

Student Financial Services

Annual Action Plan **Annual Assessment Report**

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

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:** 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.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Increase financial assistance opportunities for students.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Provide timely and effective financial aid processes for students. (1)	Communicate financial aid information to students in the most complete and timely manner.	The proportion of all students who complete the FAFSA by March 1 increased by 5%.	Compare number of students completing FAFSA by March 1 to last year’s number.	None.
		The proportion of entering freshmen who completed the FAFSA by	Compare number of students completing FAFSA by March 1 to last year’s number.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
		March 1 increased by 5%.		
	Improve critical processes of financial support focusing on student retention.	Private and institutional scholarships for students (continuing and new) increased by 3% per year.	Tally all sources and compare to prior year amounts.	None.
Educate the university community on the importance of maintaining financial aid (FA) eligibility. (2)	Educate faculty and other departmental staff on UTPA SAP policy; RT4, deadlines etc, (special programs) (scholarships).	Permission to present at New Faculty Orientation and at Dean meetings.	Incorporated into agendas of New Faculty Orientation & Dean meetings.	None.
		Permission to discuss FA eligibility factors at student organization meetings.	Incorporated into agendas of student organization meetings	None.
Develop and enhance tools to promote the awareness of financial aid eligibility factors. (3)	Enhance initiatives to target SAP students.	List generated of Bad RAP students to be called.	Increase in UTPA retention & graduation rates.	None.
	Provide SAP policy to the Registrars Office.	Permission to have SAP policy on back of Drop & Withdrawal cards.	SAP Policy printed on cards.	None.
	Promote loans as investments in education and promote financial planning such as debt management and saving for summer.	Information included on newsletter, Bronc Notes & in outreach activities.	Materials created & delivered.	None.
Strengthen collaborative	Coordinate/collaborate with	Presentation of SAP	Presentations completed.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
efforts with key departments to strive towards timely graduation. (4)	counseling and advisement, AAMES and URAP to increase SAP awareness.	information to Counseling & Advisement, AAMES & URAP.		
	Develop campaign to encourage supervisors to hire work-study students in order to expand number of on campus job offers.	Increased number of students in Work-Study Program.	5% increase in Work-Study participation.	None.
	Encourage students to explore the work-study program before seeking employment off campus.	Information included on newsletter, Bronc Notes & in outreach activities.	Materials created & delivered.	None.

University Goal:

Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion

Division Objective:

Increase collaborative efforts to meet student needs.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Collaborate with funding agencies to expand financial aid programs that promote timely graduation. (5)	Collaborate with university leaders to propose new scholarship opportunities to increase student quality and enrollments	Proposal for funding.	Proposal is developed.	Scholarship funds.
	Look for opportunities to obtain funds from outside agencies or organizations	Proposal for funding.	Proposal is developed.	Funds.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Propose an increase in funding for Senate Bill 1528 students.	Proposal for an increase in funding for SB 1528 students.	Proposal is developed.	Funds.

University Goal:

Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion

Division Objective:

Increase financial assistance opportunities for students.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Refine delivery of financial aid services through outreach activities and technology improvements. (6)	Propose the utilization of the debit cards to distribute financial aid funds.	Meeting with business office to make a proposal for the utilization of debit cards to distribute aid funds.	Pending ID card project.	None.
	Establish BOT workshops.	Increased awareness of BOT requirements.	Workshops established.	New position/Loan Officer.
	Encourage faculty to utilize early warning system to monitor academic progress for renewable programs (ex. BOT, TX grant, university scholars and RT4).	Increased faculty participation in early warning system, and improved retention for TX Grant & BOT and expedite RT4 processing	Measure utilization rate of early warning system by Professors and instructors and monitor retention rates.	None.
	Evaluate SFS policy & procedures to identify and remove obstacles for students.	Unnecessary requirements not mandated by federal regulations identified and eliminated.	Customer Service Survey.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Review our current financial aid packaging philosophy to provide funds more effectively and efficiently.	Better target financial aid funds to meet University goals	Use data to design reports that will track various cohorts	None.

