

**BCC 2012 Service Area/Student Learning Outcome
Plan and Assessment Tools
Three Year Plan**

Mission Statement: To provide services to all BCC Financial Aid applicants so that they could receive financial support to continue their higher education in a timely fashion.

3-year objective/effective outcome: Student FAFSA files are processed efficiently and in a timely manner. Students who attend the Financial Aid Workshop understand how to complete the FAFSA more accurately and students understand the financial process and their eligibility.

Strategic action:

1. Offer FAFSA workshop regularly to students
2. Offer Loan workshop regularly to students
3. Offer financial aid information sessions to BCC faculty and staff at BCC Knowledge Café so that they could assist students in balancing finance and learning
4. Updates and upgrades financial aid website
5. Distribute up-to-date financial aid printed material to potential and current students

Assessment tools:

FAFSA workshop survey for workshop participants
Stanford loan workshop survey for workshop participants, and
Financial aid process survey for randomly selected students who approached and received services at the financial aid office counter

Component/Office: Financial Aid Office

Student Learning Outcomes	Leader(s)	Team Members	Timeline (beginning/end date)	Measurement Tools	Outcome Indicators/Outcomes
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Through information provided by the Financial Aid Office the prospective student and his/her family will demonstrate knowledge of the FAFSA online application process.	Loan	Catherine	Fall 2012-Fall 2013 and thereafter in a 3 year cycle.	FAFSA workshop survey.	Information competency Critical thinking Self awareness and Interpersonal skills
Through information provided by the Financial Aid Office prospective students demonstrate knowledge of the Stafford Loan process.	Loan	Catherine	Fall 2012-Fall 2013 and thereafter in a 3 year cycle.	Stafford Loan workshop survey.	Information competency Critical thinking Self awareness and Interpersonal skill
Through information provided by the Financial Aid Office from various printed, and electronic information, the prospective student and her/his family will understand the types, sources and amounts of financial aid available, the applications required and deadline	Loan	Catherine	Fall 2012-Fall 2013 and thereafter in a 3 year cycle.	BCC financial aid process survey.	Information competency Critical thinking Self awareness and Interpersonal skill
Year II & Year III: Ongoing.					

Student Learning Outcomes (SLO's)

FAFSA Workshop

- Understand and evaluate how to properly fill out the Free Application for Student Aid (FAFSA) and the process by which to obtain their financial aid. (*information competency*)
- Understand and evaluate the difference types and amounts of financial aid available to the student. (*Critical thinking*)
- Understand the importance of and take personal responsibility for following up with the financial aid office regarding completion of students file. (*self awareness and interpersonal skills*)

Using the rating table below, please check the appropriate box for each question:

Rating Table

<p>5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = N/A</p>

Student Learning Outcomes	5	4	3	2	1
After attending the FAFSA workshop, I am able to understand what a FAFSA is and how to fill out the FAFSA application.					
After attending the FAFSA workshop, I am able to understand the difference of what types of grants that are available and the process in determining my eligibility.					
After attending the FAFSA workshop I understand the process that is necessary to complete my financial aid file.					
I perceived the facilitator as knowledgeable and capable to inform me of my rights and responsibilities as financial aid recipient.					
The workshop presentation easy too follows.					
The facilitator answered my questions or concerns in a professional manner.					

Date: _____

Student Learning Outcomes (SLO's)

Loan Workshop

- Understand and evaluate available Federal Stafford loan aid and the process by which to obtain their loan. (*information competency*)
- Understand and evaluate the difference between Subsidized and Unsubsidized Loans and the process by which to obtain their specific loan. (*Critical thinking*)
- Understand the important of and take personal responsibility for applying student loan. (*self awareness and interpersonal skills*)

Using the rating table below, please check the appropriate box for each question:

Rating Table

<p>5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = N/A</p>

Student Learning Outcomes	5	4	3	2	1
After attending the loan workshop, I know the process of completing my loan application and submit my entrance exam from the Federal Direct Loan Website.					
After attending the loan workshop, I am able to understand the process on how to obtain a Federal Stafford Loan and what Federal Stafford loan is.					
After attending the loan workshop, I am able to understand my eligibility and the difference between Subsidized loan and Unsubsidized loan.					
I perceived the facilitator as knowledgeable and capable to inform me of my rights and responsibilities as a borrower.					
The workshop presentation was easy to follow.					
The facilitator answered my questions or concerns in a professional manner.					

Date: _____

Student Learning Outcomes (SLO's)

BCC financial aid process

- Understand the financial aid process and how to properly fill out the required paperwork. *(information competency)*
- Understand and evaluate the difference types and amounts of financial aid available to the student and how financial aid eligibility is calculated. *(Critical thinking)*
- Understand the importance of and take personal responsibility for following up with the financial aid office regarding completion of students file. *(self awareness and interpersonal skills)*

Using the rating table below, please check the appropriate box for each question:

Rating Table

<p>5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = N/A</p>

Student Learning Outcomes	5	4	3	2	1
After visiting the financial aid office I understand the process that is necessary to complete my financial aid file.					
After visiting the financial aid office, I have a better understanding of which paperwork I have to submit and why it is requested.					
I understand how long it would take to get my file reviewed and processed					
I understand how my financial aid eligibility is calculated.					
I understand my responsibilities as a financial aid recipient.					
The facilitator answered my questions or concerns in a professional manner					

Date: _____