



UNIVERSITY of HAWAII\*  
**MAUI COLLEGE**

**Director: Davileigh Nae'ole**  
**Email: [davileigh@hawaii.edu](mailto:davileigh@hawaii.edu)**

**Office Location: Ho'okipa Bldg**  
**Phone: 808-984-3277**

## **UHMC OFFICE OF STUDENT AFFAIRS: Financial Aid Office (Unit) PROGRAM REVIEW**

### **MISSION**

The University of Hawai'i Maui College inspires students to develop knowledge and skills in pursuit of academic, career, and personal goals in a supportive educational environment that emphasizes community engagement, lifelong learning, sustainable living, Native Hawaiian culture, and global understanding.

It is the aim of the UHMC Financial Aid Office to promote access to higher education and to support student success. The Financial Aid Office is committed to regular assessment of programs and services to ensure continuous contribution to student learning and success that align with institutional and system priorities.

### **PROGRAM ALIGNMENT WITH UHMC STRATEGIC DIRECTIONS:**

a) Increase awareness of financial aid programs and services to promote access and student success (Quality of Learning, 4.d and 4.e, Student Success, 2.a, Hawai'i Papa O Ke Ao, 1.c and 1.d.iii, Community Needs & Workforce Development, 4.b)

*Objective:* To increase students awareness of financial aid availability and assist them with applying for financial aid

*Learning outcomes:* Through various outreach methods the Financial Aid Office will target specific groups identified in UHMC's enrollment strategies (high school, working adults, and Pacific Islanders) to encourage participation in FAFSA Completion activities

b) Promote financial literacy to reduce default rate, develop smarter borrowers, and reduce student loan indebtedness (Student Success, 1.b and 1.c, 2.a and 3.a, Hawai'i Papa O Ke Ao, 1.c and 1.d.iii)

*Objective:* To increase students understanding of financial literacy on campus by integrating literacy materials into all campus FAO outreach activities and providing resources

*Learning outcomes:* Through various methods of delivery the Financial Aid Office will provide financial literacy to students thus increasing their knowledge of financial literacy

### **FINANCIAL AID OFFICE DASHBOARD DATA**

3944	FAFSA Applications Processed (9.44% decrease from previous year)
997	Pell Grant recipients (16% decrease from previous year)
\$6,256,779	Total Aid Disbursed
23%	Cohort Default Rate (increased by 0.2% from previous year)

CCSSE: Financial Aid Advising 2018 2018 Mean (2016 Mean)		
Frequency	Satisfaction	Importance
<b>1.05</b> (1.84)	<b>***</b> (2.27)	<b>2.49</b> (2.54)
1 - Not at all/Rarely, 2 - Sometimes/Somewhat, 3 - Often/Very		

\*\*\*pending info, requested missing pages from Jeannie P.

## POINTS OF PRIDE

- ★ Supported our Admissions & Records Office to reform filing system
- ★ Successfully collaborated with other departments to map out onboarding process

## ASSESSMENT ACTIVITIES 2018-19

### Program Objectives and Learning Outcomes (Relationship to the Mission, UHMC Strategic Directions and Performance Measures) #1

#### Goal

a) Increase awareness of financial aid programs and services to promote access and student success

#### Outcome

Increased the participation and completion rates of students on financial aid probation (SAP)

#### Activities

- Required all students with approved SAP appeals to meet with a Financial Aid Advisor
- FA Advisor reviews SAP conditions and advises student on campus resources
- Continued MySuccess flags for SAP students
- Continued mid-semester follow-ups with SAP students to check in on academic progress and provide campus resource information

#### Methods

- Extracted data from Banner using Pop Sels
- Tracked student's progress via spreadsheet (File: PROB 2019XX)

#### Measures

50% of students on financial aid probation will successfully meet their academic conditions

#### Findings

52% of students successfully met their SAP conditions during the 2017-2018 SY.