University Goal:

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

Division Objective:

Increase external funding to support student access and success.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Collaborate with External Affairs office to create partnerships with local businesses and organizations to increase funding and endowments. (7)	Collaborate to network with well known business, industry leaders to develop research internships for students.	Customized financial aid talking points, data and resource tool kit to use when garnering support for research internships for students.	Research “best practices” and compare our materials with materials developed by other research universities. Keep a log of new research opportunities offered to UTPA students.	Research Assistant.
	Partner with individuals and external organizations to further increase endowments.	The idea of creating a capital campaign – renewal scholarships explored (will have a lunch meeting with Lydia and Dr. Arriola in June 2006 to see if it’s doable).	New endowments are created.	None.
	Work with nonprofit	Participated in at least 2	New scholarship funds are raised.	

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	organizations via fundraiser events.	fundraiser events.		
Build a relationship with the External Affairs and Grants & Contract Office to increase effectiveness of scholarship funds. (8)	Create new endowments and revise current endowments with un-workable guidelines to allow maximum utilization of funds in accordance with UTPA strategic goals.	Template provided for optimum endowed scholarship guidelines that development staff can use when establishing endowed scholarships. Accompany development staff on donor visits as requested.	Measure the percentage of new funds that meet optimum guidelines.	None.
	Work closely with the Grants and Contracts office to help educate <i>principal investigators</i> and administrative staff on scholarship guidelines.	Percentage of properly awarded scholarships increases.	Provide training & checklist that departments can follow in selecting recipients.	None.
Set aside funds for five year programs and graduate students. (9)	Request additional funding for graduate students.	New financial assistance funds.	Increase number of graduate students receiving FA funds.	New funds for graduate students.
	Meet with academic departments for the purpose of establishing a venue for developing collaborative partnerships (for research) in order to create scholarships and internships.	Meeting with contact persons.	Meeting notes.	None.
	Work with departments on developing work-study	Creation of work-study funded internships.	New internships meet Federal work-study guidelines.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	funded internships for graduate students.			
	Research the means to establish more scholarships for grad students.	Catalog of graduate scholarship opportunities.	Comparison to what other universities are doing in this area.	Work-study funded Research assistant to find scholarship opportunities.

University Goal:

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

Division Objective:

Prepare and support students for graduate studies and research.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Provide marketing materials to assist in recruiting graduate students. (10)	Increase our outreach activities to reach potential grad students.	Workshops about graduate financial aid for graduating seniors contemplating graduate school.	Survey students on effectiveness of information provided.	Postage.
	Provide information webpage just for graduate students regarding financial aid.	Webpage is completed and publicized to students.	Survey students on effectiveness of information provided.	None.
Create research assistant positions in the Financial Aid Office. (11)	Develop an internship in the FA office for education majors interested in higher education administration. (12)	Researched recruitment & retention “best practices”, and developed data models to support recruitment &	New strategies are identified and data models are developed to assist SFS recruitment & retention activities.	Research Assistant.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
		retention initiatives.		
	Develop a position in the FA office to research various aspects of FA.	Gathering information on different outreach practices and developing outreach campaign for elementary students. Researching “best practices” followed by schools in developing research internship opportunities.	Outreach campaign for elementary students is developed. Resource “tool kit” is developed that departments can use in establishing research assistantships with businesses and organizations.	Research Assistant(s).
Collaborate with OIRE office to research higher education trends, demographics, and legislation. (12)	Offer financial aid knowledge and expertise to assist with research that benefits the university’s strategic plan.	Meetings with OIRE staff to establish new data models.	Data is provided to support university recruitment and retention initiatives.	None.
	Have administrative research training workshops for SFS staff.	OIRE office offers training workshop to SFS staff and SFS research assistants.	Research is conducted with collaboration of SFS staff and research assistants.	None.

University Goal:

Enhance UTPA’s engagement with the community to meet challenges and maximize opportunities.

