

Assessment Cycle 2025-2026

Office of Student Financial Aid and Scholarships

Prepared by: Lauren Jackson

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Approved by: Vanner Erickson

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The Student Experience Mission Statement

The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access to education for potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical, and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Enrollment Management:

The Office of Enrollment Management is a student-centered division that is future focused providing educational access to students in our region to improve the lives of our citizens. High School Relations, Financial Aid and Scholarships, and Admissions work collaboratively with University faculty and staff to provide services and programming that are innovative and surpasses state and federal guidelines. Enrollment Management fulfills the university's mission and commitment to academic quality, diversity, equity, and inclusion

Office of Student Financial Aid and Scholarships Mission:

Our mission is to find the best possible aid package for a diverse student body to enable each of our students the financial ability to achieve their educational goal. Our office offers a wide variety of programs that are available from federal, state, and institutional funds under the general headings of loans, grants, third party funds and work opportunities. The Office of Financial Aid will keep students informed of all current federal regulations and changes in those regulations. We are dedicated in providing all students and their families with counseling and the services necessary to gain access to educational funds by promoting financial aid awareness, ensuring compliance with federal, state and institutional regulations and guidelines, while committing to honesty, fairness, equality and integrity in all aid awarded to all students of our university. We

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will be a leader among our campus community for high quality and innovative student services, which includes a more effective use of technology for both our processing and communication with students.

Methodology: The assessment process includes:

(1) Data from assessment tools (both direct – indirect, quantitative, and qualitative) are collected and returned to the director.

(2) The director will analyze the data to determine whether the applicable outcomes are met:

(3) Results from the assessment will be discussed with the appropriate staff.

(4) Individual meetings will be held with staff as required (show cause).

(5) The director, in consultation with the staff, will determine and propose changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

Office of Student Financial Aid and Scholarships Effectiveness Service Outcomes:

Service Outcomes:

SO 1. Achieve 100% satisfaction rate with students for services provided.

Measure 1.1. Our office strives to not only accomplish our duties accurately and efficiently, but to achieve complete satisfaction with each student that we assist. A student survey was conducted to determine a base satisfaction rate, so that we can determine what areas of service in need of improvement. We will give the students a chance to provide feedback on ways they feel our office could improve. This data will help us to strengthen areas of weakness within our procedures, so that we may better serve each one of our students and improve our satisfaction rate beyond just an acceptable rate of 75%, until we meet our target of 100% satisfaction.

Finding: Target was not met

Analysis:

In AC 2024-2025 the target was not met. Survey results for AC 2024–2025 resulted in 430 responses, 93% satisfaction rate.

Based on the analysis of the AC 2024-2025 results, the staff made the following changes in AC 2025-2026 to drive the cycle of improvement. Staff expanded efforts to gather meaningful feedback from key stakeholders, including prospective, incoming, current, and transfer students, as well as their parents. Surveys were strategically

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distributed during in-person events, through email outreach, and across other electronic communication platforms to ensure broad and diverse participation.

As a result of these changes, in AC 2025-2026 the target was not met. The 2025–2026 survey results demonstrate a strong level of student satisfaction with Financial Aid and Scholarships services. Although participation decreased significantly compared to 2024–2025, the satisfaction rate remained high at 90%, representing only a slight decline from the previous year's 93% satisfaction rate. Overall, the findings demonstrate that students report positive experiences with the services provided by the office.

Decision:

In AC 2025-2026 the target was not met.

Based on the analysis of the 2025-2026 results, the staff will implement the following changes in AC 2026-2027 to drive the cycle of improvement. To further improve customer satisfaction across Enrollment Management areas during the 2026–2027 academic year, the office will further expand efforts to gather meaningful feedback from key stakeholders, including prospective, incoming, current, and transfer students, as well as parents and families. Surveys will be distributed strategically during in-person events, through email outreach, and across additional electronic communication platforms to encourage broader participation and more representative feedback. The feedback collected will be carefully reviewed to identify opportunities for targeted staff development, process improvements, and enhancements in customer service delivery. In addition, the office will implement professional development and in-service training initiatives designed to strengthen communication, responsiveness, and overall student support. While the office is encouraged by consistently strong satisfaction ratings, progress will depend on increased engagement and proactive service improvements.

