

## **4. FINANCIAL AID OFFICE**

RECEIVED

7 - 4 2005

In reviewing the Quantifiable Data ranging over the last four years, we find several trends.

- Number of Financial Aid Applications that are being worked has continued to increase on a steady basis. Final figures for FY 2005, gauged at the end of the academic year, should also show increase from FY 2004.
- Sharp increase in number of Financial Aid Applications from FY 2003 to FY 2004 can be attributed to the advent of the Liko A'e Scholarship Program. This program requires applicants to list MCC on their FAFSA, even though applicants are not planning to attend MCC. We are including these students in our count since we respond to each application we receive.
- Number of students receiving financial aid has steadily increased, as well as dollar amount of Pell grant awarded.
- Decrease in the amount of SEOG awarded in FY 2005 due to less allocation received.
- Decrease in FWS spent in FY 2005, as we continue struggling to more efficiently monitor this account. Some funds were transferred to and spent in the SEOG program. Additional funds were carried forward to the FWS program to be spent in 2006-07.
- Steady decrease in number of student employees on campus. We believe this decrease may be due to departmental budget cuts.
- Marked increase in the number of awards and dollar amount spent in the UHF Scholarship Program. In FY 2005, we increased the number of awards by 118%. Increase can be attributed to both fund development and more efficient marketing of our scholarship program, both on and off campus.

Quantifiable Data, above, shows us certain trends, but we needed an assessment tool to help us develop appropriate initiatives. In FY 05, we began sending out a Financial Aid Survey with students' Award Letters. We continued to use the same survey as an assessment tool in academic year 2005-06 (FY 2006). Attached for your information, in addition to our Quantifiable Data and our Mission Statement: copy of our survey; student comments; survey results, including overall "grade;" and a list of financial aid initiatives. Initiatives were developed from a review of student comments and also from verbal feedback in working with our students.

Maui Community College  
Financial Aid Office  
Quantifiable Data

	FY 2002	FY 2003	FY 2004	FY 2005
Financial Aid Applications	1560	1771	2516	2311
# of Financial Aid recipients (unduplicated)	648	694	754	838
Pell	546	633	676	696
SEOG	192	209	127	136
HSIG	11	8	8	9
TWN	251	219	217	242
FWS	42	39	32	38
Perk	24	23	14	22
Shel	15	7	15	20
Sub Staff	176	185	303	465
Unsub Staff	51	50	204	367
PLUS	3	5	8	1
Dollar value of Financial Aid Awards	\$ 2,042,771.75	\$ 2,432,856.71	\$ 3,357,327.86	\$ 3,699,694.49
Pell	\$ 1,069,703.75	\$ 1,416,031.00	\$ 1,526,757.00	\$ 1,575,799.00
SEOG	\$ 46,625.00	\$ 54,018.00	\$ 57,350.00	\$ 51,672.00
HSIG	\$ 5,993.00	\$ 6,220.00	\$ 5,424.00	\$ 6,666.00
TWN	\$ 170,922.00	\$ 174,794.40	\$ 166,963.50	\$ 169,906.00
FWS	\$ 83,073.00	\$ 75,760.31	\$ 67,220.36	\$ 66,918.22
Perk	\$ 51,782.00	\$ 48,595.00	\$ 34,403.00	\$ 48,762.00
Shel	\$ 31,650.00	\$ 13,063.00	\$ 31,601.00	\$ 37,114.00
Sub Staff	\$ 418,790.00	\$ 464,291.00	\$ 771,254.00	\$ 894,966.30
Unsub Staff	\$ 151,233.00	\$ 157,384.00	\$ 668,473.00	\$ 836,994.02
PLUS	\$ 13,000.00	\$ 22,700.00	\$ 27,882.00	\$ 10,896.95
UHF Scholarship Awards	44	83	82	179
UHF Scholarship Dollar Value	\$ 33,750.00	\$ 51,475.00	\$ 55,028.00	\$ 73,867.45
Student Employees	200	185	164	156
Student Employee Payroll	\$ 444,230.22	\$ 469,282.43	\$ 403,552.99	\$ 396,537.87

**Maui Community College  
Student Services**

**Financial Aid Office  
Mission and Functional Statements**

**Mission:**

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 Statements:**

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.

