MAUI COMMUNITY COLLEGE
STUDENT AFFAIRS – Financial Aid Office
2007-2008 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.

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SUMMATIVE DATA
Table 1

Institutional Goals	OBJECTIVES	FY07	FY08	FY 09
Recruitment	**Increase number of UHF Scholarship applications by 2% over the previous year.**	Applications increased by 16%. (0506=104 and 0607=121)	Applications increased by 14%. (0607=121 and 0708=138)	Applications increased by 19%. (0708=138 and 0809=165)
Recruitment	**Increase number of financial aid applications by 3% over the previous year.**	Applications decreased by 17%. (0506=2119 and 0607=1805)	Applications increased by 18%. (06/07=1805 and 07/08=2125)	**N/A**
Recruitment	**Incrementally increase the % of financial aid recipients each year to reach 46.8% by 2015. (Achieving the Dream and Strategic Outcomes).** **(See corresponding chart for qualifications on data)**	% of Financial Aid recipients increased by 2%. (0506=30% and 0607=32%)	% of Financial Aid recipients increased by 4%. (0607=32% and 0708=36%)	**N/A**
Recruitment	**Incrementally increase the % of Pell recipients each year to reach 38% by 2015. (Achieving the Dream and Strategic Outcomes).** **(See corresponding chart for qualifications on data)**	% Pell recipients remained status quo. (0506=24% and 0607=24%)	% Pell recipients increased by 3%. (0607=24% and 0708=27%)	**N/A**
Retention	**Decrease the**	Data not accurate.	Data not accurate.	**N/A**

	number of continuous suspensions based on academic progress by 3% over the previous year	Coding in Banner does not differentiate between students suspended for academic reasons versus students who have too many credits.	Coding in Banner does not differentiate between students suspended for academic reasons versus students who have too many credits.	**Baseline Data to be available beginning 0809**

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.	FAO has identified 3 SLO's: • Intellectual Growth • Realistic Self-Appraisal • Effective Communication Modification of assessment structure currently in process.
Research, develop, and implement a plan to collect, retain, and analyze data needed to support office functions and the various CAS standards.	Quantitative data has been collected from AY 0203 to present (Attachment A). The way we measure Qualitative data is in process of being revamped: • Customer service survey has been replaced with other methods of gathering data. • Effective 0708, 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.	• Regular attendance at Academic Senate meetings beginning 2007-08 • Regular attendance at Lau ʻUlu meetings beginning 2007-08 • Active participation in the following campus committees: Achieving the Dream, Academic Probation Policy
Develop strategies to work for greater communication between the various campus departments to ensure timely support of student financial aid.	• <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 createded 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
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	<u>Request for set budget:</u> Submitted and a budget for student help was approved by the Vice Chancellor of Student Affairs for 0809. <u>Changes to the organizational chart:</u> Reorganization of Financial Aid Office organizational chart included in campus Reorganization Proposal.
Progress on Long Term Recommendations	
Committee Recommendation	**Progress**

Write out annual goals and evaluate yearly Align goals with Maui CC Strategic Plan.	2008-09 Program Review objectives aligned with Strategic Outcomes and Achieving the Dream.
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.	Evidence includes: • FAO Leader committed to President-Elect for the Pacific Association of Financial Aid Administrators (PacFAA) in 2007, and is currently serving as President in 2008-09. • FAO continues to coordinate 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 (i.e. utilizing Gear Up to promote community events on the campus; providing travel funding for MCC faculty to promote programs at other UH campuses, etc).
Specify impact of discontinuance of services to outreach sites. Research the possibility of providing improved on-line financial aid access via Banner system	In process of improving website: • More forms available on web • Making them form-fillable • Regularly maintaining/updating information on the site
Become involved in students' personal and educational goals.	Progress includes: 2 student computers placed in the reception area to encourage more interaction with students. Maintaining log to monitor student traffic and what purpose students are using computers (FAFSA, Loan Entrance, etc).

