

<b>College of Charleston Assessment Template</b>		<b>Date form Completed:</b>  <b>10/28/11</b>	
<i>Please copy completed form into Compliance Assist. Thank You.</i>			
<p><b>Program Name and Type:</b> Office of Financial Assistance &amp; Veterans Affairs  <b>Contact information for Program Assessment Coordinator:</b> Donald R. Griggs, Director  <b>Email:</b> griggsd@cofc.edu  <b>Phone:</b> 843.953.5420  <b>Office address:</b> 160A Calhoun St., Lightsey Center, room 124, Charleston SC 29401  <b>Administrative Unit director</b> (deans, vice presidents, etc.) receiving assessment updates: Donald Burkard, Associate VP for Enrollment Planning.</p>			
<p><b>Does this program follow specialized accreditation standards (e.g., NCATE, AACSB)?</b> __ (Yes) <input checked="" type="checkbox"/> (No)  <b>Name of the accrediting organization</b> _____  <b>Date of last program review for the accrediting organization</b> _____  <b>Date of next program review for reaccreditation</b> _____</p>			
<p><b>Program/Department Mission Statement:</b> The mission of the Office of Financial Assistance &amp; Veterans Affairs is to assist students and parents in identifying possible sources of assistance to help in meeting the costs of education at the College of Charleston. In fulfilling this mission, the office provides information on financial resources, educational financing options, personal money management, and debt management. The office supports community service initiatives through financial aid workshops and outreach programs. The office supports the goal of the College of Charleston to provide access to higher education and to attract high ability students.</p>			
<p><b>Unit or School Mission:</b> The Division of Enrollment Planning provides the highest standards of excellence in managing enrollments. The division actively identifies, counsels, recruits and enrolls high caliber students whose experiences and talents demonstrate that they and the College of Charleston will benefit by their enrollment. The Enrollment Planning Division serves in a leadership capacity by offering services that promote student success, retention and graduation rates.</p>			
<b>Assessment Plan (first two columns) four columns)</b>		<b>Assessment Report (all four columns)</b>	
<p><b>Program Goal or Student Learning Outcome</b> <i>What will students know and be able to do when they complete the program? Attach</i></p>	<p><b>Assessment Method and Performance Expected</b> <i>How will the outcome be measured? Who will be assessed, when, and how often? How well</i></p>	<p><b>Assessment Results</b> <i>What does the data show?</i></p>	<p><b>Use of Results</b> <i>Who reviewed the findings? What changes were made after reviewing the results?</i></p>

<i>Curriculum Map.</i>	<i>should students be able to do on the assessment? Attach Rubric.</i>		
<p><b>1. Complete the National Postsecondary Student Aid Study (NPSAS:12)</b></p>	<ul style="list-style-type: none"> <li>• 9/11. President is notified by the U. S. Department of Education of the federal requirement to participate in NPSAS:12 and to designate appropriate office to be responsible.</li> <li>• 10/11. President designates financial aid and Justin Mysock to be the Institutional Coordinator (IC).</li> <li>• 11/11. RTI mails early notification packet to the IC requesting completion of the Institution Registration Page (IRP) via the web. RTI determines schedule for list collection at the institution</li> </ul>	<p><b>The NPSAS is a federal requirement every three years. It is a huge task to create the massive file and submit it from which they select their sample population. We then must generate a file</b></p>	<p><b>NPSAS data will be aggregated nationally. Students will be contacted directly with specific questions. These data results will be utilized by the U. S. Department of Education to track trends, identify areas of public policy concerns, and potentially drive discussions</b></p>

