

# Planning Objective Report

## Objective Report:

**Objective ID:** 1662

**Objective Title:** Student participation in College's outsourced services

**Unit Manager:** Polanco, Guillermo

**Planning Unit:** 00215 - Accounting Services

**Obj. Status:** Assessing

**Obj. Purpose:** Student Learning Outcome

**Unit Purpose:**

## Objective Description:

Based on the continued marketing efforts, the Office of Financial Services will facilitate increasing participation by students in the College's outsourced services. This will improve students capacities to pay their expenses and receive financial refunds in a timely manner.

## Institutional Goals

A. Allocate financial resources aligned with College priorities

A. Develop a shared understanding, application and accountability of learning-centered culture

C. Engage faculty and staff to create a comprehensive plan that will provide the necessary technolog

## Objective Types

No Objective Types to Display

## Planning Priorities

No Planning Priorities to Display

## Tasks

Due Date	Status	Priority	Task
08/31/2012	In Progress	High	Ensure that TIP and HigherOne advertising materials have been distributed to the students, via email, edisonstatements, website, hard copy, etc. and are being included in orientation materials.
09/30/2012	In Progress	High	Request that Nelnet and HigherOne communicate the necessary surveys and provide the pertinent reports in order to properly assess the goals for this outcome.

## Assessment Measures

Date	Assessment Measure
03/07/2012	1. Higher One program activation counts and dates of activation. 2. Count of TIP program contracts (change over previous year). 3. Results of financial services surveys (in collaboration with Nelnet and HigherOne)

## Intended Results

Date	Intended Results
03/07/2012	1. By the end of Fiscal Year 2012-13, we will continue to assess the change in the percentage of students activating their HigherOne cards within 30 days and increase it by 5%. 2. By the end of Fiscal Year 2012-13, student participation in TIP will increase by 5% over the fiscal year or attempt to maintain it constant if there is a further decrease in student enrollment. 3. By the end of Fiscal Year 2012-13, the College will increase the percentage, by 5%, of student satisfied with the outsourced services.

## Status Reports

No Status data

## Actual Results

No Result data

**Use of Results**

**Gap Analysis**

**SWOT**

**Units Impacted**

No Units Impacted data

**Associated Standards**

**Associated Outcomes**

**Documents**