

Assessment: Assessment Plan

Operational (Student Services) - Student Financial Aid

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The Office of Student Financial Services and Veteran Affairs provide financial resources and support to students, veterans and dependents of veterans who would otherwise be unable to pursue their educational and professional goals.

Outcome: Student Satisfaction Surveys follow up on issues with Financial Aid

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Outcome Status: Active

Assessment Year: 2016-2017, 2018-2019, 2020-2021

Start Date: 06/30/2015

Assessment Measures

Survey - Student satisfaction on the Noel-Levitz survey for financial aid questions.
(Active)

Criterion: Student satisfaction increases over the years.

Notes: Review SSI survey results and see if valid to use survey.

Follow up on student satisfaction survey and room for improvement areas with financial aid questions that were asked.
Continue to monitor

Outcome: Increase FAFSA completions earlier

Increase the percentage of GBC students on financial aid who fill out the FAFSA and return missing documents by July 1st of each year.

Outcome Status: Active

Assessment Year: 2019-2020

Start Date: 03/28/2012

Assessment Measures

Internal Tracking - Once a month, track the number of FAFSA applications received in the office. Then, on the first day of classes calculate the percentage of FAFSA applications received monthly. Record these numbers annually and try to increase the percentage received earlier in the year. (Active)

Criterion: We would like to reach a goal of around 70% before July 1st, but this is a measurement we have never calculated before.

Notes: Our policy says that students who have completed their FAFSA's and who have resolved all missing documents by July 1st will receive their financial aid by the 1st day of school. We can use this goal to reduce the bottleneck and work load in the financial aid office in August and September and increase the success of students by getting their financial aid to them sooner.

Survey - Student Satisfaction survey results (Active)

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Criterion: Students are satisfied that financial aid awards are announced in time to be helpful in college planning.

Notes: From the Noel-Levitz SSI

Outcome: Students all locations including online students

Students at all locations including online students are being served efficiently and effectively.

Outcome Status: Active

Assessment Year: 2017-2018, 2021-2022

Start Date: 07/03/2017

Assessment Measures

Software - Explore the use of technology- Cranium Cafe in 2015-2016. Develop a means of assessment.
(Active)

Criterion: Students and financial aid employees are satisfied with the use of technology and the service of what is being done. Students are served more efficiently at other locations.

Outcome: Policies and Procedures

All policies and procedures are up to date.

Outcome Status: Inactive

Assessment Year: 2019-2020

Start Date: 07/01/2019

Assessment Measures

Internal Tracking - Go through the Financial Aid handbook and update as needed. (Active)

Criterion: 70% of the handbook is updated before the fall semester.