Division Objective:

Improve the community’s image and awareness of UTPA.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Increase community awareness of UTPA by facilitating on campus activities. (13)	Provide on campus facilities to organizations such as: STARS, VAMOS, Ford Salute, & others.	Increased visibility of UTPA with off campus agencies	Number of events held annually.	None.
	Offer our campus to be a host site for various trainings or conferences such as the Coordinating Board, TG, DOE etc.	Increased visibility of UTPA in the Financial Aid community.	Number of events held annually.	None.
Increase community involvement in SFS activities on campus. (14)	Invite business owners and local leaders of chambers of commerce to campus events to promote opportunities for students.	Increased visibility of UTPA with off campus agencies	Number of events held annually.	None.
	Collaborate with Alumni Association to identify UTPA graduates who were financial aid recipients to promote the various financial programs.	Successful alumni invited to accompany SFS staff to outreach events.	Outreach Tracking Database	None.
	Partner with Special Programs to participate in their events that include community involvement.	Increased participation with on campus community events.	Outreach Tracking Database	None.
Increase SFS involvement with the community in off-campus events. (15)	Advertise Financial Aid information in local newspapers, i.e., Town Crier, Monitor, cinemas, etc. such as FAFSA Priority Deadline.	Increased community awareness of SFS activities or information.	Improved communication with community.	Increase in Operating Budget to cover printing & distribution costs.
	Proactively seek	Increased community	Outreach Tracking Database	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	involvement in community events such as Borderfest, Stock Show, Omnifest, Edinburg Fiesta, Rio Fest and Charro Days.	awareness of SFS.		
	Participate in events sponsored by community organizations such as: Lions Club, Boys and Girls club.	Increased community awareness of SFS.	Outreach Tracking Database	None.
	Identify and participate in innovative off campus events to promote financial aid awareness. Such as neighborhood events, block parties, family nights, colonias' Go Center, malls and church.	Increase community awareness of SFS.	Outreach Tracking Database	None.
	Promote community involvement by attracting more off campus agencies for work-study program.	Increased student employment opportunities within the community.	Increase off campus employment by 1% of the Federal Allocation.	None.

University Goal:

Collaborate with P-12 Schools to enlarge the pool of applicants who are personally prepared and academically qualified for higher education.

Division Objective:

Create internal and external partnerships to promote a college-going culture.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Partner with high school	Invite HS counselors to visit	Tour of SFS office	Outreach Tracking Database.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
counselors. (16)	SFS office.	facilities incorporated as part of yearly HS counselor's workshop.		
	Distribute SFS HS counselor's newsletter and SFS newsletter.	Monthly newsletters prepared and distributed.	Hard copy of monthly newsletter. Record of email sent.	None.
	Increase number of training opportunities for HS counselors.	Collaboration with Region One to provide additional FA training for counselors.	Outreach Tracking Database.	None.
		HS counselors trained on the importance of SAP and financial literacy.	Outreach Tracking Database.	None.
	Increase off campus HS counselor visits.	Increased FAFSA preparation, scholarship drives, PIN drives, and informational visits.	Increase outreach visits by 5%.	None.
Educate parents about financial resources and saving for higher education. (17)	Work with Dean Of Students, Parent Association to educate parents of current students.	Presentation to parents on the importance of financial literacy.	Outreach Tracking Database.	None.
		Presentation to parents on the importance of maintaining grades for SAP.	Outreach Tracking Database.	None.
		Implementation of FA related mail-outs to parents.	Hard copy of mail-outs.	Postage/Printing Costs.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Develop an outreach campaign for parents.	Presentation of FA/college material to parents.	Outreach Tracking Database.	None.
Visit elementary, middle & high schools to promote higher education. (18)	Increase outreach presentations to elementary students.	Collaboration with NSVS to increase participation in elementary tours.	Outreach Tracking Database.	None.
		Participation in America Goes Back To School program.	Outreach Tracking Database.	None.
		Increased SFS participation in school functions.	Outreach Tracking Database.	None.
	Increase outreach presentations to middle school students.	Increased participation with counselors in middle & elementary schools.	Outreach Tracking Database.	None.
		Increased SFS participation in school functions.	Outreach Tracking Database.	None.
	Increase outreach presentations to high school students.	Development of tuition & fees vs. FA comparison chart to compare UTPA with similar institutions.	Hard Copy of chart.	Printing costs.
		Utilization of school district delivery channels (i.e. internal TV networks) to deliver SFS message.	Copies of video broadcasts.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
		Increased collaboration with Valley Outreach Center & Gear Up to increase presentations.	Increase presentations by 10%.	None.
Develop outreach marketing materials that are audience specific. (19)	Provide more marketing materials in Spanish.	New materials created.	Materials created & distributed.	Printing costs.
	Utilize alternative technologies (pod casts, message boards).	New delivery channels for student information created.	Delivery channels.	Development costs.
	Create children's story/coloring book concerning college experience.	Coloring book created.	Coloring book created & distributed.	Printing and production costs.
Educate SFS Staff on University resources to better promote UTPA. (20)	Work with various UTPA Offices to increase SFS staff knowledge of UTPA.	Knowledgeable SFS staff on University services and resources.	Annual Customer Service Survey.	None.
Collaborate with High School to University Services to promote the Concurrent Enrollment Program. (21)	Inform students that concurrent enrollment will increase scholarship opportunities.	Incorporation of concurrent enrollment information in HS presentations.	Outreach Tracking Database.	None.