We not only met the objective, but exceeded it by 2%. A little more than half of students on financial aid probation are successfully meeting their academic conditions.

---

## **Conclusions/Status**

SAP students are an identified high risk student population group and the activities implemented are aimed to proactively provide support to SAP students. These identified strategies will continue to be a focus for the Financial Aid Office as we know that academic improvement promotes student success. In addition, in the future we expect that the success of this student group will have a positive impact on our cohort default rate (CDR).

## **Program Objectives and Learning Outcomes (Relationship to the Mission, UHMC Strategic Directions and Performance Measures)#2**

### **Goal**

b) Promote financial literacy to reduce default rate, develop smarter borrowers, and reduce student loan indebtedness

### **Outcome**

Decreased UHMC's Cohort Default Rate (CDR)

### **Activities**

- Loan Coordinator regularly contacted students in delinquency and default
- Contracted Borrower Connect services to outreach to students in-grace and 91-180 days delinquent borrowers.  
*(Note: There was an interruption in service due to delays in renewing Borrower Connect contract. Impact of change in service will not be evident for another year)*
- Loan Coordinator met with borrowers individually to discuss their various needs, during and after enrollment.
- Focused on support of SAP students
- Reviewed and updated our Default Management Plan

### **Methods**

- Used Borrower Connect data system to track targeted communication
- Manually tracked Loan Coordinator efforts using Excel & BC.

### **Measures**

Target for Cohort Year 2016 CDR is < 25%

### **Findings**

The Official CDR for Cohort Year 2016 is 23%

We successfully met our objective, even though the institutions CDR increased by 2.2% from the previous year. The strategies implemented appear to be effective at keeping the cohort default rate at a manageable level.

### **Conclusions/Status**

The ultimate goal is to not reach a 30% or higher default rate; as 2 consecutive years of 30% or higher could result in a loss of Title IV eligibility for UHMC. Thus far we have managed to keep it from exceeding the 30% threshold. We will continue to actively work on decreasing our cohort default rate by using the strategies identified in the Default Management Plan.

## PROGRAM CHANGES AND PLANS FOR IMPROVEMENT

### Program Changes

- FA Office will be instituting changes to make it easier for students to provide documentation

### Plans for Improvement

- FA Office will be exploring options for establishing a training program for Student Employment
- FA Office will review practices to identify and remove any unnecessary barriers to improve students' ability to access aid
- FA Office will be assessing our Awarding Philosophy in order to optimize the awards for students receiving aid

## BUDGET IMPLICATIONS AND IMPACT SUMMARY

### FY 19-20 BUDGET REQUEST AND JUSTIFICATION

REQUESTER: UHMC STUDENT AFFAIRS PROGRAM/UNIT: FINANCIAL AID

I. TITLE OF REQUEST: PROGRAM REVIEW

DESCRIPTION OF REQUEST: BUDGET ALLOCATION REQUEST

#### II. OPERATING COST SUMMARY

DESCRIPTION	FY 19	FY 20
Personnel/Position	0	0
Supplies/Other Expense	13,125	13,781
Equipment Expense	0	0
<b>TOTAL BUDGET REQUEST</b>	<b>13,125</b>	<b>13,781</b>

5% Increase

#### III. OPERATING COST DETAILS

##### A. PERSONNEL/POSITION

POSITION TITLE	TYPE OF	FY 19 COST	FY 20 COST

##### B. SUPPLIES/OTHER EXPENSE

DESCRIPTION	PURPOSE	ONE TIME/ RECURRING	FY 19 COST	FY 19 COST
Borrower Connect Management (Software - Service Agreement)	Borrower Connect, is a cohort management solution product that the Financial Aid Office has been using for 5 years. It has been a vital piece to addressing UHMC's high cohort default rate. The continued purchase of this software tool for default management purposes is critical.		13,125	13,781

##### C. EQUIPMENT EXPENSE

DESCRIPTION	PURPOSE	ONE TIME/	FY 18 COST	FY 19 COST