

# Operational Outcomes Report - 4 Column

## Great Basin College

### Operational (Student Services) - Student Financial Aid and Veteran Affairs

**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 provides financial resources to students who would otherwise be unable to pursue their educational and professional goals.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
Operational (Student Services) - Student Financial Aid and Veteran Affairs - 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. <b>Assessment Years:</b> 2012-2013 <b>Start Date:</b> 03/28/2012 <b>Outcome Status:</b> Active	<b>Assessment Measure:</b> 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. <b>Assessment Measure Category:</b> Internal Tracking <b>Criterion:</b> We would like to reach a goal of around 70% before July 1st, but this is a measurement we have never calculated before.	03/28/2013 - As of 3/28/2013, we've received 500+ FAFSA applications for the 2013-14 year. <b>Criterion Met:</b> N/A <b>Reporting Period:</b> 2012-2013	03/28/2013 - Develop a communications plan and explore putting up notices on the GBC home page, in the portal and in Webcampus and create posters for Elko and the Centers announcing that if students complete their FAFSA and all other documents by July 1, they will receive a GBC award letter by August 1. Complete all communication to enrolled students by April 15 and count how many applications we have as of that date. Then, monthly, track FAFSA applications.
	<b>Assessment Measure:</b> Student Satisfaction survey results <b>Assessment Measure Category:</b> Survey <b>Criterion:</b> Students are satisfied that financial aid awards are announced in time to be helpful in college planning.	03/28/2013 - In fall 2012, GBC students overall and those taking primarily internet classes or classes in Pahump and other locations responded that this was important to them, but they were not satisfied with the results. This was not an issue for students in Elko or Ely while students in Winnemucca were very satisfied with the results. <b>Criterion Met:</b> No <b>Reporting Period:</b> 2011-2012	03/28/2013 - Track this survey question and the question stating "Financial aid counselors are helpful" the next time students are surveyed to see if they are more satisfied. If students get their documents in earlier, we can get them information on awards earlier, and we can be more helpful to other students rather than trying to serve all of them the first week of classes.

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