

Student Learning Outcome and Service Area Outcome Report: Student Financial Aid 2016-2018



SLO/SAO Overview of Results

Type	Outcome	Results
SLO – 16-17	<p>SLO1-<u>Financial Literacy</u>- Students will be able to utilize CashCourse</p> <p>SLO2-<u>Financial Literacy</u>- Students will gain knowledge of <i>financial literacy</i> by attending financial workshop presentations</p>	<p>131 students registered for Cash course 29 students would recommend CashCourse 35 said it was helpful</p> <p>4 topics (8 sessions) Money Matters, Banking Basics, Pay Yourself First, and To Your Credit 165 students attended sessions in April</p>
SLO – 17-18	<p>SLO1-<u>Financial Literacy</u>- Students will be able to utilize CashCourse</p> <p>SLO2-<u>Financial Literacy</u>- Students will gain knowledge of <i>financial literacy</i> by attending financial workshop presentations.</p>	<p>377 students took the CashCourse survey. Top articles accessed: How to move out on your own, Want a job you love?, and What affects your credit (hidden credit monsters) Student responses are that they highly recommend</p> <p>161 students attended sessions in April</p>



SLO/SAO Overview of Results

Type	Outcome	Results
SAO – 16-17	Students will be able to express their financial aid experience through customer service satisfaction survey Increase score of 85% or higher on Customer Satisfaction Survey	Fall- 421 respondents had 95% satisfaction Spring- 471 respondents had 97% satisfaction 96% overall customer satisfaction average
SAO – 17-18	Students will be able to express their financial aid experience through customer service satisfaction survey Increase score of 85% or higher on Customer Satisfaction Survey	Fall- 651 respondents 97% exceeded Spring- 516 Respondents with 98% stating experience exceeded expectations



Use of Results, Student Learning Outcome

Action Item	Owner	Timeline
<p>There was an increase of 287 more students who registered and completed CashCourse from Year 1 to Year 2. This online tutorial provided important information regarding financial literacy.</p> <p>LESSONS LEARNED. -</p> <p>CashCourse provided short videos of popular topics that students could relate to and/ or had no knowledge. The feedback provided from the survey allowed us to see which topics the student found most helpful.</p> <ul style="list-style-type: none"> • Continue to partner with Student Life and Frost Bank. • Meet with EDUC Lead to explore partnership and increase student attendance by aligning workshop times to class times • Each student completing CASH COURSE will be given a 5 question survey. Survey to include: Name of article, would they recommend article, rate the article, was it helpful, and how many hours are they currently enrolled 	Financial Aid	April 2018/ April 2019



Use of Results, Service Area Outcome

Action Item	Owner	Timeline
<p>SAO- Customer Service Satisfaction- Continue to provide online survey for fall and spring.</p> <p>Use data to improve customer satisfaction and tier 2 call intake.</p>	Financial Aid Staff	Ongoing



2016-2017 Assessment Plan

Palo Alto College Student Success SLO/SAO Assessment Cycle Template

DEPARTMENT NAME: Student Financial Aid

Academic Year: 16/17

Department Mission: *Ensure Access and Support for Our Diverse Communities by Providing Financial resources for student success.*

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
<ol style="list-style-type: none"> 1. SLO1-<u>Financial Literacy</u> Students will be able to utilize <i>CashCourse</i>, an online program (Real-Life Money Guide) which teaches 6 areas of personal finance. 2. SLO2-<u>Financial Literacy</u> Students will gain knowledge of <i>financial literacy</i> through financial workshop presentations. 	<ol style="list-style-type: none"> 1: Empowering Students for Success – address students unique interests and needs 2. Empowering Students for Success – address students unique interests and needs 	<ol style="list-style-type: none"> 1. Students will be given a FA brochure providing information on how to access <i>CashCourse</i> on-line. Assessment- Number count of students given FA brochure will be tracked on WHO'S NEXT—SLO1. 2. Students will attend financial workshop. Assessment- Program evaluation questionnaire given at end of each presentation. 	<ol style="list-style-type: none"> 1. Fall/Spring end of term. 2. Month of April 	<ol style="list-style-type: none"> 1. Communicate to VPSS and Dean of Student Services. 2. AD will review results and will communicate to VPSS and Dean of Student Services.
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
<ol style="list-style-type: none"> 1. SAO-Increase Customer Satisfaction- Increase score of 85% or higher on Customer Satisfaction Survey. 	Strategic Direction <ol style="list-style-type: none"> 1: Empowering Students for Success – address student's unique interests and needs. 	Customer Satisfaction Survey	Bi-Annually In September and February.	Communicated by PowerPoint to VPSS and Dean of student services.

2017-2018 Assessment Plan

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Academic Year: 17/18

Department Mission: *Ensure Access and Support for Our Diverse Communities by Providing Financial resources for student success.*

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/Communication of Results
SLO- <u>Financial Literacy</u> Students will gain knowledge of <i>financial literacy</i> through financial literacy workshop presentations.	Empowering Students for Success – address student’s unique interests and needs	Students will attend financial literacy workshop. Assessment - brief program evaluation survey given at end of each presentation.	Month of April	AD will review results and will communicate to VPSS and Dean of Student Services.
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/Communication of Results
SAO- Students will be able to express their financial aid experience through customer service satisfaction survey.	Strategic Direction Empowering Students for Success – address student’s unique interests and needs.	Customer Satisfaction Survey	Bi-Annually In October and February.	Communicated by PowerPoint to VPSS and Dean of student services.