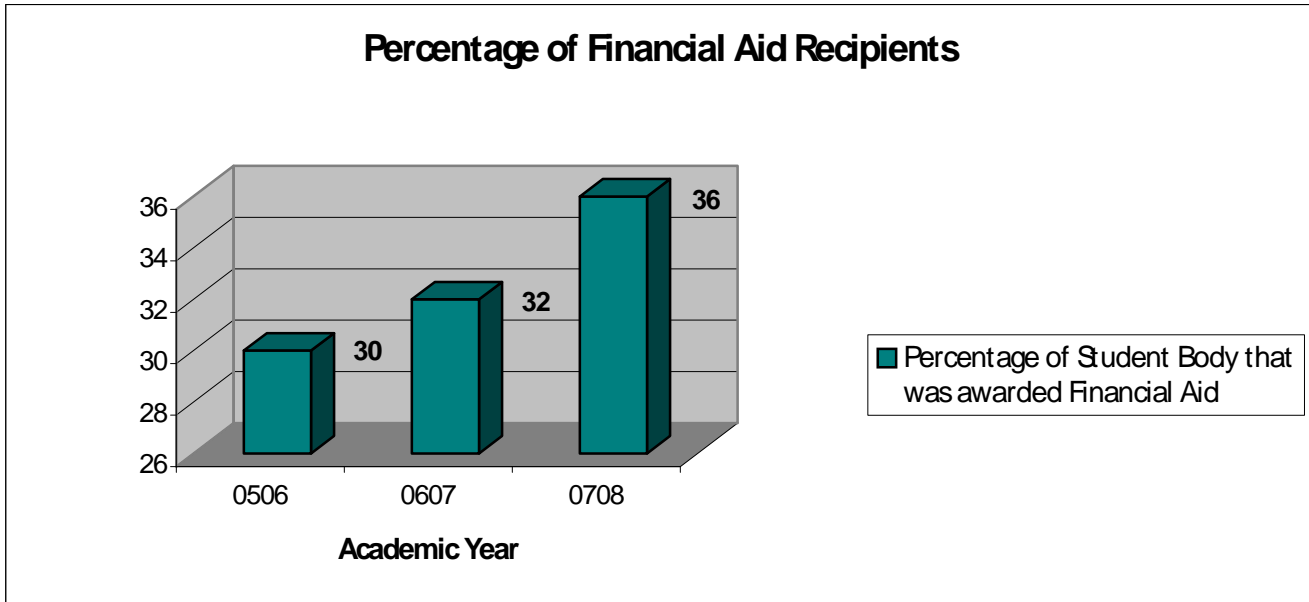| Work in conjunction with other parts of the campus community in order to help the whole student	- FAO Director took a lead role in coordinating Gear Up initiatives for MCC - FAO staff made commitments to various recruitment initiatives (collaborating with Counseling in assisting Culinary students, 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
SLO: INTELLECTUAL GROWTH **Program Goal:** Promote financial literacy *(Mission Statement)*	*Intellectual Growth*: Produces personal and educational goal statements; employs critical thinking in problem solving; uses complex and varied information to make decisions decisions/opini on; obtains a degree; applies previously understood information to a new situation or setting; expresses appreciation for literature, fine arts, math, or science, etc.	Financial Fitness Workshop	**Tools –** Financial Aid Quiz **Methods -** Distribute pre- post-quiz to all workshop participants. Score quiz and enter data results in Excel.	Compare pre/ post scores from quizzes to determine whether an increase in Financial Aid knowledge was improved. **Results: Comparison of results indicated that 91% of respondents scored higher on post-test.**	Results indicated that workshop was successful and program will continue to provide this activity. For 2008-09, participation at Financial Fitness Workshop was made mandatory for cohort group of students who were freshmen/first-time borrowers. Results of Survey and feasibility based on staffing resources will determine whether or not workshop will be made mandatory for all freshman, first-time borrowers in the future.
Program Goal: Increase number of FAFSA applications and % of students awarded Pell and/or other form of financial aid. *(Summative Objective)*		Support Services to Muʻo Aʻe Population	**Tools -** Banner as tracking mechanism **Methods –** Identified the following: 1. students who had not completed FAFSA; 2. students who had missing documents	Contacted students by phone and assisted them through the awarding process. **Results: 0708 Cohorts: 10/14 students**	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

