



Student Services Annual Highlights 2013-2014

Department Name: Financial Aid

Programming or Service Highlights:

- Disbursed over \$71,000,000 in Federal financial aid (grants and loans)
- Disbursed almost \$2.5 million in state and institutional grants and tuition waivers.
- Disbursed over \$1.5 million in state, institutional and outside scholarships.
- Successfully tested and implemented 5 new releases to the Banner system
- Assisted over 500 students in completing the Free Application for Federal Student Aid (FAFSA)
- Utilizing the new NASFAA University Self-Study guides and web based training; three staff members have become credentialed in Student Eligibility and Application Procedures.
- Received and processed over 35,000 FAFSA applications.

Assessment Highlights:

- Implemented new procedures for Satisfactory Academic Progress appeals that increased students successfully meeting their requirements from 38% to over 70%.
- Implemented communication plan to keep students informed on progress of individual student applications, disbursements of funds, outstanding requirements and changes to award amounts.
- Set up monthly reconciliation meetings with the Business Office. These meetings allow the Financial Aid Office to reconcile Pell and Direct Loans funds with the funds received/returned by the Business Office through the G5 system.