

MAUI COMMUNITY COLLEGE
STUDENT AFFAIRS – Financial Aid Office
2008-2009 PROGRAM REVIEW

Mission Statement:

The mission of the Maui Community College Financial Aid Office is to assist students in accessing higher education by minimizing economic barriers and by promoting financial literacy.

Functional Statement:

The student affairs programs are committed to providing full student support services that embrace the spirit of Aloha, Collaboration and Respect.

Financial Aid Office Specific Functions include:

- Provide high quality services, including financial aid counseling and awarding, to all financial aid students.
- Distribute financial aid resources in an equitable manner that compliments institutional priorities.
- Provide stewardship over Federal, State, institutional and external funds in compliance with regulations.
- Maintain accurate records necessary to meet federal, state and institutional reporting requirements.
- Develop and distribute policies and procedures to streamline the financial aid process for students and parents while meeting federal requirements.
- Oversee the student employment process, including maintaining accurate records for the Federal Workstudy program.
- Promote financial literacy.
- Pursue continued professional development opportunities to ensure staff knowledge of current regulatory policies.
- Utilize technological initiatives to simplify and streamline the delivery of financial aid services.
- Participate in campus meetings and committees to foster institutional communication and collaboration in servicing our students.
- Provide financial aid outreach services to the Maui County community at large.

**MAUI COMMUNITY COLLEGE
STUDENT AFFAIRS – Financial Aid
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SUMMATIVE DATA

Table 1

Institutional Goals	OBJECTIVES	FY08	FY09	FY 10 (as of 10/30/09)
Recruitment	Increase number of UHF Scholarship applications by 2% over the previous year.	Applications increased by 14%. 0607 - 121 0708 - 138	Applications increased by 19%. 0708 - 138 0809 - 165	Applications increased by 0809 - 165 0910 - 281
Recruitment	Increase number of financial aid applications by 3% over the previous year.	Applications increased by 15%. 0607 - 1805 0708 - 2076	Applications increased by 41%. 0708 - 2076 0809 - 2922	Applications increased by 0809 - 2922 0910 - 3922
Recruitment	Incrementally increase the % of financial aid recipients each year to reach 46.8% by 2015. (Achieving the Dream and Strategic Outcomes).	% Enrolled students accepted FA increased by 2%. 0607 - 33% 0708 - 35%	% Enrolled students accepted FA increased by 7%. 0708 - 35% 0809 - 42%	% Enrolled students accepted FA increased by 7%. 0808 - 42% 0910 -
Recruitment	Incrementally increase the % of Pell recipients each year to reach 30% by 2015. (Achieving the Dream and Strategic Outcomes).	% Pell recipients increased by 3%. 0607 - 19% 0708 - 22%	% Pell recipients increased by 5%. 0708 - 22% 0809 - 26%	% Pell recipients increased by 5%. 0809 - 26% 0910 -
Retention	Decrease the number of continuous suspensions based on academic progress by 3% over the previous year	Data not accurate. Coding in Banner does not differentiate between students suspended for academic reasons versus students who have too many credits.	Data not accurate. Coding in Banner does not differentiate between students suspended for academic reasons versus students who have too many credits.	<u>Baseline Data:</u> 73% of students that were on appeal in Fall 2008, were academically successful and maintained eligibility. (85 students on appeal; 62 successful; 23 suspended).

**Comprehensive Program Review Committee Recommendations
(Short Term and Long Term)**

Progress on Short Term Recommendations

Committee Recommendation	Progress
Identify Financial Aid SLO's and establish yearly goals that align with the SLO's. Create a timeline and assessment structure for SLO's and goals.	<p>Implemented. FAO has identified 3 SLO's:</p> <ul style="list-style-type: none"> • Intellectual Growth • Realistic Self-Appraisal • Effective Communication
Research, develop, and implement a plan to collect, retain, and analyze data needed to support office functions and the various CAS standards.	<p>Implemented. Quantitative FA data is now being collected similarly across UHCC campuses. (Attachment A). The way we measure Qualitative data is in process of being revamped:</p> <ul style="list-style-type: none"> • Customer service survey has been replaced with other methods of gathering data. • Beginning 2008-09, focus is to gather data that will help us measure Student Learning Outcomes and identify what types of services students want and need, rather than collecting feedback on customer service.
Take an active role in campus leadership groups such as the Academic Senate and strategic plan teams so as to keep the campus informed of financial aid initiatives and/or changes, to develop/strengthen campus understanding of the FA office, and to provide support for the whole student.	<p>Implemented and on going.</p> <ul style="list-style-type: none"> • Regular attendance at Academic Senate meetings beginning 2007-08 • Regular attendance at Lau 'Ulu meetings beginning 2007-08 • Active participation in the following campus committees: Achieving the Dream, Academic Probation Policy