University Goal:

Infuse-American and global perspective throughout the University community.

Division Objective:

Increase and retain an international student population.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Develop more scholarships opportunities for international students. (22)	Inform international students about scholarship opportunities.	Creation of an SFS webpage for international students. Research and inform students about scholarship opportunities via webpage.	Webpage.	Research Assistant
	Collaborate with the International Office to select high quality students from different countries and provide scholarships.	Proposal for funding of international student scholarships.	Proposal is developed.	Funding for scholarships.
Encourage External Affairs and local governments to find funding from international partnerships. (23)	Encourage external affairs to pursue foreign owned local businesses to provide scholarships for international studies.	Customized financial aid data reflecting the need in this area.	Confirming the effectiveness of the data.	None.
Assist in increasing awareness of tuition waivers for international students. (24)	Promote availability of tuition waivers via the SFS webpage.	Information provided on webpage.	Tracking the number of hits on the SFS international website.	None.
Assist international students with finding private loans. (25)	Increase awareness to international students about alternative loan programs available by different lenders.	Information on lenders who offer private loans to international students via SFS website.	Lender information on the website.	None.
Collaborate with Career Placement Services to promote internships for international students. (26)	Request a list of internships available to promote in the SFS website.	List of internships for international students on the SFS webpage.	Internship information on the website.	None.

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University Goal:	Infuse-American and global perspective throughout the University community.
Division Objective:	Engage the community in multi-cultural activities.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
SFS office will work closely with International Student Office to identify needs of students. (27)	Educate Financial Aid staff of the needs of international students.	Invitation to International Student Office to present at an SFS staff meeting.	Training conducted by International Student Office.	None.
	Provide the International Student Office with a list of scholarships available for international students.	List for International Office.	List provided to International Office.	None.
Encourage SFS staff to participate in multicultural programs on campus. (28)	Identify the multicultural programs currently available on campus.	Participation/ volunteering of SFS staff to at multicultural events.	Track the number of multicultural events in which staff participates.	None.
Research other institutions for opportunities and services for international students. (29)	Use a research assistant to conduct research.	Catalogue of opportunities for international students.	Survey students on effectiveness of information provided.	Research Assistant.

