<ul style="list-style-type: none"> Assess timeliness of application completion rates. Results of customer service survey. 	None.
Implement an Early Disbursement process in fall 2005 to expedite funds to students. (10)	7	All credit balances disbursed to students at least a week before 1 st class day.	<ul style="list-style-type: none"> Monitor credit balance disbursements. 	Date of 1 st disbursement to students	None.

Unit Goal:

Continuously seek financial aid resources for UTPA students

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 FY06
Secure funding and promote B-on-time loan program to improve 6 year graduation rates by educating recipients on forgiveness provisions. (11)	1,2	Number of BOT recipients increased;	Track number of BOT recipients.	Asses hours completed in degree plan each year to monitor student progress.	None.
		6 year graduation rates increased.	Track graduation rates of BOT recipients.	Assess retention rates and 6-year graduation rate of BOT recipients.	None.

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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 FY06
		BOT recipients eligible for loan forgiveness provisions increased.	Track BOT recipients eligible for loan forgiveness provisions.	Assess BOT recipients eligible for loan forgiveness provisions.	None.

Unit Goal:

Improve the quality of students enrolling at UTPA

Link to UTPA Goal(s):

1. Insure 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 FY06
Offer scholarship opportunities to top students to attract & retain them at UTPA (high ACT/SAT scores and top 10%). (12)	1,2	Number of students with high test scores and top 10% increased. Increased retention & graduation rates. Benchmark: Univ Scholars Fall 05: Avg ACT = 23 123 students in top 10% (75% of Entering Freshman (EF) cohort) Retention Rates: Fall 01 – 82% Fall 02 – 91% Fall 03 – 94%	Track retention and graduation rates of students in top 10%.	Assess student attributes (ACT/SAT, top 10%, GPA) and retention & graduation rates	

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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 FY06
		<p>Fall 04 – 96%</p> <p>6 year Grad Rates: Fall 98 – 74% Fall 99 – 64%</p> <p>Benchmark: Housing Scholarship Fall 05: Avg ACT = 25 32 students in top 10% (50% of EF cohort) Retention Rates: Fall 03 – 73% Fall 04 – 77%</p> <p>Benchmark: Retention Scholarship Fall 05: Avg ACT = 24 112 students in top 10% (70% of cohort) Retention Rates: Fall 03 – 77% Fall 04 – 88%</p>			

Unit Goal:

Increase success rate of TEXAS Grant recipients

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 FY06
<p>Develop an early intervention plan to target TX Grant 2nd year students who are not on track to meet 3rd year eligibility (2.5 GPA & 75% completion rate). (13)</p>	<p>1,2</p>	<p>Number of students meeting TX Grant eligibility requirements increased.</p> <p>Benchmark: mid-semester grade reports for targeted cohort of TX Grant recipients.</p> <p>Population : -192 students selected from FY04 cohort - GPA ranged from 1.8-2.481 & mean GPA of 2.046</p> <p>Results: - Mean GPA increased to 2.16 - 3rd year eligibility rate increased from 38% for FY03 cohort to 46% for FY04 cohort.</p> <p>Increase TEXAS Grant freshmen retention rate by 1% a year</p> <p>Benchmark: Fall 1999 69% Fall 2000 74% Fall 2001 69% Fall 2002 68% Fall 2003 75% Fall 2004 74% (new students added late</p>	<p>Collect mid-semester grade reports for targeted TX Grant recipients.</p>	<p>Results of pilot program.</p>	<p>None.</p>

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		into the program; \$3.2 million received in March 2005)			

Unit Goal:

To improve financial aid awareness and literacy in South Texas to encourage more students going to college

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 FY06
Increase financial aid awareness & literacy in South Texas. (14)	1	Number of students attending UTPA increased. Awareness of financial aid increased.	Track student attending events.	Number of events attended.	None.
Collaborate with community organizations to improve financial aid literacy. (15)	1	Network of community partners in promoting financial aid availability and access to higher education increased.	Track partnering efforts.	Measure partnering efforts w/GEARUP, TRIO, Valley outreach centers, PTA, Chambers of Commerce, etc.	None.

