



Student Services Annual Highlights  
2012-2013

Department Name: Financial Aid

Dash Board Indicators:

Processing:

	2012-2013	2011-2012	% Change
Free Applications for Federal Student Aid (unduplicated)	32,276	36,942	14.5%
Free Applications for Federal Student Aid (duplicated)	55,116	51,401	-6.7%
Students selected for verification	14,538	15,421	6.1%
Stafford Loan Requests	12,604	13,108	4.0%
Applicants awarded some type of aid	18,457	18,855	2.2%
Applicants awarded Pell Grant	14,910	14,608	-2.0%

Funds Management:

Type of Aid	2012-2013	2011-2012	% Change
Pell Grants	\$46,317,379	\$41,895,737	-9.5%
SEOG (Federal Grant)	\$398,247	\$526,015	32.1%
Federal Direct Loans	\$34,030,757	\$36,165,542	6.3%
Perkins Loan	\$591,706	\$556,089	-6.0%
College work-Study	\$516,824	\$389,870	-24.6%
State/Institutional Grants	\$1,327,116	\$1,081,365	-18.5%
Alternative Loans	\$525,682	\$729,887	38.8%
PLUS (Parent Loans)	\$27,800	\$95,832	244.7%

## Programming or Service Highlights:

- Utilization of electronic processes and social media
  - At the 2012 Financial Aid Retreat, two new committees were formed: Social Media and Outreach. Social Media Committee setup a Twitter account to reach students with short messages concerning financial aid. Although this began successfully, it was terminated at the request of SLCC's Social Media Office (Sara Reale) so that all twitter feeds could be coordinated through one office. The Outreach Committee began setting up tables around campus and utilizing games to attract students to learn about financial aid. Flash mobs were also used to bring awareness of financial aid. The social media aspect of this will now be coordinated through the school's office, which will prove to be a little more involved than what was done previously.
- Create new training program
  - The previous Assistant Director over this area retired. The new Assistant Director is beginning to finalize the training, but has not yet finished this project.
- Create tracking plan for new verification requirements for 2013-2014
  - The Forms Committee and the Technology Group worked together to prepare tracking within Banner and create the appropriate forms that are needed to comply with the new verification requirements. The 5 categories are now set up for tracking and the forms are currently being completed by students.
- Complete testing and implementation of Banner Return of Title IV Funds Module
  - This project is still on-going. The Assistant Directors of Technical Operations and the Jordan Campus are coordinating this project and hope to have it in a test instance by the end of this calendar year.
- Audit of financial aid processes at the School of Applied Technology
  - This project was completed with an audit conducted by Dr. Sharon Bob. Many issues of non-compliance were uncovered and the SAT, along with the Financial Aid Office, are currently working on implementing the required changes to ensure compliance with federal regulations

## Assessment Highlights:

- 2012-2013 Satisfactory Progress: How Successful are Students for Whom an Appeal has been Approved?
  - Students who receive financial aid must achieve certain minimum requirements to continue to be eligible for aid. Students must maintain a 2.00 cumulative grade point average and maintain a pace consistent with graduation (completion rate of 70%). Students who do not achieve these minimum requirements are placed on warning. If the minimum requirements are not met, students may appeal and provide an academic plan as to how they will be successful in the future and meet the requirements.

- Results/Findings: Of 241 students placed on contract for the spring 2013 Semester, only 86 met their contract requirements. This means that less than 36% of our students are completing their academic plan and meeting the requirements of their contracts. This includes appeals approved by the Appeal Committee, the Director of Financial Aid and the AVP of Student Enrollment Services.
- Actions Taken (Use of Results/Improvements): Based on this information, it appears that the current method of handling contracts does not assist our students in having success. During the 13-14 year, one of the goals of the office will be to find ways to improve the students' success rates either through early intervention, with assistance from other campus offices, increasing the time available to advisors to review appeals and collect additional information, or reviewing the use of professional judgment and determine if the FAO is just approving appeals because the student "submits documentation", but isn't prepared to attend school. In addition, academic plans will be strengthened to include requirements such as less hours or mandatory attendance at workshops aimed to assist students in test taking, time management, etc.
- **2012-2013 Graduation of Students who are approved for Continuation of Funding Appeals.**
  - Financial Aid recipients are restricted to applying for financial aid up to 150% of the credits required for their specific program of study. Students who exceed this amount may file a Continuation of Funding Appeal to extend their financial aid past this time. However, the FAO does not know how many of these students graduate from SLCC after signing the contract.
  - Actions Taken (Use of Results/Improvements): To be able to have valid information, these students will need to be tracked based on their anticipated graduation date together with the number of hours approved and the enrollment status (full-time, 3/4 time, 1/2 time, less than 1/2 time). This will require continuing to track these students through the 13-14 academic year. We will also begin tracking any new students who sign contracts beginning May 2013 through Spring 2014.