



Train departments in an effort to award at least 45% of scholarships administered by the Office of Scholarships by a target date of March 15th

**Type of Tool:** Other

**Frequency of y c**

**Rationale:**

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**Assessment Tool for Objective 4.C: Manage the Service Scholarship Program**

**Goal/ Outcome/ Objective:**

Objective 4.C. Manage the service scholarship program and its renewals, ensure students are meeting renewal requirements, and track those on probation.

**Type of Tool:** Tracking Spreadsheet

**Frequency of Assessment:** Each Semester

**Rationale:**

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**Results for Objective 1.A: Increase Front Desk Coverage**

**Goal/Objective/Outcome Number:** Objective 1.A. To bring front desk coverage in line with peer institutions

**Results:**

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**Attachments:** Linked Documents

[Institutional Effectiveness FY19 SurveyResponsesTable.docx](#)

**Results for Objective 1.B: Prepare Survey for Readministration**

**Goal/Objective/Outcome Number:**

Objective 1.B. Examine the survey administered to similar institutions (administered in FY15) in preparation for possible readministration

**Results:**

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**Attachments:** Linked Documents

[Institutional Effectiveness FY19 SurveyResponsesTable.docx](#)

**Results for Objective 1.C: Award Scholarships by Target Date**

**Goal/Objective/Outcome Number:**

Train departments in an effort to award at least 45% of scholarships administered by the Office of Scholarships by a target date of March 15th

**Results:**

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2010-2011	2,525	600	24%
2011-2012	2,711	1,346	50%
2012-2013	2,908	1,642	56%
2013-2014	2,912	1,429	49%
2014-2015	3,576	2,071	58%
2015-2016	2,997	1,374	46%
2016-2017	3,348	1,351	40%
2017-2018	2,586	1,155	45%
2018-2019	3,778	1,769	47%

\$8.81 million in scholarship offers were made for 2018-2019, representing a 41% increase from 2017-2018. Table 2 shows the total dollar amount of scholarship offers made each year.

Table 2

**Year      Total Amount of Scholarship Offers**

2009-2010	\$6,095,000
2010-2011	\$4,884,000
2011-2012	\$5,525,000
2012-2013	\$6,315,000
2013-2014	\$6,809,000
2014-2015	\$8,884,000
2015-2016	\$6,746,000
2016-2017	\$8,058,854.37
2017-2018	\$6,234,684.51
2018-2019	\$8,818,282.33