Unit Goal:

To maintain our student loan cohort default rate at least 5% or less

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

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To maintain our student loan cohort default rate at 5% or less. (16)	1,2	Default rate of 5% or less. Benchmark: (Cohorts) 2001 – 6.6% 2002 – 1.1% 2003 – 1.2%	Track student loan default rate.	Assess student loan cohort default rate each year.	None.

Unit Goal:

To foster a work environment that will encourage professional growth and improvement.

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 FY06
To foster a work environment that will encourage professional growth and improvement. (17)	7	Less staff turnover.	Encourage employee recognition.	Employees recognized, increased involvement by staff in state and regional FA associations.	None.

Unit Goal:

To improve the efficiency and effectiveness of the Student Financial Services Office by annually evaluating our goals and objectives.

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

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To develop a strategic plan that can be used to measure the effectiveness of our goals and strategies. (18)	7	Annual SFS Strategic Plan. Benchmark: 2004 – SFS Staff Planning Session held August 2004 (TG presenter - Who Moved My Cheese?) 2005 – Exec. Mgmt Team Planning Retreat - held at Embassy Suites boardroom on November 10, 2005	Prepare annual departmental planning session.	Annual departmental planning sessions held.	None.



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Unit: Student Financial Services

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Division: Enrollment & Student Services **Unit Head:** Elaine L. Rivera

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 (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. (1)	7	100% of UTPA students utilizing ASSIST to accept/reject financial aid awards on-line in FY2006.	Analyzed % of students utilizing ASSIST to accept/reject their awards. Conducted student	Fall 05/Spg 06 – 9,445 (92% online acceptance) Summer 06 - 2,697 (83% online acceptance)	Students are being required to accept awards online. As a result, at least 85 percent are accepting awards online.

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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?)
		Benchmark: # of students that utilized the online award letter feature FY2005: Fall04/Spr05 – 4335 Summer05 -2173	survey for feedback on online processes.		
Implement the Dept. of ED's Quality Assurance Program by February 2006 to reduce the number of files selected for verification to expedite the processing time for students and stream-line office operations. (2)	7	Number of financial aid applications selected for verification reduced by 50% for the 2006-07 (FY07) FAFSA processing period. FY05 – 10,367 FY06 – in progress FY07 – 5,000 (goal)	Analyzed the number of financial aid files selected for verification	FY2007- 2,948 as of June 6, 2006 (20% selection rate) - estimate 4,500 total selected by end of FY207. Same point in time in FY2006 is 5,695 (42% selection rate).	Since the number of files selected for verification has been reduced by one half, many more students are receiving financial aid awards significantly earlier.

Unit Goal:

Improve business processes to enhance organizational effectiveness

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

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 business processes to enhance organizational	7	Improved (stream-lined) business processes.	Assessed maps developed via business process analysis	55 Business Process Maps have been completed.	Business process mapping results is being used for Banner

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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?)
effectiveness & customer service. (3)		Cost savings. Process will facilitate Banner Implementation.	Assessed new processes for efficiencies & effectiveness.		implementation.
Improve timeliness of departmental scholarship awarding. (4)	7	Unused (late) scholarship funds reduced by 50% by July 15 reporting date. Benchmark: FY06 unused funds: \$712,310.	Analyzed unused (late) scholarship fund report by July 15.	As of May 30, 2006, \$497,085 is available for FY07.	Scholarship funds are being more fully utilized, and the awarding occurs earlier.
Streamline UTPA Excellence Scholarship application process. (5)	7	Scholarship staff time reviewing paper transcripts submitted in application process reduced; Confusion w/ transcripts for students reduced.	Reviewed application statistics; assess process for any improvements needed	0 transcripts collected in Scholarship Office, any received forwarded to Admissions Office. Total FY2007 Completed Applications: 2219 compared to 1491 for FY2006.	The scholarship application is online, and paper transcripts are no longer being collected. All data elements needed from HS transcript was retrieved from Student Information System.