<p>Develop strategies to work for greater communication between the various campus departments to ensure timely support of student financial aid.</p>	<p>Implemented and ongoing.</p> <ul style="list-style-type: none"> • <u>Additional memo/log tied to R2T4 to monitor timeliness of check return.</u> The Financial Aid Office will attach a memo to each Return Funds log noting the scheduled due date for the Business Office to follow. Response to audit finding. • <u>Creation of Complete Withdrawal Request Form.</u> FAO created a form that will require each student to see the Financial Aid Office and the Counseling Center prior to complete withdrawal. This will not only aid in retention, but will also assist the Financial Aid Office in processing R2T4's in a timely manner
<p>Work with administration in establishing a set financial aid budget and changes in the organizational chart to more accurately reflect the Financial Aid Office structure</p>	<p>Implemented</p> <p><u>Request for set budget:</u> Submitted and a budget for student help was approved by the Vice Chancellor of Student Affairs for 0809 and 0910.</p> <p><u>Changes to the organizational chart:</u> Reorganization of Financial Aid Office organizational chart included in campus Reorganization Proposal. Proposal was approved. FA Officer position is currently being redescribed.</p>
<p>Progress on Long Term Recommendations</p>	
<p>Committee Recommendation</p>	<p>Progress</p>
<p>Write out annual goals and evaluate yearly Align goals with Maui CC Strategic Plan.</p>	<p>Implemented. Beginning 2008-09, Program Review objectives aligned with Strategic Outcomes and Achieving the Dream.</p>

<p>Provide evidence of statement, “The program leader has proven successful and effective in dealing with externalities.” While the committee believes this to be true, specific references will strengthen this assertion.</p>	<p>Implemented. Evidence includes:</p> <ul style="list-style-type: none"> • FAO Leader committed to various leadership roles in the regional financial aid association, PacFAA, for over 10 years. Served as President in 2008-09. Represented regional association at Western regional meetings (WASFAA) and at national meetings (NASFAA Leadership). • Beginning 2009-10, centralized UHF Scholarship awarding to include Nursing and Culinary awards. Worked closely with UH Foundation both on Maui and on Oahu. Efforts include annual reception, proper disbursement of funding, and implementing centralized online scholarship database system. • FAO Leader’s primary responsibility as MCC’s Gear Up Coordinator is to provide access and services to Gear Up schools. However, responsibilities also include developing ways in which MCC and other local high school students can indirectly benefit from Gear Up services (FA and Scholarship Fair & MCC Open House, Native Hawaiian Scholarship ‘Aha, College Goal Sunday).
<p>Specify impact of discontinuance of services to outreach sites. Research the possibility of providing improved on-line financial aid access via Banner system</p>	<p>Implemented. Improved website:</p> <ul style="list-style-type: none"> • All FA forms available on web • Regularly maintaining/updating information on the site • “Going Electronic” campaign. Online acceptance of awards using new Banner interface • Making FA forms form-fillable (2009-10)

<p>Become involved in students' personal and educational goals.</p>	<p>Progress includes:</p> <ul style="list-style-type: none"> • 2 student computers placed in the reception area to encourage more interaction with students. Implemented SARS tracking system to monitor student traffic and what purpose students are using computers (FAFSA, Loan Entrance, etc). • Financial Literacy initiatives: In 2008-09, added link to Money Management (Life Skills) to FA website. • Mandatory Life Skills for cohort group or freshman/first time borrowers. • Active participation in Academic Probation Policy committee.
<p>Work in conjunction with other parts of the campus community in order to help the whole student</p>	<p>Implemented and ongoing.</p> <ul style="list-style-type: none"> • FAO Director took a lead role in coordinating Gear Up initiatives for MCC • FAO staff made commitments to various recruitment initiatives (collaborating with Counseling in assisting Culinary students, participating in HS presentations, assisting Mu'o A'e with financial aid presentations, collaborating with Liko A'e in outreach initiatives to Molokai, etc). • FAO worked with Admissions & Records and Counseling in setting up formal process for Complete Withdrawals to assist in retention

