

**Assessment Plan Table**  
**Hobe Sound Bible College**  
**Financial Operations**  
**Aaron Hamilton**  
**May 2022**

Objectives	Assessment Criteria & Procedures	Assessment Results 2020-2021	Use of Results Planned for 2022 - 2023
1. Tuition and activity fees related to student activities are <b>used fairly and judiciously</b> .	Students will rate questions 41 and 45 on the <b><i>Student Satisfaction Inventory (SSI)</i></b> as 5 or higher.	Spring 2021 SSI scores resulted in an average score of 4.5 for question 41 and 4.3 for question 45.	Determine if more information is needed for clarity of fee structure and resources provided by fees generated and provide clarification at specific intervals.
2. Billing policies and payment procedures will be <b>clear</b> to students.	Students will rate question 6 on the <b><i>Student Satisfaction Inventory (SSI)</i></b> as 5 or higher.	Spring 2021 SSI scores resulted in an average score of 5.5 for question 6.	Monitor and continue to ensure billing is timely and easily understood.
3. <b>Maintain</b> regular business hours.	Students will rate question 25 on the <b><i>Student Satisfaction Inventory (SSI)</i></b> as 5 or higher.	Spring 2021 SSI scores resulted in an average score of 5.7 for question 25.	Monitor to ensure students are able to complete business transactions at a convenient time.
OVERALL			