Unit Goal:

Improve the success rate of students not meeting our financial aid Satisfactory Academic Progress (SAP) policy

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success goal

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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?)
Collaborate with the Academic Advisement Center (LAC), University Retention Advisement Program (URAP) and the new Academic Advisement & Mentoring Center to improve advising for students that are not meeting our financial aid Satisfactory Academic Progress (SAP) policy. (6)	2	<p>Number of students that do not meet our financial aid SAP policy reduced by 5%.</p> <p>Benchmark:</p> <p>Number of students sent SAP letter Criteria utilized: All students who were enrolled for the appropriate term and are deficient after the term grades have been posted and have applied for financial aid in any of the three previous years.</p> <p>Fall04 – 5,084 Spring05- 5,743</p>	Analyzed the number of students not meeting SAP each term.	<p>Created & sent SAP reminder email to the all users listserve at midpoint and end of semesters.</p> <p>Created & distributed “Before You Drop-Let’s Talk” posters and wallet cards.</p> <p>Incorporated SAP policies into Entering Freshman Orientation & Learning Framework presentation.</p> <p>Created task force consisting of ESS/Academic Affairs staff to call deficient students to encourage them to enroll in sufficient hours to clear bad SAP.</p> <p>Performed SAP training for LAC, URAP & AAMES Center.</p> <p>Fall 05- 4708 Spring 06- 4194</p>	A reduction in the number of students not meeting SAP will increase the university’s retention rates.
Award students in a timely manner in order to	1,2	Aid awarded by designated timelines.	Evaluated if aid was awarded by timelines.	By April 30 th awarded 1,713 EF award letters	Earlier awarding is very important to the

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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?)
support University recruitment & retention efforts. (7)				(up from 658 in fy05). Increase is due to: quality assurance program (less files to verify), increase outreach efforts.	recruitment process and increases retention.
Continue to provide one-to-one assistance to students/parents on (FAFSA) Free Application for Federal Student Aid completion at Express Lab workshops utilizing FAFSA on the Web to minimize error rate and reduce processing time. (8)	1,2	5000+ students a year assisted in the Express Lab.	Number of students assisted.	6930 students assisted by the Express Lab as of May 2006.	The Express Lab has facilitated the early and accurate submission of FAFSAs.

Unit Goal:

Provide comprehensive services in a professional, caring, and cost effective manner.
Link to UTPA Goal(s):
1. Ensure undergraduate student access and success 3. Improve UTPA's organizational effectiveness

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?)
Re-organize the office structure to improve customer service and	1,2,7	Improved services to students & families.	<ul style="list-style-type: none"> Assess timeliness of application completion rates. 	Over one thousand students responded to survey. Over 70% of	The office has been re-organized in such as way as to facilitate high

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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?)
organizational effectiveness. (9)			<ul style="list-style-type: none"> Results of customer service survey. 	students who responded rated the performance and professionalism of the UTPA Student Financial Services Office as good to excellent.	<p>quality customer service, and organizational effectiveness has increased.</p> <p>Offered SFS Office opportunity to re-assess effectiveness of our phone & email response time. A project is currently underway to address both issues.</p>
Implement an Early Disbursement process in fall 2005 to expedite funds to students. (10)	7	All credit balances disbursed to students at least a week before 1 st class day.	Date of 1 st disbursement to students.	<p>Between 5,500 and 6,500 students received an early disbursement for Fall 2005 & Spring 2006;</p> <p>Between 2,000 & 3,000 students received an early disbursement for Summer I.</p>	The early disbursement process had been implemented starting with Fall 2005.