Program Goal		Intensive Follow-up and Tracking	Tools	Results	
				(71% students awarded in first cohort) 37/51 (73% students awarded in second cohort).	Muʻo Aʻe and continue tracking results.
Program Goal: Increase number of FAFSA applications and % of students awarded Pell and/or other form of financial aid. *(Summative Objective)*		Intensive Follow-up and Tracking	<u>Tools -</u> Utilized Gear Up funds for student help and casual hire Methods – Identified the following: 1. students who registered but did not file FAFSA 2. students who filed FAFSA but had missing documents	Contacted students by phone and assisted them through the awarding process. **Results: 58% students who were contacted were successfully awarded.**	Results indicated that providing students with intensive support in seeking and completing requirements for financial assistance proved effective. Efforts will continue in 0809 but ability to continue beyond 0809 will depend on staffing resources. Financial Aid Outreach Counselor position requested for in Biennium Budget Request.
Program Goal: Increase number of FAFSA applications and % of students awarded Pell and/or other form of financial aid. *(Summative Objective)*		Participation in New Student Orientation (NSO)	<u>**Tools**</u> – Financial Aid brochure with information on financial aid available to incoming high school students. <u>**Methods**</u> –Students given brochures; visited Financial Aid Office as part of their campus tour	**253 of 479 students (53%) had completed FAFSA by beginning of fall term. Results: Baseline data gathered.**	Utilize 53% as baseline data. Plan is to follow up with students who attended NSO with financial aid assistance. We anticipate that additional intervention will result in higher % of NSO students having applied for financial aid prior to Fall 2009.

| Program Goal: Increase number of UHF Scholarship Applications *(Summative Objective)*

SLO: EFFECTIVE COMMUNICATION

REALISTIC SELF-APPRAISAL (Effective 2008-09 for 2009-10 Program Review) | *Effective Communication:* 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. *Realistic Self Appraisal:* 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. | 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. | For 2009-10, plan is to take attendance so we can monitor how many students follow through with completing UHF scholarship application.

Plan to incorporate SLO's in 2009-10 by offering scholarship workshops designed to help students write effective personal statements. (Effective Communication and Realistic Self Appraisal). Partner with the Learning Center |

Program Goal: Decrease the number of continuous suspensions based on academic progress *(Summative Objective)* **SLO:** REALISTIC SELF-APPRAISAL (Effective 2008-09 for 2009-10 Program Review)	*Realistic Self Appraisal:* 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.	Intervention with students not meeting Satisfactory Academic Progress Policy	**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.	**Results: Baseline data gathered.**	In 09-10, We anticipate that less students will be continuously suspended (fall to spring and spring to fall) due to extra intervention.

Percentage of Financial Aid Recipients

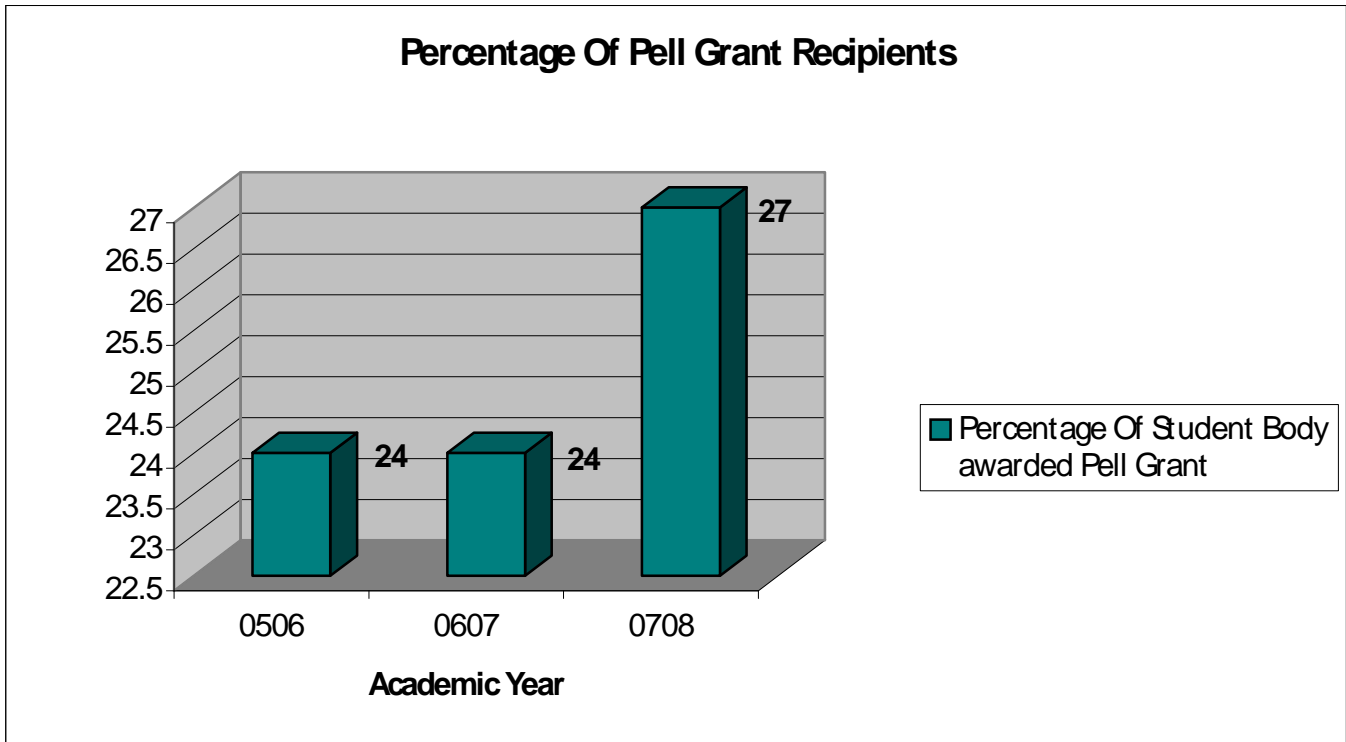| Academic Year	Percentage of Student Body that was awarded Financial Aid
0506	30
0607	32
0708	36