	<p>based on the institutional calendar. In advance of the assigned due date, RTI sends the IC instructions for preparing the student enrollment list.</p> <ul style="list-style-type: none"> <li>• 01/12. Student List Collection begins. Enrollment lists will be collected beginning in January and continue through the spring of 2012. The specific due date for each institution is based on its term structure. RTI selects a sample of students from the student enrollment list.</li> <li>• 02/12. Student Records Begins. The IC arranges for record collection for sampled</li> </ul>	<p><b>with a huge array of information and submit it to them. We have completed the parts of the NPSAS:1 2 data submission on behalf of the institution. We are done with the project.</b></p>	<p><b>in changes to the next round of the reauthorization of the Higher Education Act. The College receives no reports or data back from the NPSAS initiative.</b></p>
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	<p>students. Records are sent via the NPSAS Student Records Web interface. Sampled students complete a web or telephone interview.</p>		
<p><b>2.</b>Develop student expense budgets for 2012-13 for use beginning January, 2012.</p>	<ul style="list-style-type: none"> <li>• The last student expense survey was done in 2007 and has been adjusted by the Regional CPI in each subsequent year. This is the year we must update the survey based on current year data.</li> <li>• 10/11. Survey under review and set up in new survey software is in progress.</li> <li>• 11/11. Survey will be administered the 2<sup>nd</sup> week of November.</li> <li>• 12/11. Survey results tabulated and</li> </ul>	<p>The student expense questionnaire was administered as scheduled. The participation was the highest return we have ever had and importantly, we received a very good stratification of the student population. The results indicate students are spending less than in years past, particularly</p>	<p>The results of the student expense questionnaire have been used to develop the 12-13 Student Expense Budgets used to drive the federal, state, and institutional need based aid calculations. A copy of the 12-13 budgets will be available upon request. We will not need to repeat the questionnaire again for three years. During the off years we will adjust</p>

	<p>prepared as part of the information in establishing tentative budgets for 2012-13.</p> <ul style="list-style-type: none"> <li>• 01/12. Tentative budgets are adjusted to reflect on-campus room &amp; board costs after January, 2012, Board of Trustees meeting.</li> <li>• 06/12. Tentative budgets revised after the Board sets tuition and fees officially at their June meeting.</li> </ul>	<p>in book costs. The full results are available in our office.</p>	<p>budget components by any increase in tuition and fees, on-campus room and board. Cost of living expenses will be adjusted by the regional CPI.</p>
<p>3. Revise the Satisfactory Academic Progress Policy (SAP) for Federal Student Aid Applicants to meet the new requirements of the HEOA.</p>	<ul style="list-style-type: none"> <li>• The HEOA requires revision to the SAP effective the first scheduled evaluation after July 1, 2011.</li> <li>• The old process of evaluating SAP was done at the end of spring term and students not meeting minimal</li> </ul>	<p>The SAP Policy has been revised to reflect the benchmark requirements set forth in the HEOA and the implementing federal Program Integrity regulations. The GPA and</p>	<p>The results of these revisions will require substantial input from advisors across campus in an ongoing basis. Students are encouraged to seek input from their academic advisors about their academic plans for</p>

