

Assessment Report - Annual Update

Program Assessment (focus on most recent year)

Department:	Financial Aid
Program:	Financial Aid
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A. List your Program Learning Outcomes (PLOs)/Administrative Unit Outcomes (AUOs)

1. Increase financial aid awareness/literacy
2. Complete students award in a timely matter
3. Disseminate accurate and current financial aid information and processes
- 4.

B. How did your outcomes assessment results inform your program planning? Use the bullet points below to organize your response.

- Obtaining adequate assist the financial aid office to work effectively and efficiently

C. How do course level student learning outcomes align with program learning outcomes? Instructional programs can combine questions C and D for one response (SLO/PLO/ILO).

N/A

Institutional Learning Outcomes:

Think: Think critically and evaluate sources and information for validity and usefulness.

Communicate: Communicate effectively in both written and oral forms.

Demonstrate: Demonstrate competency in a field of knowledge or with job-related skills.

Engage: Engage productively in all levels of society – interpersonal, community, the state and the nation, and the world.

D. How do the program learning outcomes or Administrative Unit Outcomes align with Institutional Learning Outcomes? All Student Affairs and Administrative Services should respond.

- Assist with outreach and retention
- Increase student knowledge regarding financial literacy

E. How do you engage in collegial dialog about student learning outcomes?

President’s Cabinet, New Faculty Orientation, Administrative Counsel, Outreach Events

F. In your previous program review did you specify a major objective or project to implement specifically designed to improve equity?

***How has the objective or project impacted equity in your department or program?**

***What areas have you identified for program improvements that relate directly to equity in the coming year?**

The Office of Financial Aid is committed to the highest level of customer service and effective, efficient delivery of financial assistance from federal, state, private and institutional sources to all BC students. The office will promote financial literacy through quality outreach our diverse student population.