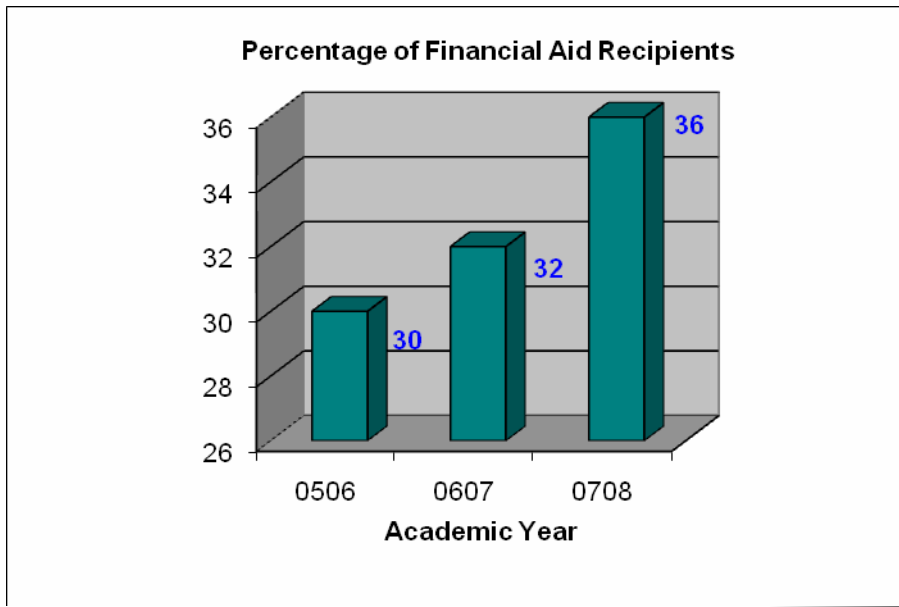
**Table 2 - FORMATIVE
FINANCIAL AID OFFICE STUDENT LEARNING OUTCOMES AND PROGRAM GOALS**

Student Learning Outcomes (SLO) And/Or Program Goals	Examples of Achievement Indicators within each SLO	Mapping SLO to Activity or Course	Assessment Tool(s) & Methods of Utilization	Analyzing Results As Relates to Objectives	Plan & Implementation
<p>SLO: INTELLECTUAL GROWTH</p> <p>Program Goal: Promote financial literacy (<i>Mission Statement</i>)</p> <p>Other Goal: Default Prevention</p>	<p><i>Intellectual Growth:</i> Produces personal and educational goal statements; employs critical thinking in problem solving; uses complex and varied information to make decisions decisions/opinion; obtains a degree; applies previously understood information to a new situation or setting; expresses appreciation for literature, fine arts, math, or science, etc.</p>	<p>Financial Fitness Workshop for cohort of freshman students, first-time borrowers</p>	<p>Tools – Workshop evaluation</p> <p>Methods – Post assessment of all workshop participants. Score quiz and enter data results in Excel.</p>	<p>Questions asked were specific to what students would have learned from the workshops (<i>e.g. What federal website helps you keep track of all your federal student loans?</i>)</p> <p>Results: Fall: 129 participants. 90% scored 100 percent. 95% stated that topics were important to them.</p> <p>Spring: 37 participants. 92% stated they learned a lot. 95% found the information relevant and important.</p>	<p>Results indicated that workshop was successful and program will continue to provide this activity.</p> <p>For 2008-09 and 2009-10, participation was mandatory for a cohort group of students who were freshmen/first-time borrowers. In 2009-10, we introduced an online version of the workshop (Life Skills) to replace the in-person workshop.</p> <p>If online Life Skills still available, these sessions will be mandatory for ALL freshman, first-time borrowers beginning 2010-11.</p>
<p>Program Goal: Increase number of FAFSA applications and % of students awarded Pell and/or other form of financial aid. (<i>Summative Objective</i>)</p>		<p>Support Services to Mu’o A’e Population</p>	<p>Tools - Banner as tracking mechanism</p> <p>Methods – Identified the following:</p> <ol style="list-style-type: none"> 1. students who had not completed FAFSA; 2. students who had missing documents 	<p>Contacted students by phone and assisted them through the awarding process.</p> <p>Results:</p>	<p>Results indicated that providing students with intensive support in seeking and completing requirements for financial assistance proved effective. Staff will continue working with specific target groups like Mu’o A’e and continue tracking results.</p>
<p>Program Goal: Increase number of FAFSA applications and % of students</p>		<p>Intensive Follow-up and Tracking</p>	<p>Tools - Utilized Gear Up funds for student help and casual hire</p> <p>Methods – Identified</p>	<p>Contacted students by phone and assisted them through the awarding process.</p>	<p>Results indicated that providing students with intensive support in seeking and completing</p>