	<p>standards were placed on financial aid probation. Students on probation were then reevaluated at the end of the following spring term and (1) suspended if still below SAP limits; (2) moved to good standing, if they meet requirements; or (3) they could appeal. This would potentially allow a student starting fall term up to two years of not meeting SAP standards to continue receiving financial aid though not making academic progress. This would result in students and in some cases parents incurring huge debt for education, but little or</p>	<p>percentage of coursework earned compared to coursework attempted will remain unchanged. However, the student who is evaluated at the end of spring term and found to be deficient will have to file an appeal. They no longer can be given a year's probation before aid eligibility is terminated. Further, the appeal must be for a mitigating circumstance that was beyond the student's control. Finally, the students who successfully appeal will have</p>	<p>degree completion and how they will address their SAP deficiencies. The intent of these federal regulations is to make certain students are meeting minimal requirements toward degree completion, not lingering in courses that are not applicable to their degree, and not getting further in debt with student loans when their academic performance does not meet minimal requirements.</p>
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	<p>nothing to show for it.</p> <ul style="list-style-type: none"> <li>• The new SAP standards will be monitored annually at the end of spring term beginning with the completion of spring 2012. These changes require students to appeal and comply or become ineligible for certain forms of financial aid earlier than our old SAP policy. The new regulations require students comply and complete their programs of study within established qualitative, quantitative, and maximum timeframe or they will become ineligible to receive certain forms of financial aid. The goal of these new regulations</li> </ul>	<p>to be reviewed again at the end of the next enrollment period—e.g., if a student files an appeal for summer school and it is approved, that student will have to be reviewed again after summer grades post. This evaluation will determine if the student has regained compliance with the SAP Policy or if they will need to file another appeal. Because of the time frame between summer grades posting and start of fall term, these students may not know if they are</p>	
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	<p>are: (1) The final regulations will eliminate inconsistent terminology among institutions and will provide a more structured, comprehensive and consistent approach to SAP; (2) Students that comply should reduce their loan indebtedness, increase their GPA and/or pace to graduation; (3) Students that don't comply would be forced to pay by alternative means if they wish to continue their enrollment.</p> <ul style="list-style-type: none"> <li>• The new SAP policy requires students meet three standards: a cumulative GPA requirement of 2.0 or</li> </ul>	<p>going to receive aid for fall term by the deadline for payment of their bill. They will have to pay or enroll in the payment plan while they prepare their appeal and it is reviewed by staff.</p>	
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	<p>higher for undergraduates and 3.0 for graduate students, a completion percentage of at least 67% for undergraduates and 50% for graduates, and a maximum timeframe of 150% of program requirements. If a student fails to maintain SAP, they will be notified that they are ineligible for financial aid beginning with the term immediately following the term the SAP requirements were not met. Since SAP is monitored annually at the end of spring term, the first term of ineligibility will typically be the following summer or fall term.</p> <p>Eligibility for</p>		
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	<p>continued financial aid will only be re-established if: (a) the student subsequently meets all SAP requirements; or (b) the student successfully appeals and her aid eligibility is reinstated. A student who has her financial aid eligibility reinstated is placed on probation and becomes subject to the terms of an academic success plan. The OFVA will evaluate whether the student is adhering to the plan on a term by term basis. If the student has made up all of her deficiencies, she will no longer be considered on probation and instead will be considered in</p>		
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	<p>good standing and meeting SAP requirements.</p> <ul style="list-style-type: none"><li>• The SAP appeals requires: (1) The student will be required to visit with an academic advisor and develop an appropriate academic plan and submit advisor recommendation along with the plan. (2) Detailed letter indicating unusual circumstance that caused SAP deficiency (ices) and how circumstance has been addressed. (3) Documentation to support unusual circumstance. The student will remain on suspension if appeal denied and will be reevaluated at the end of spring term. The student can request</li></ul>		
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	<p>evaluation at the end of any term if they now meet minimum standards.</p> <ul style="list-style-type: none"> <li>• The new statistics will be compared to last year's to see the impact to the students given these new requirements. We will look for ways to provide students options as early in the process as possible. (DJ)</li> </ul>		
<p>4.Develop and deploy Net Price Calculator</p>	<ul style="list-style-type: none"> <li>• The HEOA requires institutions to develop and implement a Net Price Calculator by October 29, 2011.</li> <li>• The NPC must meet specific bench marks established in federal regulation.</li> <li>• The NPC must be linked on both the admissions and financial</li> </ul>	<p>The College has met this requirement by the deadline.</p>	<p>Prospective students will now be able to estimate the amount of funding they will receive, if they meet all deadlines, without ever having incurred the costs associated with the admission process. HEOA requires the College to provide this service and to</p>

	<p>aid websites.</p> <ul style="list-style-type: none"> <li>• After careful analysis of various vendor provided NPC software, an RFQ was issued for vendor proposals.</li> <li>• SAS was chosen as the vendor.</li> <li>• Contract negotiation began with full legal review and modifications.</li> <li>• The contract was signed and work began on the NPC. Aron Kuch is the designated staff person to work with SAS in the development and testing phase.</li> <li>• CofC branding was also invoked to give it the look and feel of the CofC web experience.</li> <li>• Scheduled go live date is 10/29/11.</li> </ul>		<p>maintain its accuracy. We have contracted with an outside vendor, Student Aid Services, Inc., who is one of the leaders in the Net Price Calculator systems nationally. The results have been very accurate and the system is easy to use by prospective students/parents who need only spend about 15 minutes entering their data and getting the results.</p>

**Additional Outcomes or Comments:**