Student Services Annual Highlights 2014-2015

Department Name: Financial Aid Office

Dash Board Indicators:

Fund	Amount Disbursed 2014-2015*	Amount Disbursed 2014-2013
Pell Grant	$34,266,542	$39,334,958
Federal Supplemental Opportunity Grant-FSEOG	$709,298	$631,254
Perkins Loan	$697,162	$694,097
Direct Loans (subsidized and unsubsidized)	$25,497,336	$30,142,481
Utah Higher Education Student Stipend Program	$409,765	$421,755
SLCC Institutional Need-Based Grant	$594,423	$571,475

*14-15 figures are based on current date. The Financial Aid Office is still awarding students for Summer 2015.

Programming or Service Highlights: (Please use bullet format.)

- Offered twice monthly FAFSA Workshops to students; served 500 students and families.
- Conducted Financial Aid Workshops at various high schools. Presented Financial Aid Nights through FYE and Student Relations.
- Automated notification of appeal committee decisions to students, decreasing the amount of time students would have to wait to be notified.
- Automated Overpayment and Return of Funds notification to students to run in batch. This saves advisors crucial time and allows them to meet more often with students. This process logs when the notice is sent and allows the FAO to run reports using this information.
- Created algorithmic budgets for summer which excludes manual input by employees.
- Implemented period based budgeting.
- Served over 75,000 through in-person and telephone contacts.
- Decreased student loan default rate from 14.7% to 13.2%

Assessment Highlights: The Financial Aid Office completed a program review conducted by the National Association of Student Financial Aid Administrators. The following were listed as strengths in the report.

- Program Eligiblity – Form for determing new program eligibility for Title IV aid.
- Program Eligibility – Title IV eligible academic programs listed on the website.
- Packaging and Awarding – Good utilization of Federal Work-Study (FWS) funds.
- Technology Utilization, System Processing and Functionality – Attractive and well organized website.
- Technology Utilization, System Processing and Functionality – Missing document and award details.
- Human Resources and Facilities – Accommodating facilities for students.
- Human Resources and Facilities – Promoting ethical behavior in the workplace.
- Human Resources and Facilities – Regularly scheduled Free Application for Federal Student Aid (FAFSA) workshops.