

Financial Aid

Office or Department of Enrollment Management

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 7/13/2021 4:11:59 PM

Prepared by: lora.foskey@mga.edu

Email address of person responsible for this report: Lora Foskey, lora.foskey@mga.edu
departments. In this section, you v
long term goals (5 year range) for

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The mission of the Office of Financial Aid is to provide assistance for students and families through the application process for aid while complying with federal and state regulations, guidelines, and best practices
7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Continued integration of the Enrollment Services Call center with the financial aid office to provide a more efficient customer service experience for students. Continued usage and knowledge of the Automic system implemented to further automate FA processes. Cross-training of financial aid office staff responsibilities as to not have issues with duties needed in case of staff turnover, expected and unexpected.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Continued integration of the Enrollment Services Call center with the financial aid office to provide a more efficient customer service experience for students.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed,	

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Cross-training of financial aid office staff responsibilities as to not have issues with duties needed in case of staff turnover, expected and unexpected.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Cross-training can be measured by the efforts of the employees conducting and the efforts of the employees receiving cross-training, along with maintaining their daily workload.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% participation
23. Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100% engagement. This is an ongoing process for all individuals in all facets of financial aid.
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next	

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	NA
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	NA
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5%	

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)

Grow Enrollment with Purpose
1. Expand and enrich the face to face student experience, Own Student Success
4. Expand student engagement and experiential learning, Build Shared Culture
5. Attract talent and enhance employee development and recognition, Build Shared Culture
6. Sustain financial health through resourceful fiscal management, Build Shared Culture
7. Cultivate engagement with its local communities

35. Please indicate which of the following actions you have taken as