Mission Statement

The mission of the Office of Student Financial Aid is to provide information about and access to federal, state, institutional and private resources that students and parents need to finance education by ensuring quality service to students, parents, the campus community and outside entities in an accurate, efficient, and timely manner. Services and activities are conducted in compliance with federal and state regulatory and institutional policy requirements.

Planning Goals

Goal #1: Provide students with important information and with clear instructions as to actions they need to take to ensure access to their financial aid funds and maintain their eligibility for enrollment.

Goal #2: Assure that students and parents can find and have access to critical information about deadlines, requirements, rights and responsibilities pertaining to financial aid.

Goal #3: Increase usage by Financial Aid Counselors to current regulations, policies and procedures, enabling them to advise students and parents and to review applications, supporting documents, and petitions in a competent, accurate, and consistent manner.

Student Learning Outcome #1

For 2010-11, the number of students who complete the financial aid application process and who are eligible for fee deferments prior to the Fall 2011 fee payment deadline will be higher than for Fall 2010.

Rationale

Students who receive financial aid fee deferments before the fall fee payment deadline will not be dis-enrolled.

Measures

Compare number of students who were dis-enrolled in July 2010 for incomplete financial aid applications with the number in July 2011.

Results

Students whose financial aid award has been canceled due to non-response or who have declined all awards are not eligible for a fee deferment. Automated processes remove fee deferments when their award status changes to ineligible. Therefore, if they do not pay tuition fees by the Bursar deadline, they will be prevented from registering. They will receive the notifications from Bursar/Registrar to resolve payment hold before the mid July deadline.

Students who have submitted required documents but whose documents are still pending counselor review are given a fee deferment. This allows students who have responded to the request for verification to register even if their financial aid file has not yet been awarded.

Conclusion

At the end of July 2011 we can determine if our efforts have been successful.
Student Learning Outcome #2

For 2010-11, the number of students who are informed about financial aid disbursement holds will be increased by ___% so that they can respond prior to important university deadlines pertaining to fee payment and refund applications.

Rationale
Students with financial aid disbursement holds must resolve the issues before financial aid funds can be released to pay registration fees and other obligations. If financial aid funds are not released or released after important Bursar deadlines, students may face out-of-pocket expenses that cannot be covered by financial aid and/or non-passing grades.

Measures
In coordination with the Bursar’s Office, the number of financial aid students being charged late fees in Fall 2010 because they have missed the fee payment deadline will be compared to Fall 2009. In coordination with the Registrar’s Office, the number of financial aid students missing the date to drop classes (and being required to pay registration fees without benefit of fin aid) in Fall 2010 will be compared to Fall 2009.

Results
Fall 2010 – 1454 Students were charged $20 late fee on 9/22/2010.
Fall 2009 – 2103 Students were charged $20 late fee on 9/24/2009.

Conclusion
Target emails to students about accepting award offers and clearing financial aid holds to prevent disbursement delays was helpful to encourage more students to check on their financial aid status earlier in the semester.

Program Objective #1

During 2010-11, Financial Aid policies and procedures will be posted and updated on the web (iLearn) so that counselors have access to the information both at their desks and at the One Stop. Staff will be evaluated about knowledge of the policies and procedures before they are posted on the web, and then again after the policies are available on the web.

Rationale
The financial aid processes and regulations are complex and continually changing. Counselors need to be knowledgeable in all aspects of the processes and must be current with the changes to policies and procedures in order to provide accurate information to students and parents who contact our office and to review financial aid applications and supporting documents consistently and accurately.

Measures
Staff will be asked to update the information about their programs on iLearn. Staff will take pre and post quiz to test their familiarity and usage of the site

Results
Staff use iLearn but also rely on email access for updates. Major changes to the various programs were minimal for 2010-11. The quiz idea was not time or cost effective to repeat a second time.

Conclusion
We will revise program objective for 2011-12.