Assist students in the transition from secondary to post-secondary education, as well as between institutions of post-secondary education. Assist re-entry students in the transition between period of non-enrollment to re-enrollment.

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**  
**2005-2006 Financial Aid Office Survey**

We'd like to know how satisfied you are with our financial aid services. Please read the questions below, select the responses that best describe your experience, and return the completed form to us. **NOTE:** Several of the questions ask that you assign a grade to a particular service. Please use a standard grading system to respond to these questions.

**A = Excellent      B = Above Average      C = Average      D = Poor      F = Failure**

**I. PRINTED INFORMATION ABOUT FINANCIAL AID:**

1. Did you receive any printed information about financial aid programs, policies, and application procedures?  
☐ Yes (continue with question 2)  
☐ No (skip to question 3)  
☐ Not sure (skip to question 3)
2. Please assign a grade to the usefulness of this information to you and/or your family. (Circle one)  

**A          B          C          D          F**

**II. TELEPHONE SERVICES:**

3. During the past year, how many times have you or a family member telephoned the Financial Aid Office?  
☐ None (skip to question 10)                      ☐ Three (continue with question 4)  
☐ One (continue with question 4)                      ☐ Four or More (continue with question 4)  
☐ Two (continue with question 4)
4. Please indicate the reason(s) for your call(s). (Mark all that apply)  
☐ Check on application procedures  
☐ Check on status of aid request  
☐ Seek information on student employment  
☐ Seek information on Stafford/PLUS loan check  
☐ Request forms  
☐ Discuss award package or denial  
☐ Other (Please specify) \_\_\_\_\_
5. Have you had any difficulty getting through to the right person when you called the financial aid office?  
☐ Yes (continue with question 6)                      ☐ No (skip to question 7)
6. Please indicate the reason(s) for this difficulty. (Mark all that apply)  
☐ Persistent busy signals  
☐ Referred to the wrong person  
☐ Received recorded message and could not get through to staff member  
☐ On hold for too long  
☐ Phone was not answered
7. Please assign a grade to the **courteousness** of the person(s) you spoke with on the telephone. (Circle one)  

**A          B          C          D          F**
8. Please assign a grade to the **knowledge** of the person(s) you spoke with on the telephone. (Circle one)  

**A          B          C          D          F**
9. Please assign a grade to the **helpfulness** of the person you spoke with on the telephone. (Circle one)  

**A          B          C          D          F**

**CONTINUED ON BACK ....**

### III. WALK-IN SERVICES:

10. During the past year, how many times have you visited the financial aid office on a walk-in basis without a scheduled appointment?

- ☐ None (skip to question 16)  
☐ One (continue with question 11)  
☐ Two (continue with question 11)

- ☐ Three (continue with question 11)  
☐ Four or More (continue with question 11)

11. On average, how many minutes have you had to wait before you were helped?

- ☐ None  
☐ Less than 5 minutes

- ☐ 5 – 15 minutes  
☐ More than 15 minutes

12. Please indicate all reasons for your visit(s). (Mark all that apply)

- ☐ Check on application procedures  
☐ Check on status of aid request  
☐ Seek information on student employment  
☐ Request forms  
☐ Discuss award package or denial  
☐ Sign necessary forms