These changes will help strengthen assessment practices and ongoing staff development as the Financial Aid & Scholarships Office remains committed to achieving its goal of 100% customer satisfaction, thereby furthering the cycle of improvement.

Measure 1.2. To better assist students and help them understand the rules and regulations of what is required of our office, we aim to improve job performance of all our financial aid administrators. To accomplish this, our office administrators will receive continued training and education through the Federal Student Aid Toolkit, which provides federal student aid training and outreach tools for Financial Aid Administrators. Our target is to have 100% of Financial Aid Administrators complete all training courses (basic and fundamental) available. This will increase the satisfaction rate by ensuring that our employees are able to offer the most current and accurate information to students and parents. Employees will also complete all trainings made available by the U.S. Department of Education (Federal Student Aid), National Association of Student Financial Aid Administrators (NASFAA), Southwest Association of Student Financial Aid Administrators (SWASFAA) and Louisiana Association of Student Financial Aid Administrators (LASFAA).

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Finding: Target was met

Analysis:

In AC 2024-2025 the target was met. Over the past few academic years, the Financial Aid & Scholarships Office has demonstrated a strong commitment to staff development, regulatory compliance, and continuous improvement through extensive training participation. For AC 2024–2025, fourteen staff members completed a total of 246 training sessions, both in person and online, focusing on a broad range of Title IV regulations, compliance requirements, and financial aid administration topics. These training efforts demonstrate the department's continued dedication to professional development, federal and state compliance, and the delivery of high-quality, student-centered service to students and families.

Based on the analysis of the AC 2024-2025 results, the staff made the following changes in AC 2025-2026 to drive the cycle of improvement. Staff maintained their commitment to the cycle of ongoing improvement during AC 2025–2026 by participating in conferences, workshops, and online training opportunities throughout the academic year.

As a result, the AC 2025-2026 target was met. All fourteen staff members attended the LASFAA 2026 Spring Conference in Natchitoches, Louisiana, and collectively completed 255 training sessions through both in-person and virtual formats. Training topics included Title IV regulations, compliance updates, financial aid administration procedures, and implementation guidance related to the One Big Beautiful Bill Act (OB3).

Decision:

In AC 2025-2026 the target was met.

Based on the analysis of the 2025-2026 results, the staff will implement the following changes in AC 2026-2027 to drive the cycle of improvement. Staff will maintain the requirement of all Financial Aid Administrators to complete 100% of the available basic and foundational training courses during AC 2026–2027, reinforcing the office's commitment to the cycle improvement. To ensure compliance and maintain the highest standards of service, Financial Aid & Scholarships staff will participate in conferences, workshops, webinars, and online training opportunities throughout the 2026–2027 academic year. Professional development activities will focus on updates to financial aid regulations, policies, compliance requirements, and operational processes. Training opportunities will be provided through the U.S. Department of Education (Federal Student Aid), NASFAA, LASFAA, and SWASFAA, contingent upon available funding. Participation in these professional development activities will help staff remain informed about evolving federal and state regulations and best practices related to the awarding and administration of financial aid.

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This ongoing effort will support accurate, timely, compliant, and student-centered financial aid services while ensuring the office remains responsive to evolving regulations and best practices, thereby fostering continuous improvement.

SO 2. Increase Financial Aid Requirements Awareness to students by increasing workshops, presentations, and notifications.

Measure 2.1. Increase the number of students receiving Financial Aid information to a broader populace of the student body. Present and host informational opportunities for students to inform them of the financial aid process. The target is to conduct six informational sessions, three per semester.

Finding: Target was met

Analysis:

In AC 2024-2025 the target was met. The Financial Aid & Scholarships Office has consistently prioritized student outreach and financial aid education through informational sessions over the past several academic years. In AC 2024–2025, the office maintained this level of engagement by conducting six informational sessions with three sessions offered each semester. These sessions continue to serve an important role in educating students and families about financial aid processes, eligibility requirements, deadlines, and available financial resources. Continued outreach efforts have helped strengthen student awareness and engagement with financial aid services.

Based on the analysis of the AC 2024-2025 results, the staff made the following changes in AC 2025-2026 to drive the cycle of improvement. Staff maintained their commitment to the cycle of improvement during AC 2025–2026 by hosting six targeted financial aid events, with three events held each semester.

