

Office of Financial Aid & Scholarships

Goals and Objectives – AY 2002-03

Each year the Office of Financial Aid & Scholarships identifies a set of goals and objectives to accomplish in an effort to improve and/or assess the various services provided by the office. The goals and objectives for the 2002-03 academic year include the following:

Goal 1: Re-design the front office space configuration to facilitate better work flow, provide for student and staff privacy and confidentiality needs, and improve visibility and coverage of the front counter.

Objective 1: During the month of July 2002, work with front office staff and various resource personnel available through the Procurement Office to evaluate and re-design the existing front office space configuration.

Objective 2: During the month of August 2002, have newly designed modular workstations installed for front office staff and provide appropriate training for resulting changes in front office work flow.

Goal 2: Satisfy federal Direct Loan Program participation requirements for self-assessment by completing the Title IV-Wide Management Assessment Worksheet instrument.

Objective 1: During Fall quarter 2002, meet with various members of the Direct Loan Quality Assurance Committee and other appropriate individuals on campus to discuss the major functional requirements specified on the Title IV-Wide Management Assessment Worksheet in order to determine a timeline for the inventory of existing procedures and the prioritization of improvement actions.

Objective 2: By the completion of Winter quarter 2003, complete the Title IV-Wide Management Assessment Worksheet instrument and review the outcome with members of the Direct Loan Quality Assurance Committee to determine an appropriate plan for necessary improvement actions.

Goal 3: Complete conversion from SCT Banner Imaging to SCT partner product OTG.

Objective 1: During the months of March and April, 2003 staff will receive additional training concerning the conversion from the existing Banner Imaging product to the more robust imaging product developed by OTG.

Objective 2: As of May 1, 2003, documents pertaining to the 2002-03 and 2003-04 financial aid processing years will be scanned using the SCT partner product OTG.

Goal 4: Continue with the update of the existing OFA&S Policies and Procedures Manual in order to meet staff needs for the proper administration of student financial aid programs in the current electronic and imaging environment.

Objective 1: During the 2002-03 academic year, continue to involve staff in the update of the Policies and Procedures Manual. As part of this effort, designated staff with particular administrative oversight responsibility will receive specific sections of the NASFAA Policies and Procedures Manual template for review and appropriate update.

Objective 2: Staff will continue to follow an on-going development and maintenance cycle for the Policies and Procedures Manual by creating and updating appropriate policies and procedures for the office, training staff and implementing these policies and procedures, and regularly evaluating the policies and procedures in an effort to keep them current and up-to-date.