University Goal:	Infuse-American and global perspective throughout the University community
Division Objective:	Increase and retain international student population.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Market UTPA in other countries. (30)	Collaborate with UTPA Departments that currently market UTPA in other countries by providing outreach materials.	Bilingual Marketing materials for international students created.	Materials created and disseminated.	Printing costs.
Participate in community service activities to promote financial aid awareness to international students. (31)	Presence of SFS staff at community service activities aimed at assisting international students.	Participation of SFS staff in community service activities.	Log number of activities participated in the Outreach Tracking Database.	None.
Inform international students of the benefits of financial aid. (32)	Offer a financial aid workshop during international week.	Coordination to be part of activities during international week.	Participated in the event.	None.
Link to international students Office website. (33)	Include link to the Office of International Students.	Link active.	Link accessible.	None.
Collaborate with University Relations to be involved with marketing for international students. (34)	Submit an article to University Relations to promote SFS international student webpage.	Article created.	Article is published	None.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Continuously evaluate and streamline ESS business processes with adequate controls.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Explore proper resources to perform SFS duties efficiently. (35)	Professional Development on Excel and other software.	Well trained staff on software that will help efficiency.	Number of Training sessions	None.
	Reward employees who find ways to improve efficiency.	New ideas to improve efficiency.	End of year cost savings report that shows increased efficiency.	None.
	Cross training within financial aid programs	More knowledgeable staff.	Report that shows cross training opportunities increased from last year.	None.
Review SFS Department for proper staffing. (36)	Identify new programs and workload.	Proposed new positions during budget process.	New positions created.	Funding for new positions.
Attend financial aid conferences and build a resource network. (36)	Identify conference agendas and send appropriate staff.	Well trained staff.	Employee reports about new things learned.	None.
	Compare FA process with other institutions.	Improve processes.	Comparison of processes.	None.
Compare procedures such as FA awarding amongst other institutions. (37)	Establish relationships at conferences and other related events.	New financial aid packaging approaches.	Increase number of EF awards out by March 1, complete revisions earlier	None.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Improve communication with all internal and external stakeholders.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Improve customer service. (38)	Collaborate with other service offices to improve customer service.	Better service to our students.	Number of meetings with other offices about customer service. Positive response on student surveys.	None.
Provide critical updates to other departments. (39)	Newsletters	Better informed departments across the campus.	Delivered Newsletter.	None.
Cross-Training with other departments. (40)	Invite depts. to present at staff meetings	FA office informed to better service our students.	Number of presentations from other departments	None.
Lobby for extended hours for all service offices. (41)	Collaborate with the business office.	Having consistent extended hours throughout the University.	Offices outside of ESS start using extended hours.	None.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards

Division Objective:

Continuously evaluate and streamline ESS business processes with adequate controls.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Improve/enhance automated services. (42)	Evaluate business process to see if other processes can be automated or converted to online processes.	New business processes are automated or put on-line.	Number of new on-line services are increased.	None.
Continue to develop and	Pop window to notify	Pop Window is	Reduce calls from students who	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
promote student self services so all processes may be completed on-line. (43)	students when they accept awards.	established.	cancel awards on-line in error.	
	Improve SFS response to online requests.	Online request (for example "request for additional fin aid) response time kept to a week response time.	Track response time.	None.
	Use technology to make processes more convenient for students (i.e., TX grant workshops)	Students helped to complete workshops on-line .	Number of students completing workshops on-line.	None.
Develop and implement on-line interface for students to communicate with SFS staff. (44)	Create an email database to assist students promptly.	Email base is created.	Track how quickly FA office is responding to student questions.	None.
Improve the telephone process. (45)	Promote email as the primary source of communication.	Students emailed and a statement added to phone voice message that emphasizes email or on-line communication.	Reduce number of dropped calls.	None.
	More staff needed to help with call volume.	More staff hired.	More resources to handle call volume.	Direct wage funds needed.
Create student committee to review all web enhancements for user friendliness. (46)	Appoint SFS staff to head up committee including students to review FA website.	Recommendations from committee to improve web-site.	Survey response form students.	None.
Implement internal suggestion box within	Review suggestion box items and rank them for	Better service our students.	Positive response on student surveys.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
SFS office. (47)	implementation.			
Develop survey for inter-departmental feedback. (48)	Survey outside departments.	Better service our students.	Positive survey responses.	None.
Earlier award letters to help students make educational decisions and meet recruitment goals. (49)	Coordinate the award of various scholarships to help recruitment.	Better service our students by getting award information to them quicker.	Increased number of EF awards out by March 1 st .	None.
Increase communication of SFS issues to students. (50)	Enhance web-site friendliness.	FAQ database.	Additional links and information on website.	None.
	Place monitor in Lobby to be used for communication to students.	Better service our students.	Student survey.	None.
Expand Scholarship Office to accommodate the centralization of institutional scholarships. (51)	Work with POC's to discuss centralization.	Better service our students by monitoring scholarship funds across the university.	Monitor that awarding process is completed earlier and all funds are utilized.	None.
Develop personnel to monitor and evaluate business processes. (52)	Create new position - Business Analyst.	Improve business process.	Reduction in manual processes.	New position.

**Annual Assessment Report is due on
June 15, 2007.**

It will be posted by June 30, 2007.