

Executive Summary

Q: A brief recap or highlights of the entire program review document. (500 words or less)

- Highlight major strengths and weakness.
- Highlight areas for improvement over the next 3-6 years.

Response:

Strengths:

Decrease in Transaction per Applicants (Indicates better awareness).

Financial Aid TV and other Social Media Venues have been utilized throughout the past cycle. Our goal in Facebook is to reach 1000-1500 "Likes" (people who have visited the page and approved of its content) by the next Program Review. Financial Aid TV continues to update its video database to reflect regulatory changes on a federal and statewide level. The plan now is to focus on campus specific content (one in Counseling is already being developed) for any future videos from the Financial Aid TV product.

Automation processing was established in the summer of 2015 and continues to develop which will ultimately increase the number of students awarded in a timely basis.

Weaknesses:

Seasoned Staff that is at times quite apprehensive and hesitant to adopt new practices.

Paper Intensive group that have worked a "certain way" for decades.

Office Morale has stabilized but is still not of "one mindedness". This will hopefully change as systemic upgrades will eventually force everyone to work in a similar fashion to maintain an acceptable level of accountability.

Participants

Q: Please indicate the individuals that participated in the completion of this program review.

Response:

Validation & Feedback

Validation Comments for Program

Q:

Response:

Reviewed

Comments for Review Committees

Q:

Response:

