Unit: Financial Aid Office

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Mission:

To assist current and prospective Hawaiʻi Community College students in funding their educational goals through quality customer service and efficient, timely, and accurate processing in accordance with federal, state, and institutional regulations, guidelines, policies, and procedures.

External Factors:

1. Due to change in federal regulation Financial Aid Office has additional burden of calculating *PACE for Satisfactory Academic Progress. Also, due to data not being collected in colleges information system (BANNER) the PACE calculation is performed manually by utilizing data from custom information system (STAR Advising)
   (* PACE: checking for courses that apply to current major and degree, and able to complete program in maximum timeframe).
2. Increase in number of eligible applicants according to FISAP.
3. Financial Aid Office has been operating without a director since Jan 2012. Also, 2 other positions are vacant (Student Employment Coordinator and Instructional Support Specialist).

Unit Outcomes:

The Financial Aid Office assists students in attending college who otherwise would not be able to pay for the educational costs.

1. Processing ISIR files received from FEDs by collecting required documents and mark students file complete once all requirements have been met.
2. Provide information to current and potential students via phone, email and walk-in.
3. Process Satisfactory Academic Progress according to federal regulations and eligible students are awarded and students not making SAP are notified.
4. Financial Office corresponds via email or letter to students (Tracking Letter, Award Notifications, Notification of SAP statuses (SUSP, MAX, WARN letters), Loan Letters)
5. Update and maintain Financial Aid web site to provide financial aid information and policies, loan information, scholarship information, student employment information, deadlines, and forms.
6. Provide educational financial workshops to assist students in budgeting and paying for college.
7. Provide students with their rights and responsibilities as recipients of federal grants and loans via Terms of Award sent with award notifications.

Assessment of Outcomes:

> **Procedure:** In September 2011 an online Google forms survey was created and posted on offices website. Emails were sent to students asking them to complete the survey. The office distributed

a paper survey at fall workshops to gather data. In addition, the office asked students who visit the office to complete a survey to gather data on walk-in services. By developing multiple one-page and online survey, the Financial Aid Office was able to assess walk-in services, phone services, printed information services, workshops and web site information. Students rated the services on a five point scale from Excellent to Poor. Gathering data in the fall will allow the office to address areas of concern for the start of the new financial aid year which begins in January 2012.

SURVEY:

(Please see attached survey responses in Appendix 1)

Upon reviewing survey data we can now establish some baseline data and set performance rates.

Survey Questions	Positive Response (Excellent / Good)	Negative Response (Average/ Fair/Poor)	No Response	Baseline
Web Services:				
How useful is the Financial Aid web site to find information about the financial aid programs, policies, and application procedures?	54%	27%	19%	54%
Telephone Services:				
Courtesy of the person(s)	57%	17%	26%	57%
Knowledge of the person(s)	51%	24%	25%	51%
Helpfulness of the person(s)	54%	21%	25%	54%
Walk-in Services:				
Courtesy of the person(s)	64%	12%	24%	64%
Knowledge of the person(s)	58%	18%	24%	58%
Helpfulness of the person(s)	61%	15%	24%	61%
Overall Evaluation Of Financial Aid Services:				
Your experience with the financial aid process	73%	27%	0%	73%
Your understanding of the financial aid policies	74%	25%	1%	74%
Your experience with the financial aid personnel you have spoken to or met with	75%	25%	0%	75%
Your overall assessment of the financial aid services	77%	22%	1%	77%
				TOTAL: 188 Responses

Please indicate the reason(s)	Telephone Services	Walk-in Services	Average (Baseline)
Check on application procedures	60%	59%	60%
Check on status of aid request	77%	70%	74%
Seek information on student employment	16%	15%	16%
Seek information on student loan(s)	30%	19%	25%
Request forms	21%	38%	30%
Discuss award package or denial	37%	37%	37%
Other	9%	6%	8%
			TOTAL: 188 Responses

Indicators:

OSS Annual Student Services Report 11/2/12	
Unduplicated Annual Head Count	4832
Total Number of ISIR's Received (unduplicated)	5519
Number of Eligible Applicants According to FISAP	2948
Percent of Eligible Applicants According to FISAP	61%
Number of Students Receiving Federal Funds (including Pell)	2267
Amount of Federal Funds	$10,426,031
Number of Students Receiving Federal Pell Grant	2163
Percent of Students Receiving Federal Pell Grant	45%
Amount of Federal Pell Grants	$7,441,659
Other Funds Received by Students	
State (LEAP and SLEAP)	$9,516
Institutional	$969,231
UH Foundation	$63,082
External Aid (External Scholarships/Grants/Third Party)	$1,097,524
Number of Students Receiving Any Financial Aid	2325
Percent of Students Receiving Any Financial Aid	48%
Total Amount of All Aid Awarded (offered)	$15,494,911
Total Amount of All Aid Received (paid)	$12,182,964
Number of Office Staff	
Number of Non-Student Employees (includes 1 IT)	7
Number of Student Employees (each at 20 hours/week)	9
Average Number of Hours Per Week Worked by Combined	
Non-Student Employees Beyond Normal Hours	9

Action Plan:

Based on survey conducted the top two reasons for students contacting Financial Aid office were

1. Check on status of aid request: Overwhelming 74 percent of students surveyed contacted financial aid office to check status of their aid request. Currently students are notified of their status via email or letters at predetermined check points.
   Plan: Develop a communication plan which includes a better notification system.
2. Check on application procedures: 60 percent of students surveyed contacted Financial Aid Office to check on application procedures. Currently application procedures are available on our website and also available in our office. Also usefulness of financial aid website is at 54 percent.
   Plan: Increase usefulness of financial aid website by improving layout and easy access to information.

Budget Requests:

Following are budget requests for Financial Aid Office

1. Shredder: An industrial shredder is required to replace the old damaged shredder. Due to the high volume of shredding done by financial aid office the previous shredder is completely worn out and does not function well**. Estimated cost $10, 600.**
2. Supply Cabinets (Quantity 3): Existing 2 supply cabinets are broken and requesting another supply cabinet for providing additional storage for office supplies and other provisions. As our volume has increased we need more space. Currently stuff is all over our office. **Estimated cost $2500 for 3 cabinets.**
3. One Officejet laser printer: to replace dying 11yr old HP printer in the front office used by all student workers to print documents for students who walk-in. **Estimated cost: $1500. (HP high volume black laser printer)**
4. One projector: to be used by our outreach coordinator during financial aid and scholarships workshops. Estimated Cost $2000 (over 4500 ANSI Lumens for lit rooms)
5. One Color Laserjet printer: to be used by our loan specialist for printing colored brochures and other print media for loans, financial aid and scholarships. Estimated cost $ 3500

APPENDIX 1