

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: *Financial Aid*

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Assessment Year: *2021-2022*

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is following up on [prior year assessment plans and reports](#). Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)

Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize. Also list any relevant results data and planned actions that may have been previously listed.

GOAL: Increase outreach for FAFSA Completion

Desired Outcomes/Objectives: More timely completion of financial aid packaging

More outstanding requirement triggers prior to the start of the term for students to address

Targets/Measures: Annual comparison review

Results: 1920 First Award Packages: 1/23/2019

2021 First Award Packages: 3/26/2020

2122 First Award Packages: 1/13/2021

2223 First Award Packages: 1/25/2022

Tracking Requirements FAFSA Established:

1920: 309

2021: 355

2122: 87

2223: 782 as of 8/1/22 (prior to school starting)

Total Unduplicated ISIRS submitted:

1920: 7,944

2021: 7,260

2122: 5,745

2223: 4,633 as of 8/1/22

Based on the outcomes, collected data/results, and planned actions, please describe what specific actions were taken and the resulting impact, if any.

Pretty consistent packaging with mid-late January. This is the most realistic we can be with the release of banner patches we need for the new year set up. We can try to shoot for early January/late December. Would need people around for testing so early January is more realistic than at holiday time. I am not able to determine what caused late packaging in the 2021 award year as staff who were involved are no longer here.

We have started more aggressive outreach on getting the FAFSA itself filed. We don't necessarily have the programming for this and has been a lot of manual work. Need to work on that! Not sure why the drop off in 2122? Perhaps the pandemic and office turn over?

Sharp decline in ISIRs from 2021 to 2122. Pandemic related, enrollment declines? Also correlates with less tracking requirements in 2122.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?

Cover letters with the award packages: When we were getting ready to package for 22-23 I received a lot of feedback from prior staff and admissions that the cover letter that we send with the award packages was confusing for the students. The amounts didn't always match what was on the package for costs, the wording was confusing, etc. As a staff we brainstormed a better option that would serve the purpose we needed it to for our students. We will continue to look at our cover letter each year moving forward to ensure it is serving our purposes for the current academic year.