Unit Goal:

Continuously seek financial aid resources for UTPA students

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

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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?)
Secure funding and promote B-on-time loan program to improve 6 year graduation rates by educating recipients on forgiveness provisions. (11)	1,2	Number of BOT recipients increased;	Track number of BOT recipients.	Able to secure \$1.7 million from the initial allocation of \$883,561.	Number of BOT recipients has increased due to additional funding received from the state. Loan officer position was requested in order to implement assessment and education programs. Position was not funded.
		6 year graduation rates increased.	Assess retention rates and 6-year graduation rate of BOT recipients.		
		BOT recipients eligible for loan forgiveness provisions increased.	Assess BOT recipients eligible for loan forgiveness provisions.		

Unit Goal:

Improve the quality of students enrolling at UTPA

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

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?)
Offer scholarship opportunities to top students to attract & retain them at UTPA (high ACT/SAT scores and top 10%). (12)	1,2	Number of students with high test scores and top 10% increased. Increased retention & graduation rates.	Assess student attributes (ACT/SAT, top 10%, GPA) and retention & graduation rates	University Scholars Fall 2005: Avg ACT = 23 Top 10% = 123 students (75% of EF cohort)	Strategically targeting high caliber students, which has resulted in increased retention and graduation rates.

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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?)
		<p>Benchmark: Univ Scholars Fall 05: Avg ACT = 23 123 students in top 10% (75% of Entering Freshman (EF) cohort)</p> <p>Retention Rates: Fall 01 – 82% Fall 02 – 91% Fall 03 – 94% Fall 04 – 96%</p> <p>6 year Grad Rates: Fall 98 – 74% Fall 99 – 64%</p> <p>Benchmark: Housing Scholarship Fall 05: Avg ACT = 25 32 students in top 10% (50% of EF cohort)</p> <p>Retention Rates: Fall 03 – 73% Fall 04 – 77%</p> <p>Benchmark: Retention Scholarship Fall 05: Avg ACT = 24 112 students in top 10% (70% of cohort)</p> <p>Retention Rates:</p>		<p>Retention Rates: Fall 01 – 82% Fall 02 – 91% Fall 03 – 94% Fall 04 – 96% Fall 05 – 98% (Spring06)</p> <p>6 year Grad Rates: Fall 98 – 74% Fall 99 – 64% Fall 00 – 67% (as of Spring06)</p> <p>Housing Scholarship Fall 2005: Avg ACT = 25 Top 10% = 32 students (50% of EF cohort)</p> <p>Retention Rates: Fall 03 – 73% Fall 04 – 77% Fall 05 – 98% (Spring06)</p> <p>Retention Scholarship Fall 2005: Avg ACT = 24 Top 10% = 112 students (70% of EF cohort)</p> <p>Retention Rates: Fall 03 – 77% Fall 04 – 88% Fall 05 – 96% (Spring06)</p>	

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		Fall 03 – 77% Fall 04 – 88%			

Unit Goal:

Increase success rate of TEXAS Grant recipients

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

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?)
Develop an early intervention plan to target TX Grant 2nd year students who are not on track to meet 3rd year eligibility (2.5 GPA & 75% completion rate). (13)	1,2	Number of students meeting TX Grant eligibility requirements increased. Benchmark: mid-semester grade reports for targeted cohort of TX Grant recipients. Population : -192 students selected from FY04 cohort - GPA ranged from 1.8-2.481 & mean GPA of 2.046 Results: - Mean GPA increased to 2.16 - 3rd year eligibility rate increased from 38% for	Results of pilot program.	195 students from FY2005 Cohort assigned to URAP and LAC. GPA ranged from 2.026 – 2.448 & mean GPA of 2.256 Workshops scheduled to inform students of Advisement program and to administer LASSI. Also utilized EWS to administer grade checks. Results: (End of Fall 2005) Mean GPA decreased to 2.177 TEXAS Grant freshmen retention rate:	Plan has successfully been implemented and put in place. Evaluation of results will take place over the next year.