As a result, the AC 2025-2026 target was met. The Financial Aid & Scholarship Office conducted six informational sessions, with three sessions offered each semester. Although the target was achieved, the office was unable to directly measure the number of students receiving financial aid information.

Decision:

In AC 2025-2026 the target was met.

Based on the analysis of the 2025-2026 results, the staff will implement the following changes in AC 2026-2027 to drive the cycle of improvement. The measure will focus on the Financial Aid & Scholarships Office remaining committed to student success by hosting six targeted financial aid informational events, with three sessions offered each semester. These events will provide students with important information regarding financial aid requirements, application processes, eligibility standards, and student responsibilities. To expand outreach efforts and increase participation, the office will collaborate with departments and campus partners to incorporate financial aid

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presentations into existing student programs and events. Informational sessions will be offered through both in-person and virtual formats to provide greater accessibility and flexibility for students.

These changes will empower students with the knowledge necessary to make informed financial decisions, remain compliant with financial aid requirements, and maximize available aid opportunities, thereby continuing to push the cycle of improvement forward.

Measure 2.2. Create a more tangible awareness of the Financial Aid Requirements, Federal Regulations and School policy to the student body through presentations, workshops and student notifications. Our target is to increase presentations, workshops and student notifications each year, until we reach a minimum of 75% of student organizations and athletic groups.

Finding: Target was met

Analysis:

In AC 2024-2025 the target was met. The Financial Aid & Scholarships Office has remained committed to educating and informing students, families, along with campus partners regarding financial aid policies, requirements, and opportunities through a variety of outreach initiatives. For AC 2024-2025, outreach efforts were a strong combination of in-person and virtual programming. Presentations were delivered during Fall and Spring N-Side View Days, Recruiting Receptions held throughout the state, FAFSA Fridays in February, Scholars Day, Registration Days, Faculty Institute, and Freshman Connection programs. This hybrid approach increased accessibility and broadened student engagement with important financial aid information. Through these outreach initiatives, the Financial Aid & Scholarships Office successfully reached at least 75% of targeted student organizations and athletic groups, meeting its annual outreach goal while reinforcing its commitment to transparency, accessibility, financial literacy, and student success.

Based on the analysis of the AC 2024-2025 results, the staff made the following changes in AC 2025-2026 to drive the cycle of improvement. Staff maintained their commitment in AC 2025–2026 to support the cycle of improvement. With the continuation of key in-person events - such as FAFSA Completion Workshops, Housing and Athletics programming, sessions for the Creative and Performing Arts Department, and other NSU campus initiatives - as well as the expansion of access through the distribution of the virtual financial aid presentation to all students via email.

As a result, the AC 2025-2026 target was met. The Financial Aid & Scholarship Office provided both in-person and virtual presentations for Freshman Connection participants, New Student Orientation attendees, University 1000 courses, Fall and Spring N-Side View events, TRIO Financial Literacy sessions, and Scholars Day programs. Additionally, the office participated in BRYC Virtual FAFSA Nights and partnered with

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LOSFA to host a live Facebook Q&A session during February Financial Aid Awareness Month reaching a minimum of 75% of student organizations and athletic groups.

Decision:

In AC 2025-2026 the target was met.

Based on the analysis of the 2025-2026 results, the staff will implement the following changes in AC 2026-2027 to drive the cycle of improvement. The staff will maintain the following in AC 2026-2027. Continuing key in-person programming - such as FAFSA Completion Workshops, Housing and Athletics presentations, sessions for the Creative and Performing Arts Department, and other university-sponsored initiatives, the office will expand digital outreach efforts by distributing virtual financial aid presentations to all students through its website and other electronic platforms. This multi-channel outreach approach is intended to ensure equitable access to important financial aid information for students across all academic disciplines, campuses, and extracurricular programs, including students who may be unable to attend in-person sessions.

This commitment will continue to strengthen financial aid messaging through both direct engagement and digital communication. This approach is intended to increase student awareness, support compliance with financial aid requirements, and promote successful financial aid outcomes for all student populations, while ensuring continued advancement of the cycle of improvement.

Measure 2.3: A Financial Aid knowledge questionnaire for students to complete each academic year to use the data, from year to year, to track the improvement of Financial Aid knowledge and awareness. We can also use the information to determine what areas we need to focus on in the presentations and workshops mentioned in Measure 2.1. Our target is to have students score 85% or higher on accurate responses received through the questionnaire.