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

Current Data:
Number of financial aid recipients (Recipient count from Award Summary Report)
Fall undup. headcount minus other home campus and unclassified students (from campus IRO)

Qualification:
The numerator (Number of financial aid recipients) does not currently include students who received external scholarships or third party resources (Kamehameha Schools, Liko A'e, Alu Like, etc). In the next few weeks, we will have access to a more accurate count, which will include external resources (RPAARSC). In the near future, we hope to have a more accurate count, which will include both external resources and third party payments. Request is being submitted to the UHCC Office via the Deans of Student Services.

Percentage Of Pell Grant Recipients

Percentage Of Student Body awarded Pell Grant

Academic Year	Percentage
0506	24
0607	24
0708	27

Academic Year

Objective:
Incrementally increase the % of Pell recipients each year to reach 38% by 2015 (Achieving the Dream and Strategic Outcomes)
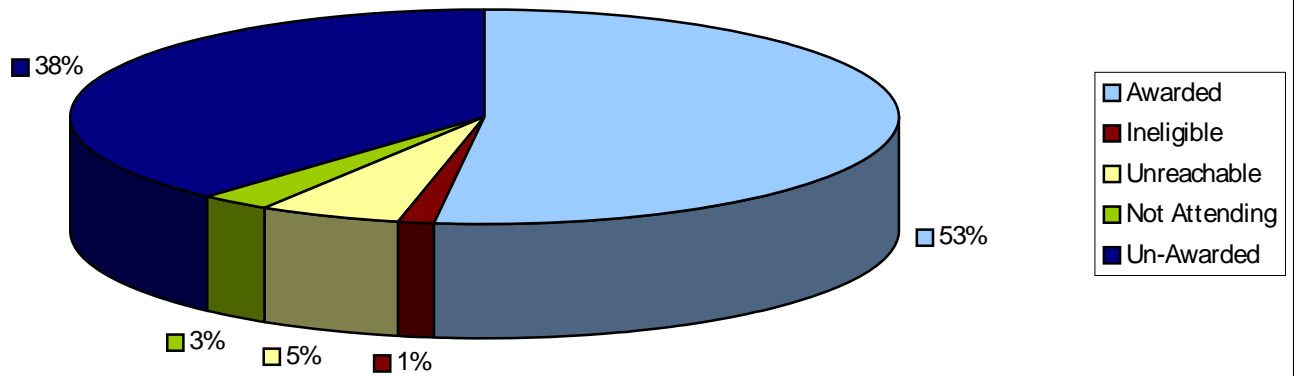
Current Data:
Number of Pell Recipients (Recipient count from Award Summary Report)
Fall undup. headcount minus other home campus and unclassified students (from campus IRO)

Qualification:
The denominator currently includes groups of students who are not eligible for the Pell grant and should be excluded (e.g. international students). In the near future, we hope to have a more accurate count, which will include both external resources and third party payments. Request is being submitted to the UHCC Office via the Deans of Student Services.

Follow up and Tracking results (Gear up Hire)

Awarded — 53%
Ineligible — 1%
Unreachable — 5%
Not Attending — 3%
Un-Awarded — 38%

Participation in New Student Orientation (NSO)

224

253

FAFSA filed-53%
No FAFSA-47%