

## **Learning Objectives – Financial Aid**

### **Explicit**

#### **Communication skills**

Written (applications, appeals, requests for information – includes email communications)

Verbal (requests for information, interaction with reception staff, interaction with counseling staff)

#### **Technological Skills**

Complete on-line forms (electronic applications for federal aid, loan counseling sessions, electronic promissory notes, short term loans, scholarship application)

Navigate our website (find specific financial aid information, view electronic award letters, online forms/counseling, download forms)

Use the Portal (check on holds, view account summary, manage relevant data)

#### **Life skills**

Budgeting

Debt management

Time management

Meeting deadlines, consequences of missed deadlines

Balancing school/work/other commitments

Ethics

Honesty, accountability, altruism

Dealing with bureaucracies

Filling out forms, dealing with rules and procedures, finding out how to get help

## **Implicit**

Cognitive skills (Critical thinking, communication skills, the application of knowledge, decision making)

Personal development (Affective skills, purpose and integrity, self-esteem, autonomy, practical competence, management of emotions)

Societal responsibility (Respect and appreciation for human differences, ethical behavior, social skills, accountability, altruism)

## **Measurements**

- On-time applications
- FWS Community Service indicators
- Timely completion of files
- Response to communications
- Loan default rates
- Debt levels
- Satisfactory Academic Progress
- Call volume
- Counselor appointments
- Successful aid disbursements
- Web hits