awarded Pell and/or other form of financial aid. <i>(Summative Objective)</i>			the following: <ol style="list-style-type: none"> 1. students who registered but did not file FAFSA 2. students who filed FAFSA but had missing documents 	Results: 58% students who were contacted were successfully awarded.	requirements for financial assistance proved effective. Efforts began summer 2008 and continued in 0809, but ability to continue beyond 0809 will depend on staffing resources. Financial Aid Outreach Counselor position requested for through ARRA (Jan. 2010-June 2011)
Program Goal: Increase number of FAFSA applications and % of students awarded Pell and/or other form of financial aid. <i>(Summative Objective)</i>		Alanui Cohort of Graduating High School Seniors	Tools – Compiled Resource Handbook for students. Methods –Students in cohort were provided information on financial aid and scholarship resources. Assisted students with admissions application process, financial aid and scholarship applications.		.
Program Goal: Increase number of UHF Scholarship Applications <i>(Summative Objective)</i> SLO: <u>EFFECTIVE COMMUNICATION</u> <u>REALISTIC SELF-APPRAISAL</u> (Effective 2008-09 for 2009-10 Program Review)	<i>Effective Communication:</i> Writes and speaks coherently and effectively; writes and speaks after reflection; able to influence others through writing, speaking or artistic expression; effectively articulates abstract ideas; uses appropriate syntax; makes presentations or gives performances. <i>Realistic Self Appraisal:</i> Articulates personal skills and abilities; makes	Promotion of UHF Scholarships	Tools – online application (Scholarship Manager); utilized Gear Up funds for casual hire Methods – Created and designed print material to promote scholarships; contacted faculty department chairs to see if instructors interested in classroom presentations; assisted Culinary students in completing FAFSA's for scholarship.	Conducted presentations in 22 classes. If unable to make class time (2 of 22), got student roster from instructors and emailed students information. Qualitative data indicated positive feedback from both students and faculty.	Plan to incorporate SLO's in 2010-2011 by offering scholarship workshops designed to help students write effective personal statements. (Effective Communication and Realistic Self Appraisal). Partner with EOC Counselor.

	decisions and acts in congruence with personal values; acknowledges personal strengths and weaknesses; articulates rationale for personal behavior; seeks feedback from others; learns from past experiences.				
Program Goal: Increase Financial Aid Visibility		Financial Aid Workshop at Kamehameha Schools Maui Campus	<u>Tools</u> – Evaluation	26 families attended the workshop and evaluation was administered by school counselor. Results: 100% of participants felt the presentation was helpful and recommended one be held every year.	Workshop will be repeated each year if requested by the school. Many families felt the session should be mandatory for all senior parents and their students.
Program Goal: Increase Financial Aid Visibility		Participation at Molokai High School Campus Visit (11/21/08)	<u>Tools</u> – Gathered qualitative data from students.	55 Molokai High School 9th and 10th graders participated in the campus visit. Topics covered included financial aid, career pathways, Running Start, Compass, and Distance Education Technology.	Students were very engaged in the breakout sessions. Students were appreciative and felt the information provided was useful.
Program Goal: Increase Financial Aid Visibility		Molokai FAFSA Workshop and Scholarship Fair (1/13/09)	Tools – PacFAA ppt presentation	73 students; 29 parents; 4 teachers; 24 community members attended the workshop.	Feedback was positive. Parents requested for more information on financial aid and scholarship opportunities throughout the year.

<p>Program Goal: Increase Financial Aid Visibility</p>		<p>Hana College Fair (1/28/09)</p>	<p>Tools – Gathered qualitative data from participants.</p>	<p>150 people in the Hana community attended the fair. Message: College can be a choice for anyone, regardless of learning style, future goals, or financial backgrounds.</p>	<p>Community was grateful for the information provided. Gear Up funding available for another year to support Hana College Fair.</p>
<p>Program Goal: Increase Financial Aid Visibility</p>		<p>Financial Aid & Scholarship Fair combined with MCC Open House</p>	<p>Tools – Gathered information from participants on cards. Method -</p>	<p>283 members of the community attended. 238 were college-bound students.</p>	<p>Based on feedback from high school counselors and scholarship organizations, another fair will be planned for February 2010.</p>
<p>Program Goal: Decrease the number of continuous suspensions based on academic progress <i>(Summative Objective)</i></p> <p>SLO: REALISTIC SELF-APPRAISAL (Effective 2008-09 for 2009-10 Program Review)</p>	<p><i>Realistic Self Appraisal:</i> Articulates personal skills and abilities; makes decisions and acts in congruence with personal values; acknowledges personal strengths and weaknesses; articulates rationale for personal behavior; seeks feedback from others; learns from past experiences.</p>	<p>Intervention with students not meeting Satisfactory Academic Progress Policy</p>	<p>Tools – Banner as tracking mechanism; Other resources on campus Method - Meet with students whose appeals have been approved. Direct them to the appropriate service/dept. as needed. Effective Fall 2008.</p>	<p>Baseline Data: 73% of students that were on appeal in Fall 2008, were academically successful and maintained eligibility. (85 students on appeal; 62 successful; 23 suspended).</p>	<p>In 2010-11, We anticipate that less students will be continuously suspended (fall to spring and spring to fall) due to extra intervention.</p>



Objective:

Incrementally increase the % of financial aid recipients each year to reach 46.8% by 2015 (Achieving the Dream and Strategic Outcomes)

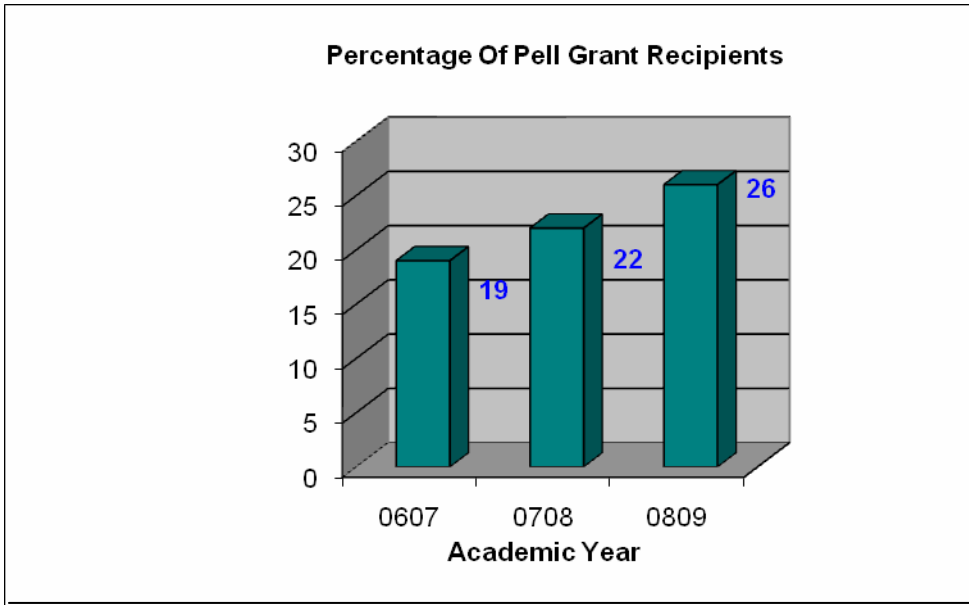
Current Data:

$$\frac{\text{Number of financial aid recipients}}{\text{Fall and Spring Unduplicated Headcount}}$$

Qualification:

