



FINANCIAL AID DEPARTMENT and PROGRAM REVIEW: ANNUAL REPORT

Part 5: Data Findings

Goal 1: Create a supportive and welcoming student experience by strengthening collaboration among the Enrollment Management team to ensure consistent guidance, timely and accurate information, and coordinated services. **(Shared goal with all EM teams)**

- During the first year, we engaged four workgroups, Behavior Practices, Cross-Training Strategy, Internal Communication, and Customer Service Training, to develop strategies that would advance this goal. We plan to implement many of these new practices early this year and expect to have comparative data available next year to evaluate their impact.
- Additionally, we had intended to use the graduate survey as one of our measurement tools; however, that survey is no longer available, and we will need to identify an alternative method for measuring outcomes.

Goal 2: Expand outreach efforts to increase COCC, OSAC and other scholarship participation over five years by coordinating an annual financial aid and funding campaign.

- No data is available to report in Year One. Updated information will be included in next year's report.

Goal 3: Expand interaction of Veteran students with Federal Student Aid through targeted outreach, streamlined guidance, and collaboration with the COCC Veterans Resource Center and campus partners.

- No data is available to report in Year One. Updated information will be included in next year's report.

Part 6: Data Interpretation

Year 1 of the Financial Aid Plan focused on implementing new strategies to help us reach our goals. Therefore, goals will be evaluated in year two as a means of assessing impacts from those strategies.

Part 7: Action Plan

The Financial Aid team will develop an action plan after Year 1 strategies can be assessed.