Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information** | |
| Department name | Financial Aid |
| Date this report was completed | 7/30/2020 |
| Staff who contributed to this report | Entire department |
| Department Mission statement  (if applicable) |  |

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| **Taking stock of 2019-2020** |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| 1. Successful at transitioning to remote work and developing electronic processes    1. Indicator 2.1A - The College maintains sufficient financial resources to both maintain programs and to remain strategic in times of financial downturn    2. IT department had infrastructure in place to handle sudden transition to remote work and provided electronic equipment for staff 2. CARES funding    1. Processed 1203 applications and dispersed $770,021 3. Ahead of deadlines with file review 4. Friday workshops    1. Student support and business services initiatives successfully meet the needs of students from diverse backgrounds    2. High attendance rate |
| **Department strengths** |
| 1. Strong ability to adapt with changing circumstances to better serve student population 2. Continually assessing current policies and procedures to operate more effectively and improve student experience 3. Strong implantation of technology solutions 4. Willingness to collaborate with other departments 5. Strong leadership and supervision |
| **Department challenges** |
| 1. Staffing 2. High workload volume 3. Misperceptions and lack of understanding with FA department and practices 4. Not enough resources/support put towards FA department 5. Inefficient department structure |
| **Areas you would like to improve** |
| 1. Consistent training across department staff 2. Improve relationships and collaboration efforts with inside and outside groups 3. Communicating important FA related policies and procedures better to staff and students 4. Continued introduction of streamlined processes 5. Better understanding of FA policies 6. Providing assistance to students remotely 7. Improving electronic processes for students |

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| **2020 - 2021 work plan development** |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.  Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021. |
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| **Core theme 3:** Build valuable relationships and establish a meaningful presence within Highline College’s communities   * Number of active relationships or collaborations developed throughout academic year |
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| **Suggestions to improve this report or process** |
| * Provide ways on measuring goals * Provide alternatives to discuss instead of asking for evidence to measure goals |