



UNIVERSITY of HAWAII*
MAUI COLLEGE

Director: Davileigh Nae'ole
Email: davileig@hawaii.edu

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

UHMC OFFICE OF STUDENT AFFAIRS: 2019- 2020 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)

Learning outcomes

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)

Learning outcomes

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)

Learning outcomes

FINANCIAL AID OFFICE DASHBOARD DATA

3487	FAFSA Applications Processed (11.59% decrease from previous year)
968	Pell Grant recipients (3% decrease from previous year)
\$6,723,618	Total Aid Disbursed (7.14% increase from previous year)
14%	Cohort Default Rate (decreased by 9% from previous year)
292	Pell Recipient Graduates (Target 471)

POINTS OF PRIDE

- FAO's point of pride is the strength of our staff's commitment to preserve despite the challenges that arise. During these past few months, despite COVID-19 and the ever

changing rules/guidance from the US DOE that have occurred due to the pandemic - the financial aid office staff has adapted and continues to serve the campus and our students.

ASSESSMENT ACTIVITIES 2019-20

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

*In March 2020, this practice was modified due to the COVID-19 pandemic, Academic Plan forms were emailed to students detailing the requirements for remaining eligible for financial aid

Methods

- Extracted data from Banner using Pop Sels
- Tracked student's progress via spreadsheet (File: PROB 2020XX)

Measures

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

Findings

59% of students successfully met their SAP conditions during the 2019-2020 SY.

We not only met the objective, but exceeded it by 9%. 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 1-359 days delinquent borrowers
- Loan Coordinator met with borrowers individually to discuss their various needs, during and after enrollment.
- Focused on support of SAP students

**In March 2020, due to the pandemic this practice was modified because of the relief measures provided to loan borrowers via the CARES Act. While Borrower Connect continued to outreach to all students, our office temporarily stopped the monthly delinquency letters to students since all student loan payments were suspended by US DOE.

Methods

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

Measures

Target for Cohort Year 2017 CDR is < 25% (FY 20 CDR)

Findings

The Official CDR for Cohort Year 2017 is 14%

We successfully met our objective. The institutions CDR decreased by 9% from the previous year. We continue to use the strategies that have been effective at keeping the cohort default rate at an acceptable 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

2019-2020 Program Changes/Improvement Updates

One of the focuses for the Financial Aid Office this year was to institute changes that would make it easier for students to provide documentation to us. Ironically, we were forced to confront this issue more expeditiously than we had anticipated due to the COVID-19 pandemic and subsequent shut-down earlier this year. We established the needed changes quickly with regard to collecting student documents which impacted the practices of the office staff and the behavior and expectations of our students as well. Overall, while the transition to this "new" way of collecting documents was a little rocky, we overcame the challenge.

Program Changes

A major change occurring is our participation as a pilot campus for the centralization project initiated by the UHCC Office. Along with the other UHCC campuses we are working toward improving the office

functions as it relates to satisfactory academic progress, budgeting, and packaging. We anticipate more change as documented in the Financial Aid charter that was submitted to VPCC Lacro, however this is an on-going project and I am not aware that we have received any feedback on the charter at this time. In addition, we expect that other external issues – such as the pandemic and the campus fiscal issues may influence future changes in the Financial Aid Office.

Plans for Improvement

The FA Office is currently refining our awarding philosophy in order to optimize the awards for students receiving aid.

BUDGET IMPLICATIONS AND IMPACT SUMMARY

2020 – 2021 Financial Aid Budget Priorities

REQUESTOR: 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 2021	FY 2022
TOTAL BUDGET REQUEST		

III. OPERATING COST DETAILS

A. PERSONNEL/POSITION

POSITION TITLE	TYPE	FY 2021 COST	FY 2022 COST

B. SUPPLIES/OTHER EXPENSE

DESCRIPTION	PURPOSE	ONE TIME/ RECURRING	FY 2021 COST	FY 2022 COST
Borrower Connect (BC) Management (Software – Service Agreement)	BC is a cohort management solution product that the FAO has been using for four (4) 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.	RECURRING	7,500	7,875

- Note: FY 2022 calculated at 5% increase