

Strategic Planning Results

Sorted By: Planning Priority

Planning Year: 2015-2016

Planning Priority: AP #2 - Identify and eliminate financial obstacles

Unit Code: 35200 **Planning Unit:** C.E. Allied Health Programs **Unit Manager:** Bergvall, Christina

Obj ID	Objective	Objective Purpose	Objective Status
1688	Identify external financial assistance opportunities for students enrolled in the CE Allied Health programs	Developmental	Not Started

Objective Description

There is limited financial assistance available for students interested in the CE Allied Health programs, By researching other colleges, and learning more about grants, I hope to identify additional financial assistance for students who enroll in our programs/courses.

Assessment Measures

Date	Description
09/04/2015	At least one additional financial assistance source will be found to help assist students in a CE Allied Health program.

Intended Results

Date	Description
09/04/2015	Identification and possible implementation of a financial assistance source to assist in the tuition, books, or fees for a student in a CE Allied Health program.

Actual Results

Date	Description
09/09/2016	With the development of the COM Foundation mini-grants and the RAK assistance, we have identified opportunities that could benefit CE Allied Health program students. By obtaining a mini-grant, we can off-set the cost for supplies, equipment or lab fees, which would reduce the overall cost for the student. We have also identified students who could benefit from the RAK assistance. This helps the student with the overall impact of cost for the program, indirectly.

Use of Results

Date	Description
09/09/2016	We have sent one student for RAK assistance, and she was able to stay in and successfully complete the C N A program. She would not have been successful if it had not been for the assistance. We are in the process of submitting ideas for the Bright Ideas mini-grant provided by the COM Foundation. Our last attempt was not successful, as there were several other Bright Ideas that were approved before ours.

Unit Code: 42600
Planning Unit: Student Financial Services

Unit Manager
Gordon, Carl

Obj ID	Objective	Objective Purpose	Objective Status
1744	Customer Satisfaction	Operational	In Progress

Objective Description

A majority of students receiving financial aid will be satisfied with the services provided by the Student Financial Services Office.

Assessment Measures

Date	Description
08/23/2012	Student responses of the various surveys will be reviewed to ensure that their satisfaction is measured (Community College Survey of Student Engagement). Work with OIRE to develop a specific survey for financial aid students.

Intended Results

Date	Description
08/23/2012	The intended result for this objective is to increase our satisfaction ratings on all surveys for students who are applying for financial aid with the services provided by the department.

Actual Results

Date	Description
09/23/2016	A Financial Aid Satisfaction Survey was created and issued for fall 2015. Students were presented with five statements to which they were asked to rate their agreement from Strongly Disagree to Strongly Agree. On all items, more than 90% of students indicated they Agree or Strongly Agree with the statements. Survey results are attached.

Use of Results

Date	Description
09/23/2016	Due to the fact that the results from the CCSSE do not reflect local issues/concerns, we will create a focus group with IR for the next academic year (2016-2017) to better identify local issues and gather more relevant responses.

Obj ID	Objective	Objective Purpose	Objective Status
1869	Increase Communication Using Technology	Operational	In Progress

Objective Description

The Student Financial Services and Veterans Affairs Office will enhance its communications with students by utilizing available technologies.

Intended Results

Date	Description
11/10/2015	The intended result is that students who receive financial aid and/or veterans educational benefits will be better informed of their status with the applicable processes because the department will have incorporated all available technologies to improve communication with them.

Actual Results

Date	Description
09/23/2016	The College purchased and implemented the Financial Aid Self-Service module of the Colleague system. This module provides more information to students in a more user-friendly format. The Office of Veteran Success has begun using the communication module of Colleague to notify veteran students of the status of their applications for veterans' educational benefits. The Office for Veteran Success has also begun sending welcome emails to students being sent a welcome email to COM from Admissions to inform the students of the services provided by the Office of Veterans Success.

Use of Results

Date	Description
09/23/2016	No assessment plan was created for this year; however, an assessment will be planned for the 2016-2017 year.

Unit Code: 74000	Planning Unit: SSC Subcommittee 4: Enhancing Student Skills for Navigating and Reaching the End of the Pathway	Unit Manager Sewell, Steve
Obj ID 2033	Objective Establish an office of Credit for Prior Learning (CPL)	Objective Purpose Developmental
		Objective Status Ongoing

Objective Description

Establish office of Credit for Prior Learning (CPL).

Assessment Measures

Date	Description
09/23/2016	Number of students utilizing credit for prior learning opportunities to obtain college credit in a given academic year. Number of college credit hours obtained through prior learning opportunities in a given academic year.

Intended Results

Date	Description
09/23/2016	Establishment of an office of CPL, staffed by one full-time employee. Provide opportunities for students to receive credit for prior learning, thus accelerating their completion of their educational pathway. Increase the number of completers.

Actual Results

Date	Description
09/23/2016	Due to a hiring freeze, establishment of the Office of Credit for Prior Learning has been suspended until further notice.

Use of Results

Date	Description
09/23/2016	Establishment of the Office of Prior Learning has been suspended until further notice.