Finding: Target was met

Analysis:

In AC 2024-2025 the target was met. The office expanded these efforts by providing individualized informational sessions during various campus events and outreach activities. These interactions focused on answering student questions, clarifying the financial aid process, and providing personalized guidance and support. This transition toward a more interactive, high-touch engagement model allowed the office to connect more effectively with students and better address their individual financial aid concerns and educational needs.

Based on the analysis of the AC 2024-2025 results, the staff made the following changes in AC 2025-2026 to drive the cycle of improvement. The staff made the following changes in AC 2025-2026 to drive the cycle of improvement. To increase student engagement and understanding of financial aid, by offering a series of both

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virtual and in-person mini-sessions covering key topics such as FAFSA completion, Types of Federal Aid, Cost of Attendance, Summer Aid Eligibility, Satisfactory Academic Progress (SAP), Return to Title IV, and the Verification Process. These sessions will be promoted and made accessible via email, social media, the university's website and incorporated within university 1000 courses to integrate financial aid awareness into classroom presentations on federal regulations and financial aid policies. These sessions focused on financial aid knowledge and awareness, demystifying financial aid processes, answering student questions, and providing personalized assistance.

As a result of these changes, in AC 2025-2026 the target was met. Both virtual and in-person mini-sessions were conducted covering key topics such as FAFSA completion, Types of Federal Aid, Cost of Attendance, Summer Aid Eligibility, Satisfactory Academic Progress (SAP), Return to Title IV, and the Verification Process. Also, as part of the University 1000 course curriculum, students participated in a Financial Aid instructional module and completed a Financial Aid quiz at the conclusion of the lesson. Assessment results indicated an average quiz score of 90% or higher, demonstrating that students exceeded the established learning outcome related to Financial Aid knowledge and awareness.

Decision:

In AC 2025-2026 the target was met.

Based on the analysis of the 2025-2026 results, the staff will implement the following changes in AC 2026-2027 to drive the cycle of improvement. The Financial Aid & Scholarships Office will reinforce its current educational initiatives during AC 2026–2027. The office will maintain its commitment to providing financial aid literacy programming through both virtual and in-person mini-sessions covering key topics such as FAFSA completion, types of federal aid, cost of attendance, summer aid eligibility, Satisfactory Academic Progress (SAP), loan prorations, Return to Title IV regulations, and the verification process. These opportunities will continue to be promoted through email communications, social media, and the university website to ensure broad student awareness and participation. In addition, the office will maintain its collaboration with university 1000 courses by incorporating financial aid presentations and assessment activities that reinforce students' understanding of financial aid policies, federal regulations, and student responsibilities. Financial aid knowledge assessments will also remain available through outreach events and within the Financial Aid Office to support ongoing student engagement and learning. Maintaining these successful strategies will help sustain strong levels of financial aid literacy among students and ensure they remain well informed and prepared to navigate their financial aid responsibilities and opportunities. Continuous monitoring of assessment results will guide future enhancements as part of the department's ongoing commitment to student success and continuous improvement.

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SO 3. Decrease the Cohort Default Rate (CDR), measures the percentage of federal student loan borrowers who default after entering repayment.

Measure 3.1. Increase contact and notifications to students who have graduated or ceased half-time enrollment. The goal is to achieve at least 75% completion of exit counseling sessions. This will be accomplished by proactively contacting all students who have graduated or dropped below half-time enrollment and have not yet completed exit counseling.

Finding: Target not met

Analysis:

In AC 2024-2025 the target was not met. Over the past academic years, the Financial Aid & Scholarships Office has monitored and worked to improve student compliance with federal Exit Counseling requirements. Despite targeted outreach efforts, completion rates have consistently remained below the established 75% target. For AC 2024–2025, a total of 114 out of 847 students completed Exit Counseling, resulting in a 13% completion rate. While this reflected a slight increase of 2 percentage points from the prior year, completion rates remained significantly below the 75% target.