The numerator (Number of financial aid recipients) includes all enrolled students who received any form of financial aid, including external scholarships and third party payments. (Banner Pop Sels)

The denominator (Fall and Spring Unduplicated Headcount) excludes any students who do not have MAU as their primary home campus. (Script from HonCC IRO)



Objective:

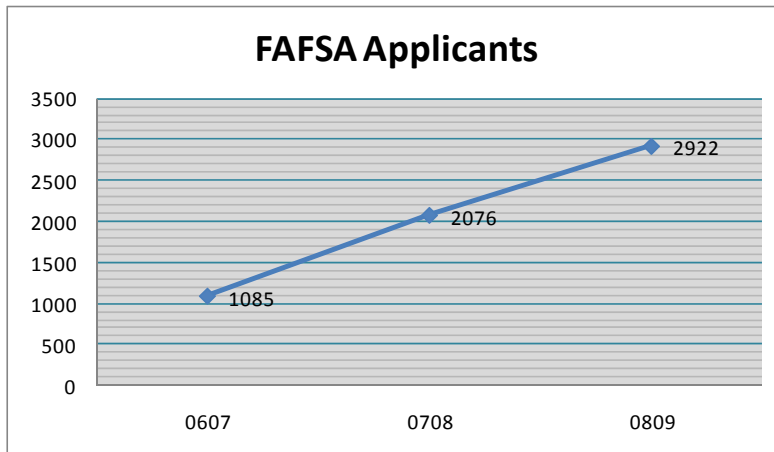
Incrementally increase the % of Pell recipients each year to reach 38% by 2015 (Achieving the Dream and Strategic Outcomes)

Current Data:

Number of Pell Recipients
Fall and Spring Unduplicated Headcount

Qualification:

The denominator currently includes groups of students who are not eligible for the Pell grant and should be excluded (e.g. international students, unclassified students, students with incomes above Pell eligibility level). There is currently no method available to exclude these groups from our potential pool.



Maui Community College Financial Aid Data							
All Students Offered Any Type of FA (RPAAWRD and RPAARSC)							
				GLBDATA Parameter: AWD_ALL			
AY	# Students	Undup. Headcount	% FA Recipients of Enrolled Students	1	Sel Id 1	AWARDED_ALL	
2006-07	1378	3322	41%	2	Sel Id 2	AID_OUTSIDE_RESOURCE	
2007-08	1670	3505	48%	3	New Sel Id	AWARDED_ALL_REPORT	
2008-09	2218	4046	55%	4	Descrip	Ofrd FA or Resource	
2009-10	2249			5	U/I/M	U	
				6	App Code	FINxxx	
				7	Creator ID	your username	
Enrolled Students Offered Any Type of FA (RPAAWRD and RPAARSC)							
AY	# Students	Undup. Headcount	% FA Recipients of Enrolled Students	GLBDATA Parameter: CC_AWDRES			
2006-07	1171	3322	35%	1	Sel Id 1	CC_AWD_REG	
2007-08	1327	3505	38%	2	Sel Id 2	CC_RES_REG	
2008-09	1857	4046	46%	3	New Sel Id	CC_AWDRES_ENROLL	
2009-10	1944			4	Descrip	Enrld and Ofrd FA or Resource	
				5	U/I/M	U	
				6	App Code	FINxxx	
				7	Creator ID	your username	
Enrolled Students Offered and Accepted Any Type of FA							
AY	# Students	Undup. Headcount	% FA Recipients of Enrolled Students	GLBDATA Parameter: AWD_REP			
2006-07	1098	3322	33%	1	Sel Id 1	AWARDED	
2007-08	1230	3505	35%	2	Sel Id 2	CC_RES_REG	
2008-09	1683	4046	42%	3	New Sel Id	AWARDED_REPORT	
2009-10	1926			4	Descrip	Enrld and Accp FA or Resource	
* 0910 data as of 10/30/09				5	U/I/M	U	
Definitions:				6	App Code	FINxxx	
Any Type of FA: (Awards on RPAAWRD disb by FA and RPAARSC which include Outside Resources)				7	Creator ID	your username	
Unduplicated Headcount:							
UHCC's using script developed by HonCC. Unduplicated Headcount = # enrolled students fall and spring (excluding students whose home campus is elsewhere)							