

Program Action Plan Template

Program: Financial Aid		Date: 6/9/2023	Submitted By: Nathan Hendrickson
Action Item 1	Improve student success (continue to lower default rate)		
Proposed Action	Return to offering entrance/exit counseling in-person to ensure the continued decrease in loan default rate.		
Responsible Party	Nathan Hendrickson		
Success Criteria	Attendance of students and scheduling of courses		
Resources			
Timeline	Winter 2024		
Action Item 2	Improve/expand staff expertise		
Proposed Action	At least three annual financial aid conferences/trainings to be attended by each financial advisor.		
Responsible Party	Nathan Hendrickson		
Success Criteria	Each staff member attending conferences/modules and completing certifications when applicable.		
Resources			
Timeline	Implemented throughout the academic year of 23-24		
Action Item 3	Improve financial aid efficiencies		
Proposed Action	Financial aid will partner with departments throughout our campus to visit high schools within our serving counties (Klamath & Lake) for parent/student Q&As. We will also increase partnerships with different departments to create a better understanding of the financial aid process and a smoother transition for students that are in the 25+ age group.		
Responsible Party	Nathan Hendrickson		
Success Criteria	Increased FAFSA, ORSAA and Oregon Promise application submissions.		
Resources			
Timeline	Implemented throughout the academic year of 23-24		

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Signatures:

<u>Nathan A. Hendricks</u>	<u>6/7/23</u>
Department or Program Lead	Date

<u>[Signature]</u>	<u>6/20/2023</u>
Dean (when applicable)	Date
<u>[Signature]</u>	<u>6/20/2023</u>
Vice President or President	Date

After this document has been signed, please return to the Vice President of Academic Affairs.