Based on the analysis of the AC 2024-2025 results, the staff made the following changes in AC 2025-2026 to drive the cycle of improvement. Exit counseling notifications were changed from the generic "unsatisfied requirement" email and were introduced as a dedicated "action required" email exclusively for exit counseling completion. To ensure consistent follow-up, we implemented an automated communication plan, sending automated reminder emails every 21 days to students who have not fulfilled the exit counseling requirement after the initial notification. This targeted approach was intended to help students recognize the importance of completing exit counseling while reducing email fatigue caused by generic notifications. Outreach efforts were expanded through participation in Grad Fest, where personalized Exit Counseling information was distributed to students.

As a result of these changes, in AC 2025-2026 the target was not met. Despite staff efforts, only 84 out of 572 students completed Exit Counseling, resulting in a 14% completion rate. Although this represented a slight improvement from the previous year, the target was not achieved. The analysis indicates that while outreach efforts have increased, student responsiveness and completion of Exit Counseling requirements present a significant challenge. Additional strategies are needed to improve student engagement and compliance with this federal requirement.

Decision:

In AC 2025-2026 the target was not met.

Based on the analysis of the 2025-2026 results, the staff will implement the following changes in AC 2026-2027 to drive the cycle of improvement. Exit Counseling notifications will remain as a dedicated "Action Required" notification focused solely on

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Exit Counseling completion. This targeted communication strategy is intended to emphasize the importance and urgency of the federal requirement while reducing the likelihood that students overlook the information within broader generic notifications. The Financial Aid Office has also partnered with Edamerica to enhance student loan default prevention efforts by providing borrowers with personalized repayment counseling, proactive outreach, and educational resources designed to promote successful loan repayment and long-term financial wellness. Additionally, the office will utilize an automated communication plan that sends reminder emails every 21 days to students who have not completed Exit Counseling following the initial notification. Staff participation in Grad Fest and other graduation-related events will provide additional opportunities for direct student engagement and personalized guidance regarding Exit Counseling requirements, further supporting student compliance and successful loan repayment outcomes.

These changes will enhance student awareness, increase compliance with federal Exit Counseling requirements, and support achievement of the established completion goal. By promoting successful loan repayment and contributing to a reduction in the Cohort Default Rate (CDR), these efforts will further advance the cycle of improvement.

Comprehensive summary of key evidence of improvements based on analysis of results: The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2025-2026. These changes are based on the knowledge gained through the AC 2024-2025 results analysis.

SO 1

1.1. Staff expanded efforts to gather meaningful feedback from key stakeholders, including prospective, incoming, current, and transfer students, as well as their parents. Surveys were strategically distributed during in-person events, through email outreach, and across other electronic communication platforms to ensure broad and diverse participation.

1.2. Staff maintained their commitment to the cycle of ongoing improvement during AC 2025–2026 by participating in conferences, workshops, and online training opportunities throughout the academic year.

SO 2

2.1 Staff maintained their commitment to the cycle of improvement during AC 2025–2026 by hosting six targeted financial aid events, with three events held each semester.

2.2 Staff maintained their commitment in AC 2025–2026 to support the cycle of improvement. With the continuation of key in-person events - such as FAFSA Completion Workshops, Housing and Athletics programming, sessions for the Creative and Performing Arts Department, and other NSU campus initiatives - as well as the expansion of access through the distribution of the virtual financial aid presentation to all students via email.

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2.3 The staff made the following changes in AC 2025-2026 to drive the cycle of improvement. To increase student engagement and understanding of financial aid, by offering a series of both virtual and in-person mini-sessions covering key topics such as FAFSA completion, Types of Federal Aid, Cost of Attendance, Summer Aid Eligibility, Satisfactory Academic Progress (SAP), Return to Title IV, and the Verification Process. These sessions will be promoted and made accessible via email, social media, the university's website and incorporated within university 1000 courses to integrate financial aid awareness into classroom presentations on federal regulations and financial aid policies. These sessions focused on financial aid knowledge and awareness, demystifying financial aid processes, answering student questions, and providing personalized assistance.

SO3

3.1 Exit counseling notifications were changed from the generic "unsatisfied requirement" email and were introduced as a dedicated "action required" email exclusively for exit counseling completion. To ensure consistent follow-up, we implemented an automated communication plan, sending automated reminder emails every 21 days to students who have not fulfilled the exit counseling requirement after the initial notification. This targeted approach was intended to help students recognize the importance of completing exit counseling while reducing email fatigue caused by generic notifications.

