



UNIVERSITY of HAWAII*
MAUI COLLEGE

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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, life long 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)
- 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)
- c) Continue collaboration efforts with New Student Orientation events to assist Freshman students with the financial aid process (Quality of Learning, 4.d and 4.e, Student Success, 1.b, 1.c, 2.a, 3.a, Hawai'i Papa O Ke Ao, 1.c)

FINANCIAL AID OFFICE DASHBOARD DATA

4355 FAFSA Applications Processed (7.69% increase from previous year)
1187 Pell Grant recipients (-11.15% decrease from previous year)
\$8,185,964 Total Aid Disbursed
22.8% Cohort Default Rate (2.2% decrease from previous year)
357 Pell Recipient Graduates (Target 428; missed target by 71 students)

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

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

POINTS OF PRIDE

- ★ Our office successfully led UH Maui College through a US Department of Education Program Review from February to November 2018.
- ★ Effectually facilitated submission of FAFSA applications via hands-on workshops at Maui High Schools island-wide. Survey results indicated 100% satisfaction with our service from students and parents.

ASSESSMENT ACTIVITIES 2017-18

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 2018XX)

Measures

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

Findings

60% of students successfully met their SAP conditions during the 2017-2018 SY.

We not only met the objective, but exceeded it by 10%. Most 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
- 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 2015 CDR is < 25% (FY 14 CDR)

Findings

The Official CDR for Cohort Year 2015 is 22.8%

We successfully met our objective. The institutions CDR decreased by 2.2% from the previous year. The strategies implemented appear to be effective as the cohort default rate has decreased for the second year in a row.

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.

Learning Outcome/Program Objective 3

Goal

c) Continue collaboration efforts with First Year Experience coordinator to assist current and incoming first-time students with financial aid processes.

Outcome

Increased access to education for first year students through financial aid support

Activities

- Facilitated submission of FAFSAs via hands-on workshops at the majority of high schools in Maui County

- Offered workshop series on-campus of Financial Aid/Scholarship information, FAFSA workshops, etc
- Monitored & tracked FYE FAFSA submissions
- Monitor & track unsatisfied requirements for FYE students
- Continued constant outreach including phone calls/text messages to student groups
- Collaborated with campus team to incorporate Financial Aid awareness activities into various events and FYE designated classrooms

Methods

- Used Academic Logic reports
- Used Banner to track requirements to monitor student follow
- Tracked student's progress/contact via spreadsheet

Measures

- 80% of High School FAN night participants will submit their FAFSA application
- 75% of incoming high school that apply for financial aid will complete the process through awarding by disbursement
- 80% of the 2017-18 true college freshman (2017 hs grads) that persist through Fall 2018 and apply for financial aid will be awarded by the disbursement date for Fall 2018

Findings

- 69% of High School FAN night participants submitted their FAFSA application
- 86% of incoming high school students (2018 hs grads) that applied for financial aid and are attending UHMC during the Fall 2018 term (244 students), 86% (212) completed the financial aid process and were awarded.
- 80% of the 2017-2018 true college freshman (160 students) that applied for financial aid and persisted to Fall 2018, 128 students (80%) were awarded.

We met two of our three objectives for this goal.

Conclusions/Status

While this year we did not meet all of our objectives for this goal, we have been very consistent with providing financial aid information and support to this student population. These activities should continue; and become an integral part of the institutions persistence and retention strategy. Funding for student employment is necessary to ensure the FA Office has the adequate staffing to continue this type of outreach.

PROGRAM CHANGES AND PLANS FOR IMPROVEMENT

Program Changes

- Redesigning of the Financial Aid Website was supposed to be one of the main projects for the FAO. While the extensive vision was not accomplished; major updates to maintain compliance with Title IV regulations were completed to include: Consumer Information and Loan Information.
- Verification processes and procedures were immediately updated to reflect guidance given by Federal program reviewers

Plans for Improvement

We will be analyzing the newly created policies developed as a result of the Program Review to ensure that we they are being adhered to and that we are in compliance with federal regulations. These policies include:

- A. University of Hawai'i Maui College Policy & Procedures for Title IV Third-Party Servicers
- B. Exit Counseling Policy
- C. Consumer Information Policy and Procedures
- D. Drug & Alcohol Abuse Prevention Program and Procedures

BUDGET IMPLICATIONS AND IMPACT SUMMARY

FY 18-19 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 18	FY 19
Personnel/Position	68,978	72,427
Supplies/Other Expense	12,500	13,125
Equipment Expense	0	0
TOTAL BUDGET REQUEST	81,478	85,552

5% increase

III. OPERATING COST DETAILS

A. PERSONNEL/POSITION

POSITION TITLE	TYPE OF	FY 18 COST	FY 19 COST
Student Employment for FAO Office [2 SA's x 20 hrs/wk x 52 wks/yr x \$11.42 avg wage = \$23,753] + fringe [.95% = \$225] Purpose: Daily operations for basic student support in Financial Aid. Additionally, this will enable regular staff to work on more complex and administrative tasks. Student Assistants are a vital part of the Financial Aid Office. In addition, our strategies for recruiting High School Freshman as well as retaining FYE students rely on student assistants as a main resource for these objectives	Student Employment	23,978	25,177
Institutional Researcher for Student Affairs (Temporary position) . Purpose: Needed support for Federal Aid mandated reporting requirements of data related to items such as Employment and Consumer Information.	APT	45,000	47,250

B. SUPPLIES/OTHER EXPENSE

DESCRIPTION	PURPOSE	ONE TIME/ RECURRING	FY 18 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 4 years. It has been a vital piece to addressing UHMC's high cohort default rate. The continue purchase of this software tool for default management purposes is critical.		12,500	13,125

C. EQUIPMENT EXPENSE

DESCRIPTION	PURPOSE	ONE TIME/	FY 18 COST	FY 19 COST