

# DCAD DEPARTMENT ASSESSMENT FRAMEWORK

Department: **Student Financial Services**

Fiscal Year: **2009/2010**

**GOAL 1:** Optimize availability and prudent use of financial aid to prospective students.

<b>DCAD Mission Reference</b>
DCAD's mission is to educate talented and dedicated students to become <b>art makers, idea generators, problem solvers, and visual communicators</b> who can redefine the way we perceive and experience the world around us. It also serves as a visible stakeholder, cultural anchor, and catalyst for the revitalization of downtown Wilmington.
<b>DCAD Strategic Plan Reference</b>
Strategic Goal 1: GROW EXISTING PROGRAMS Strategic Goal 4: MAXIMIZE USE OF EXISTING RESOURCES Strategic Goal 5: PLAN FOR THE FUTURE
<b>DCAD Outcomes</b> (measurable, subset of goal)
a. College successfully transitions to Direct Lending b. College transitions to new financial aid packaging software (PowerFAIDS) for 2011/2012 c. Maintain tracking of DCAD Need Grant awarded vs. actual to accurately project annual award total for budgeting.
<b>Assessment Methods/ Measures</b>
a. Direct lending – schedule for transition b. PowerFAIDS – schedule for implementation c. DCAD Need Grant Budget vs. Actuals
<b>What / Who</b> is being assessed
Director of Financial Aid – awarding DCAD Need Grant
<b>Frequency of Assessment Administration</b>
Annually
<b>Reliability/Validity Information</b>
Meet target dates for implementation.  Budget projections for institutional aid will always have some variance due to student's college selection decisions.
<b>Standard or Criterion or Benchmark (percentage expected to "meet" or "exceed" expectations for the outcomes)</b>
<b>Target FY 2009/2010</b>  a. Phase I: 33% - Direct Plus Loan b. PowerFAIDS – FY10 not applicable, transition begins in FY10 c. DCAD Need Grant – Actuals variance 7% to budget

**Results (Actual Level of Achievement)**

**FY10 Actions Taken (comprehensive, narrative analysis to address results)**

- a. Met target – Direct Plus Loans included in student awards.
- b. FY10 – not applicable
- c. Target not met – variance 19%. Due to the economic downturn, the College made the decision to increase total institutional aid to 23%. This was also in response to other art and design schools offering more aid due to the economy.

Closing the loop

**FY11 Actions to be taken (comprehensive, narrative analysis to address results)**

- a. FY11 – Subsidized Stafford, Unsubsidized Stafford and Plus loans will all be Federal Direct Loans
- b. FY11 – Research financial aid packaging software for FY12 implementation
- c. DCAD Need Grant – monitor more closely the amount of aid awarded through use of Financial Aid Master Reconciliation spreadsheet

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation/Completion Date</u>	<u>Results</u>
1. All Federal Direct	Director of Financial Aid	2010/2011 Academic Year	
2. Research software	Director of Financial Aid/ C.A.O	April 2011	
3. Monitor need awards	Director of Financial Aid	On Going	

**FY12 Actions to be taken (comprehensive, narrative analysis to address results)**

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation/Completion Date</u>	<u>Results</u>
1. PowerFAIDS Software	Director of Financial Aid/ C.A.O.	October 2011	
2. Monitor need awards	Director of Financial Aid/C.A.O.	Ongoing	

Version #2 – 10/25/04

## DCAD DEPARTMENT ASSESSMENT FRAMEWORK

Department: Student Financial Services Fiscal Year: 2009/2010

**GOAL 2: Provide financial aid services to students in a manner that is efficient and satisfactory to users.**

<b>DCAD Mission Reference</b>
DCAD's mission is to educate talented and dedicated students to become <b>art makers, idea generators, problem solvers, and visual communicators</b> who can redefine the way we perceive and experience the world around us. It also serves as a visible stakeholder, cultural anchor, and catalyst for the revitalization of downtown Wilmington.
<b>DCAD Strategic Plan Reference</b>
Strategic Goal 1: GROW EXISTING PROGRAMS Strategic Goal 4: MAXIMIZE USE OF EXISTING RESOURCES Strategic Goal 5: PLAN FOR THE FUTURE
<b>DCAD Outcomes</b> (measurable, subset of goal)
a. All award packages are emailed. b. Financial Aid information is updated annually. c. Increased student satisfaction with financial aid services
<b>Assessment Methods/ Measures</b>
a. Award packages emailed : Target date b. Updated Financial Aid Information: Target Date c. Year-End Student Survey
<b>What / Who</b> is being assessed
Director of Financial Aid - financial aid services
<b>Frequency of Assessment Administration</b>
Annually
<b>Reliability/Validity Information</b>
Target dates and surveys provide valid measures for the timely communication on information to students.
<b>Standard or Criterion or Benchmark (percentage expected to "meet" or "exceed" expectations for the outcomes)</b>
<b>Target FY 2009/2010</b> a. Award packages emailed – target date for 2009/2010 academic year b. Website Updated Annually – August 2009 (coinciding with DCAD's new website) c. Student Survey – Not applicable FY10 , new for FY11
<b>Results (Actual Level of Achievement)</b> a. Target Met - Award packages emailed for 2009/2010 academic year b. Target Met - Website Updated August 2009 c. Student Survey – Not applicable FY10 , new for FY11
<b>FY10 Actions Taken (comprehensive, narrative analysis to address results)</b>