Annual Assessment Report, June 1, 2005–May 31, 2006

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?)
		FY03 cohort to 46% for FY04 cohort. Increase TEXAS Grant freshmen retention rate by 1% a year Benchmark: Fall 1999 69% Fall 2000 74% Fall 2001 69% Fall 2002 68% Fall 2003 75% Fall 2004 74% (new students added late into the program; \$3.2 million received in March 2005)		Fall 1999 69% Fall 2000 74% Fall 2001 69% Fall 2002 68% Fall 2003 75% Fall 2004 74% Fall 2005 NA (new students added late into program, \$1.4 million received in April 2006)	

Unit Goal:

To improve financial aid awareness and literacy in South Texas to encourage more students going to college

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

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?)
Increase financial aid awareness & literacy in South Texas. (14)	1	Number of students attending UTPA increased. Awareness of financial aid increased.	Number of events attended.	Attended over 120 events. Presented to over 6900 Students. Presented to over 1300	The response from the schools and the community has been very positive.

Annual Assessment Report, June 1, 2005–May 31, 2006

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?)
				<p>Parents.</p> <p>Presented to over 250 Counselors.</p>	
<p>Collaborate with community organizations to improve financial aid literacy. (15)</p>	<p>1</p>	<p>Network of community partners in promoting financial aid availability and access to higher education increased.</p>	<p>Measure partnering efforts w/GEARUP, TRIO, Valley outreach centers, PTA, Chambers of Commerce, etc.</p>	<p>SFS Office has adopted 8 schools under the Gear Up Adopt-A-School Program.</p> <p>Collaborated with Upward Bound on FAFSA preparation weekend workshops.</p> <p>Have co-attended presentational speaking events with UTPA Valley Outreach Center.</p> <p>Have partnered with Luz de las Naciones church in Mission for presentations/table set up.</p> <p>Have partnered with Los Encinos Subdivision (McAllen) in for presentations/table set up.</p> <p>Partnered with Region One Gear Up for presentation.</p>	<p>Collaboration has helped promote the idea that going to college is possible for all students regardless of financial status.</p>

Annual Assessment Report, June 1, 2005–May 31, 2006

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?)
				Participated in 2006 College Goal Sunday.	

Unit Goal:

To maintain our student loan cohort default rate at least 5% or less

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

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?)
To maintain our student loan cohort default rate at 5% or less. (16)	1,2	Default rate of 5% or less. Benchmark: (Cohorts) 2001 – 6.6% 2002 – 1.1% 2003 – 1.2%	Assess student loan cohort default rate each year.	Current default rate for 2004 cohort is 2.5%.	A low cohort default rate is an indicator that more students are being successful in completing their academic careers.

Unit Goal:

To foster a work environment that will encourage professional growth and improvement.

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

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?)
To foster a work	7	Less staff turnover.	Employees recognized,	Turnover reduced from 8	Increased participation in

Annual Assessment Report, June 1, 2005–May 31, 2006

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?)
environment that will encourage professional growth and improvement. (17)			increased involvement by staff in state and regional FA associations.	to 2 FTE for last year.	outside events means a better educated staff and it fosters good morale.

Unit Goal:

To improve the efficiency and effectiveness of the Student Financial Services Office by annually evaluating our goals and objectives.

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

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?)
To develop a strategic plan that can be used to measure the effectiveness of our goals and strategies. (18)	7	Annual SFS Strategic Plan. Benchmark: 2004 – SFS Staff Planning Session held August 2004 (TG presenter - Who Moved My Cheese?) 2005 – Exec. Mgmt Team Planning Retreat - held at Embassy Suites boardroom on November 10, 2005	Annual departmental planning sessions held.	Strategic planning session was held in April 2006 to establish FY07 goals. Plan was finalized and submitted in May 2006.	FY06 strategic plan was successfully implemented. Strategic planning ensures progress and provides success benchmarks toward meeting university, division and office goals.