



## Student Services Annual Highlights 2015-2016

**Department Name: Financial Aid**

### Dash Board Indicators:

Type of Aid	Awarded	Disbursed	# of Students
Pell Grant	\$32,327,378.22	\$28,688,879.77	9,778
Direct Subsidized Loan	\$14,861,734.00	\$14,636,065.00	5,197
Direct Unsubsidized Loan	\$6,612,426.00	\$6,507,882.00	2,032
Federal College Work-Study	\$539,672.14	\$538,792.00	187
Perkins Loan	\$365,332.00	\$353,182.00	161
Utah Higher Ed Student Stipend Program	\$399,999.75	\$392,383.25	505
Utah Centennial Scholarship	\$50,979.25	\$50,479.25	79
Utah Regents Scholarship	\$103,034.00	\$103,034.00	58
State Board of Regents Diversity Scholarship	\$11,440.75	\$11,441.50	16

### Programming or Service Highlights:

- Upgraded Scholarship Coordinator to Assistant Director of Scholarships. Hired Alisa Woodbrey, previously Scholarship Coordinator at Western Governor's University.
- New position of Assistant Director of Compliance and Training. Hired Caroline Bitter, previously Associate Director of Financial Aid at Keiser University.
- Promoted Emma Jackson, previously Loans Specialist 2, to Loans Specialist 3. She replaced Mike McBride who retired.
- Hired the following:
  - Kenya Abubakari, Specialist 1
  - David Kuralt, Specialist 1
  - Jolene May, Technical Ops Specialist 2
  - Micah McCann, Part Time Specialist
  - Lisa Nguyen, Specialist 1
  - Henry Osheku, Part Time Specialist
  - Blanca Perez, Specialist 2
  - Mike Reed, Specialist 1
  - Heidi Vernon, Administrative Assistant 1

## **Assessment Highlights:**

- Implemented formal Introductory Training Program for all new Financial Aid Office employees.
- Creating Policies: procedures to award competency-based programs currently offered through School of Applied Technology.
- Based on completion of second Financial Aid Office Program Review on Customer Service; Scholarships made assignments to complete recommendations.
- Reviewed Program Review (first part) to determine progress toward completion of recommendations. Made assignments to Management Team (Director and Assistant Directors).
- Assistant Director of Scholarships has scheduled weekly meetings with the Stewardship Development Officer of the Development Office.
- The Director, Assistant Director of Scholarships, Assistant Director of Technology and Tuition Waiver & Scholarship Specialist 3 participated in webinars on auto-rated scholarship programs. They recommend Award Springs software for purchase. Based on like recommendation from Development Office, purchase of Award Springs presented and approved through IT Steering Committee.