- a. Target met – The financial aid office worked with the Information Technology Coordinator to have the ability to save and send large size documents. Beginning in the 2009/2010 academic year, financial aid fully implemented sending all award packages via email to students that were able to receive the electronic document. Otherwise, the financial aid office still mails the hard copy for those that don't have access to a computer or for those that request it.
- b. Target Met – The new DCAD launched in the summer of 2009 allowed the college to control (add and remove) content for the first time. The old website allowed only the web designer to put text and PDF's on the site. Financial Aid information updated on the DCAD website as of August 2009 and will updated annually and as needed by the financial aid office and the communications office.
- c. Not applicable – The survey taken in 2006 was not enough information for setting a target. The financial aid services satisfaction question needs to be added to the year-end student survey.

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation/Completion Date</u>	<u>Results</u>
1. Award Package Emailed	Director of Financial Aid	2009/2010 Academic Year	
2. Website updated August	Director of Financial Aid	August 2009	
3. Year-End Student Survey	C.A.O	Not Applicable	

Closing the loop

**FY11 Actions to be taken (comprehensive, narrative analysis to address results)**

- a. The financial aid office will continue to email award packaging in a timely manner. Due to large amount of packaging in the late winter and spring, a temporary assistant will be hired to help the financial aid office package accepted students.
- b. New federal regulations require the College to put a "net Calculator" for students to estimate their actual cost to attend. In addition, schools that receive Title Iv funding must make their best effort to make the book requirements available to students. DCAD will put this information on its website and the financial aid office will continue to use the new website to share information with students.
- c. Year-End Student Survey to include financial aid services satisfaction question so that an annual target can be set.

Version #2 – 10/25/04

## DCAD DEPARTMENT ASSESSMENT FRAMEWORK

Department: Student Financial Services Fiscal Year: 2009/2010

**GOAL 3: Maintain internal controls over granting and administration of financial aid to ensure appropriate use of resources and compliance with Title IV requirements**

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<b>DCAD Strategic Plan Reference</b>
Strategic Goal 3: BUILD INFRASTRUCTURE Strategic Goal 5: PLAN FOR THE FUTURE
<b>DCAD Outcomes</b> (measurable, subset of goal)
a. Unqualified opinion is expressed in the annual A-133 audit report b. No material weaknesses are identified in internal controls in annual A-133 audit
<b>Assessment Methods/ Measures</b>
Annual A-133 audit
<b>What / Who</b> is being assessed
Director of Financial Aid/Chief Administrative Officer/Bursar – internal controls and recording of financial aid
<b>Frequency of Assessment Administration</b>
Annually
<b>Reliability/Validity Information</b>
C.P.A firm hired to perform the audit
<b>Standard or Criterion or Benchmark (percentage expected to "meet" or "exceed" expectations for the outcomes)</b>
a. Unqualified opinion is expressed in the annual A-133 audit report b. No material weaknesses are identified in internal controls in annual A-133 audit
<b>Target FY 2009/2010</b>
a. Unqualified opinion is expressed in the annual 2009/2010 A-133 audit report b. No material weaknesses are identified in internal controls in 2009/2010 A-133 audit

**Results (Actual Level of Achievement)**

- a. Target Met - Unqualified opinion is expressed in the annual 2009/2010 A-133 audit report
- b. Target - No material weaknesses are identified in internal controls in 2009/2010 A-133 audit

**FY10 Actions Taken (comprehensive, narrative analysis to address results)**

DCAD received its independent accreditation in 2008. Prior to that year, the A-133 audit had been performed by auditors through the Corcoran College of Art. In FY09, DCAD hired its own C.P.A. firm for the A-133 audit with negative results. The Financial Aid Office worked diligently to rectify all issues addressed in the FY09 audit to achieve the clean audit in FY10.

Closing the loop

**FY11 Actions to be taken (comprehensive, narrative analysis to address results)**

- 1. Create an audit ready file system to streamline the preparation for the sight visit of the auditor. The A-133 audit takes place at the beginning of the academic year which is one of the busiest times for the entire college. This action will help to reduce the amount of work at the time of the audit.
- 2. Monthly self-audits to ensure all proper documentation is collected.

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation/Completion Date</u>	<u>Results</u>
1. Audit ready file system	Director of Financial Aid Financial Aid Counselor	2010/2011	
2. Self-Audits	Director of Financial Aid Financial Aid Counselor	2010/2011	