**Attachments:**

**Results for Objective 2.A: Tra**

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**Attachments:**

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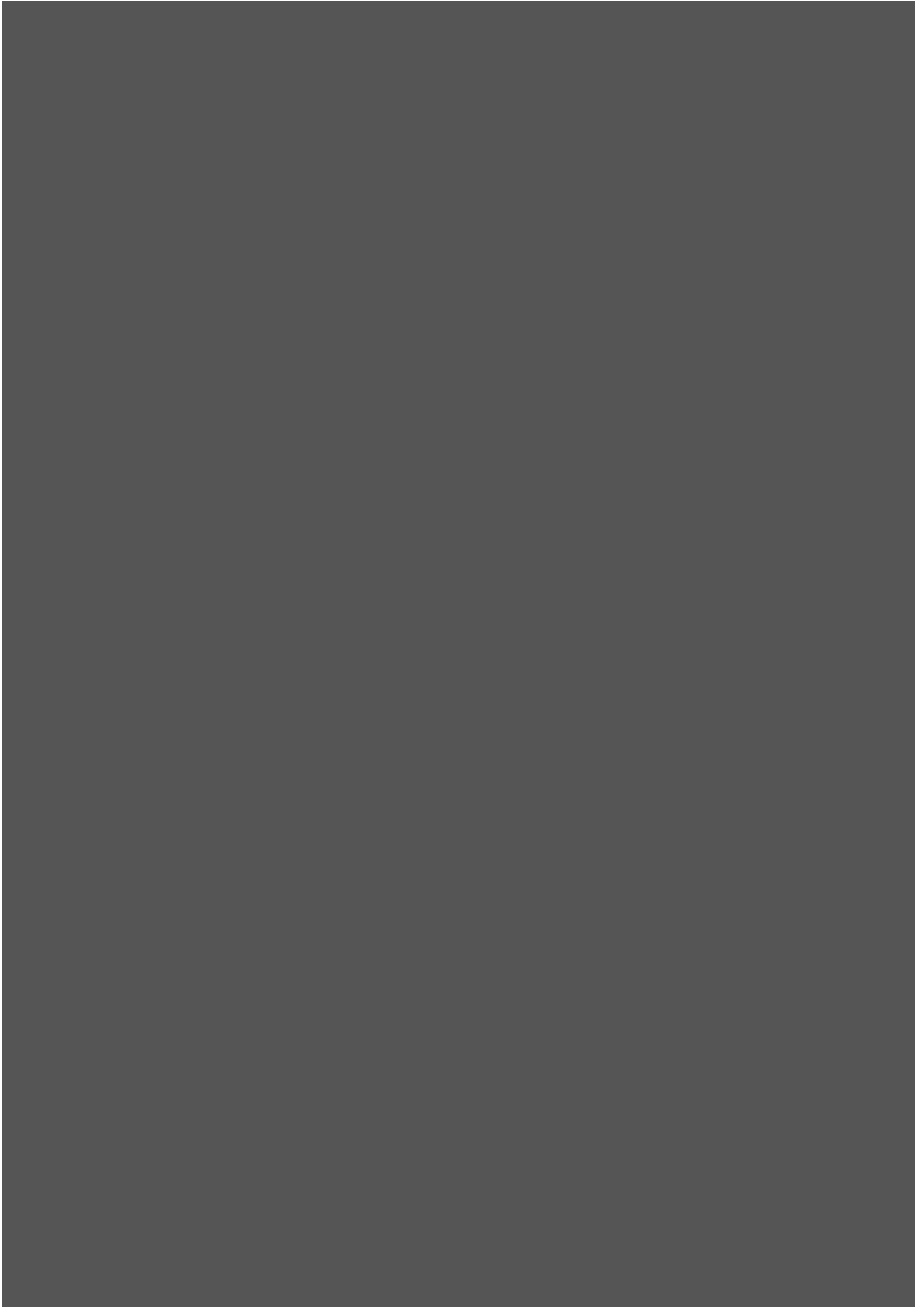
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Year	Scholarship Applications Received
2009-2010	4,515
2010-2011	5,182
2011-2012	4,706
2012-2013	5,585
2013-2014	5,191
2014-2015	5,405
2015-2016	5,592
2016-2017	5,248
2017-2018	4,191
2018-2019	5,712

**Attachments:**

**Modifications for Objective 1.A: Increase Front Desk Coverage**

**Goal/Objective/Outcome Number:** Objective 1.A. To bring front desk coverage in line with peer institutions

**Program Changes and Actions due to Results:**

We increased coverage of our financial aid reception area by utilizing student workers. Instead of one person (former coverage), we typically have two student workers at the reception area as well a C&S nearby to assist as needed. This change put us in line with peer institutions.

**Link to Assessment:**

We assessed the responses to a survey we administered to our peer institutions.

**Link to 'Tech Tomorrow' Strategic Plan:**

**Modifications for Objective 1.B: Prepare Survey for Readministration**

**Goal/Objective/Outcome Number:**

Objective 1.B.B



“You are currently admitted in an undergrad, non-degree program (ex. Basic Business, General Curriculum, General Health Studies, Pre-Professional, etc.) and working on your first bachelor's degree. A student must declare a degree-seeking major by the time they reach 60 earned hours. When a student hits 45 earned hours and is in a non-degree program, there will be a hold placed on their financial aid until they are able to declare a major and notify the Financial Aid Office that the change has been made. Advisors are provided a list of students who are reaching their limit of earned hours for a non-degree program. Because you should reach 60 earned hours during this academic year or have already reached 60 earned hours, you will not be awarded FEDERAL financial aid at this time. Please meet with your advisor to choose your major. Once you have met with your advisor and chosen your major, PLEASE EMAIL OUR OFFICE AT [FINANCIALAID@TNTECH.EDU](mailto:FINANCIALAID@TNTECH.EDU) for your financial aid eligibility to be reviewed. Be sure to include your name and T# in your email. The change of major can take up to 24-48 business hours to update in the university's database.”

In addition to the changes for tracking non-degree seeking students, changes were made for tracking CPoS issues. Course Program of Study (CPoS) is a federal requirement that allows only courses that count toward a student's program of study (their declared major/minor) be considered when determining federal financial aid eligibility. Once a student can register, a nightly process will be run and students enrolled in courses impacted by CPoS will be notified via their Tennessee Tech student email. Students will only be notified if CPoS impacts their federal financial aid eligibility (courses in program/si not put the student at full-time hours).

**Link to Assessment:**

We used a checklist of commonly seen issues with accounts and focused on two that we felt like were most in need of improved communication at this time.

It was noted that less than 50% of staff attended the last Preview Day.

**Link to 'Tech Tomorrow' Strategic Plan:**

**Modifications for O`**