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: Student Affairs promotes the values of social justice and civic engagement in its operations.

Student Learning Outcome #1

For 2012-2013, the number of AB 540 students who submit their affidavit to Admissions and resolve impediments to registration prior to orientation will be 10% higher than for Fall 2011.

AB 540 counselors will provide outreach to educate student groups and counselors at feeder high schools and community colleges on the steps students must take to receive the AB 540 designation. These students will then have the appropriate in-state tuition charges and deferments for scholarships before they come to campus for orientation. AB 540 counselors will educate staff in offices on campus -- orientation, Bursar, financial aid, outreach and admissions -- about identifying, referring and assisting new AB 540 students.

Fall 2011 entering AB 540 students who registered by July 31, 2011:

- 35 transfer students
- 51 first-time freshmen

Rationale

New students who are admitted as AB 540 students have a difficult time navigating the bureaucracy created through their non-residency tuition exemption status. Before they can register for classes during orientation, they have to submit their affidavit in order to pay resident tuition or have a fee deferment if they are anticipating a scholarship. Students who understand the expectations and the action required will be able to successfully register for classes during orientation.

Measures

Compare number of AB 540 students who enrolled for Fall 2011 in June and July 2011 with the number for Fall 2012 in June and July 2012.

Results

AB 540 counselors will provide outreach to student groups and counselors at feeder high schools and community colleges on the steps students must take to receive the AB 540 designation. These students will then have the appropriate in-state tuition charges and deferments for scholarships before they come to campus for orientation. AB 540 counselors will educate staff in office on campus – orientation, Bursar, financial aid, outreach and admissions – about identifying, referring and assisting new AB 540 students.
Fall 2011 entering AB 540 students who registered by July 31, 2011:
- 35 Transfer students
- 51 First-time freshmen

**Conclusion**

Fall 2012 entering AB 540 students who registered by July 31, 2012:
- 54 Transfer students
- 47 First-time freshmen

There were a number of activities to reach out to AB 540 students. Undergraduate Admissions was able to identify these students prior to orientation; created a unique residency status code of ‘D’. Financial aid counselors worked closely with Bursar and New Student orientation staff to defer tuition prior to orientation.

**Student Learning Outcome #2**

For 2012-13, the number of students who understand the responsibility to maintain satisfactory academic progress for purposes of financial aid will increase by 10%. This increase will be the result of providing more specific information about the student’s responsibility to maintain satisfactory academic progress at the time they are accepting their financial aid award offer. Students will be required to read and to confirm that they understand SAP requirements. Students will be provided with a link to the full SAP policy on our web page.

**Rationale**

Students who understand their responsibility to maintain academic progress and who understand the consequences if they drop, withdraw or fail classes will be less likely to be denied financial aid due to lack of satisfactory academic progress. They will be more likely to proactively resolve academic issues that impact their financial aid eligibility before they are denied and required to submit an academic progress petition. As part of the 2012-13 financial aid offer acceptance process, students will be required to read and to indicate their understanding of the Satisfactory Academic Progress standards.

**Measures**

Compare the number of students for Fall 2011 whose financial aid was on hold for failure to meet the academic progress standards with the number of students for Fall 2012. At census, count the number of students who submitted a first-time AP petition to receive financial aid for Fall 2011. Compare this number at census Fall 2012.

**Results**
- Fall 2011: 185 students filed an appeal to receive their Fall 2011 financial aid
- Fall 2012: 76 students filed an appeal to receive their Fall 2012 financial aid

**Conclusion**

We will continue our efforts to inform and to notify students of their responsibility to maintain satisfactory academic progress.