**Continuous Improvement Plan**

**Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. *If this is an academic, workforce, or continuing education program, you must have at least one student learning outcome.* You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.**

**Date:** 06/13/2016 **Name of Program/Unit: Financial Aid**

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**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcome(s)**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measure(s)**  Instrument(s)/process(es) used to measure results  (e.g. survey results, exam questions, etc.) | **C. Target(s)**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Improve knowledge of Financial Aid staff through training and professional development. | Student Survey Report Fall 2014 | 4.10 |
| Improve overall satisfaction with Financial Aid | Student Survey Report Fall 2014 | 4.15 |
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**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

**D. Action Plan** -Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and program success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1**   Improve Knowledge in Financial Aid | |
| 1. **Measure (Outcome #1)**   The Fall 2014 student survey shows a 4.22 rating in the area of knowledge. | 1. **Target (Outcome #1)**   4.10 |
| 1. **Action Plan (Outcome #1)**   **The professional development budget was increased to send more staff members to conferences in order to improve staff knowledge. The six members of the leadership team all attended the federal student aid conference in 2013 and two team members attended the state financial aid conference in 2013.** | |
| 1. **Results Summary (Outcome #1)**   The student survey showed an increase from 2010-2011 of 3.85 and then 2011-2012 showed an increase to 4.07. The 2014 survey shows that students rated the Financial Aid Office with a 4.22 in the category of knowledge. | |
| 1. **Findings (Outcome #1)**   The student survey showed a remarkable increase from 4.07 in the previous survey to a 4.22 in the latest survey. It is expected that the continual investment in professional development will continue to propel the increase for future years. | |
| 1. **Implementation of Findings**   **The Financial Aid Office will continue to invest in conferences and internal professional development to further improve our communication and knowledge so our students are served in a confident and meaningful way.** | |

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| 1. **Outcome #2**   Improve overall satisfaction with Financial Aid by the student body. | |
| 1. **Measure (Outcome #2)**   The measurement for this outcome used the Spring 2014 student survey to measure the overall student satisfaction with services provided by Financial Aid. | 1. **Target (Outcome #2)**   We wanted to see an outcome of at least 4.15 on a scale of 5. |
| 1. **Action Plan (Outcome #2)**   **To achieve this goal we implemented a monthly leadership team meeting and eight professional development sessions per year. The focus of the leadership team meetings was to educate each team member on our overall philosophy, computer systems and to provide training. Each team member was to also train and instill the philosophy in each of their team members.** | |
| 1. **Results Summary (Outcome #2)**   The results from the survey did show an increase from 3.91 in 2012 to 4.05 in 2014, but it still left us short from the goal of 4.10. | |
| 1. **Findings (Outcome #1)**   While the mark we set was missed by .05, we are encouraged by the improvements that we made. There were fewer negative comments on the Fall 2014 student survey compared with previous years. We know that what we are doing is working to improve the survey. We will work to balance the amount of time that a student has to wait with the quality of information they receive. The staff training will continue and we expect the momentum that has been built to continue. | |
| 1. **Implementation of Findings**   **A weekly Financial Aid Update is now being sent to employees to remind them of important things to remember as they serve students each week. The updates serve to help them understand problems that we encountered the previous week and the best practices for eliminating errors and confusion for students.** | |