Plan of action:

SO 1

1.1. To further improve customer satisfaction across Enrollment Management areas during the 2026–2027 academic year, the office will further expand efforts to gather meaningful feedback from key stakeholders, including prospective, incoming, current, and transfer students, as well as parents and families. Surveys will be distributed strategically during in-person events, through email outreach, and across additional electronic communication platforms to encourage broader participation and more representative feedback. The feedback collected will be carefully reviewed to identify opportunities for targeted staff development, process improvements, and enhancements in customer service delivery. In addition, the office will implement professional development and in-service training initiatives designed to strengthen communication, responsiveness, and overall student support. While the office is encouraged by consistently strong satisfaction ratings, progress will depend on increased engagement and proactive service improvements.

1.2. Staff will maintain the requirement of all Financial Aid Administrators to complete 100% of the available basic and foundational training courses during AC 2026–2027, reinforcing the office's commitment to the cycle improvement. To ensure compliance and maintain the highest standards of service, Financial Aid & Scholarships staff will participate in conferences, workshops, webinars, and online training opportunities throughout the 2026–2027 academic year. Professional development activities will

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focus on updates to financial aid regulations, policies, compliance requirements, and operational processes. Training opportunities will be provided through the U.S. Department of Education (Federal Student Aid), NASFAA, LASFAA, and SWASFAA, contingent upon available funding. Participation in these professional development activities will help staff remain informed about evolving federal and state regulations and best practices related to the awarding and administration of financial aid.

SO 2

2.1 The measure will focus on the Financial Aid & Scholarships Office remaining committed to student success by hosting six targeted financial aid informational events, with three sessions offered each semester. These events will provide students with important information regarding financial aid requirements, application processes, eligibility standards, and student responsibilities. To expand outreach efforts and increase participation, the office will collaborate with departments and campus partners to incorporate financial aid presentations into existing student programs and events. Informational sessions will be offered through both in-person and virtual formats to provide greater accessibility and flexibility for students.

2.2 The staff will maintain the following in AC 2026-2027. Continuing key in-person programming - such as FAFSA Completion Workshops, Housing and Athletics presentations, sessions for the Creative and Performing Arts Department, and other university-sponsored initiatives, the office will expand digital outreach efforts by distributing virtual financial aid presentations to all students through its website and other electronic platforms. This multi-channel outreach approach is intended to ensure equitable access to important financial aid information for students across all academic disciplines, campuses, and extracurricular programs, including students who may be unable to attend in-person sessions.

2.3 The Financial Aid & Scholarships Office will reinforce its current educational initiatives during AC 2026–2027. The office will maintain its commitment to providing financial aid literacy programming through both virtual and in-person mini-sessions covering key topics such as FAFSA completion, types of federal aid, cost of attendance, summer aid eligibility, Satisfactory Academic Progress (SAP), loan prorations, Return to Title IV regulations, and the verification process. These opportunities will continue to be promoted through email communications, social media, and the university website to ensure broad student awareness and participation. In addition, the office will maintain its collaboration with university 1000 courses by incorporating financial aid presentations and assessment activities that reinforce students' understanding of financial aid policies, federal regulations, and student responsibilities. Financial aid knowledge assessments will also remain available through outreach events and within the Financial Aid Office to support ongoing student engagement and learning. Maintaining these successful strategies will help sustain strong levels of financial aid literacy among students and ensure they remain well informed and prepared to navigate their financial aid responsibilities and opportunities. Continuous monitoring of assessment results will

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guide future enhancements as part of the department's ongoing commitment to student success and continuous improvement.

SO 3

3.1. Exit Counseling notifications will remain as a dedicated "Action Required" notification focused solely on Exit Counseling completion. This targeted communication strategy is intended to emphasize the importance and urgency of the federal requirement while reducing the likelihood that students overlook the information within broader generic notifications. The Financial Aid Office has also partnered with Edamerica to enhance student loan default prevention efforts by providing borrowers with personalized repayment counseling, proactive outreach, and educational resources designed to promote successful loan repayment and long-term financial wellness. Additionally, the office will utilize an automated communication plan that sends reminder emails every 21 days to students who have not completed Exit Counseling following the initial notification. Staff participation in Grad Fest and other graduation-related events will provide additional opportunities for direct student engagement and personalized guidance regarding Exit Counseling requirements, further supporting student compliance and successful loan repayment outcomes.