

METRIC	Method	Timeframe
Time to process FAFSA (measures FA staff response rate)	1) Query from FAM from FAFSA upload to Packaged Award (includes student response time) 2) Query from FAM from PR start and Packaged Award (Professional staff time)	Quarterly
Incomplete (Pending) FA Student Files of admitted and registered (measures FA education of student/ responsiveness of students)	1) # of Pending files waiting on student response submitted for a specific quarter a) admitted b) registered	PR date to end Quarter
FA Student File Handoffs	<p>Before Lean – 1) upload 2) letter preparers 3) mailer 4) intake info 5) tracking 6)file search 7)file creation 8) file file 9) create file review list 10) print file review list 11) check file review list 12) pull file 13) file prep 14) file review 15) student submit additional documents 16) intake received documents 17) track document 18) filed to be filed 19)file is pulled for evaluator follow-up 20)evaluator pick up fill and complete review 21) file goes to awarding or deny 22) letter sent 23) loan review 24) letter sent</p> <p>After Lean – 1) upload & query of admitted and non-admitted and email 2) letter preparers and mailer 3) track, scan, file made and placed in closet 4) evaluator pull file and complete review, request additional information via email and keep file 5) student submit additional documents 6) intake received documents via FA email, tracks in FAM, and place in inbox of evaluator OR electronic files forward t o email of evaluator 7) evaluator completes review, awards, deny, certify loan and send letter/email</p>	3 months annually

Student Satisfaction	Focus group or survey	Initially by June 1, 2011, then annually
Students asking questions at the wrong location	Cashier tally inquiries that should be FA. FA tally inquiries that should be at cashier. a) Peak week (i.e. after drop for non-payment) b) non-peak week	Spring 2011 for one week.
Financial Aid 101 Attendance	Count	Every class
Website hits	Count	Monthly
Online forms	% completed online for a) admitted b) registered c) non admitted	Quarterly
Processing Material Cost	Amount of: Paper Folders Envelopes Stationary Postage Ink cartridge/toner Labels Stamps and Ink for envelopes Labor	Annually