13. Please assign a grade to the **courteousness** of the person(s) with whom you spoke. (Circle one)

A                  B                  C                  D                  F

14. Please assign a grade to the **knowledge** of the person(s) you spoke. (Circle one)

A                  B                  C                  D                  F

15. Please assign a grade to the **helpfulness** of the person you received during this visit. (Circle one)

A                  B                  C                  D                  F

### IV. OVERALL EVALUATION OF FINANCIAL AID SERVICES:

16. Please assign a grade to the financial aid process as you have experienced it. (Circle one)

A                  B                  C                  D                  F

17. Please assign a grade to our financial aid policies as you understand them. (Circle one)

A                  B                  C                  D                  F

18. Please assign a grade to the financial aid personnel you have spoken to or met with. (Circle one)

A                  B                  C                  D                  F

19. Please assign an overall, final grade to our financial aid services. (Circle one)

A                  B                  C                  D                  F

20. How would you rate the overall services of the financial aid office in comparison to other campus administrative offices you have worked with (Admissions, Registration, Cashiering or Student Accounts, Academic or Personal Counseling, Placement, etc.)?

- ☐ Much better than most  
☐ About the same as most

- ☐ Somewhat better than most  
☐ Somewhat worse than most

21. List any suggestions or comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Maui Community College 2004-2005 Financial Aid Office Survey

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### COMMENTS & SUGGESTIONS

1. There should be at least two people assisting people.
2. **First time students are explained how financial aid works with lenders.**
3. Suggestions are helpful to situations customers may not be aware of...
4. Thanks! ☺
5. Cathy is Great! ☺ The FAFSA was so confusing maybe every summer **send out a reminder to returning students to Re-Fill out their FAFSA!** Otherwise Cathy helped me out so much once I figured out that I had to re-file!
6. Thank you. Thank you. Thank you. It helps a lot. Aloha
7. Quick in and out, easy to deal with, nice ladies.
8. Cathy did a great job helping me out and was very courteous.
9. Delay in funds – more staffing?
10. Suggest better integration of Distance ED from other UH campuses.
11. Thanks to all staff for their patience through paper work and hard working each day! Mahalo Nui Loa.
12. Student workers were so helpful and kind.
13. MCC Fin Aid Dept does an excellent job.
14. People in the financial aid office know their stuff and are very helpful. I like that every time I went the person helping me had on a smile. \*\*Keep up the good work!  
  
Thank you!!☺

15. Applying for financial aid services was quick and easy. The service so far was very quick and efficient. This has been the quickest service so far that I received from your office or any other office on this campus.
16. I have not worked with any other financial aid office.
17. None. Thank you!
18. Don't change a thing!
19. Counseling dept needs more staff that are motivated and like working with people -- pay them better or teach them about mentoring!
20. Keep doing what you're doing. The staff is so pleasant, and go out of their way to be helpful. They take the fear out of applying. ☺
21. Very Helpful. I am grateful for all the help. Thank you!
22. Thank you
23. This was a huge step for me and the MCC Fin Aid Office has made it enjoyable and easy. Thank you!
24. Very good! Keep up the good work
25. Keep up the good work!
26. Keep on this (me) don't assume.
27. N/A never experienced any other.
28. No other experience
29. My only problems were receiving things that I already did and getting a letter saying I never did it.
30. I need to ask about student employment opportunities...
31. Keep up the good work...



32. Thank you all! You guys meant so much to me. Mahalo nui loa.
33. Well, I guess the Financial Aid did pretty well.
34. Check real status of person's application – you sent me several unnecessary letters that I was told to disregard! (I think a total of 4 throw aways)
35. Always prompt and courteous
36. Not at this moment ☺
37. Both Cathy and Paula have been tremendously helpful! There were times when I didn't quite understand things and they were always happy to assist.
38. Keep up the good work.
39. Financial aid helps me a lot☺
40. Everyone was very helpful and know how to do their job.
41. Keep up the great job. You're making dreams come true!
42. Aunty Dodie is well experienced and it makes it so much faster and easier to do my financial aid☺
43. Mahalo Much! Your knowledge and helpfulness is/was greatly appreciated!
44. Please acknowledge Mary, Cathy, and Paula with their expertise. Staff for assistance of assuring me to fulfilling my educational goal.
45. This questionnaire would look much different if they're regarding the cashier/ student records dept. Fin Aid needs to be consolidated for all UH campuses. **Need much more info on local scholarships.**
46. In my opinion, our Financial Aid advisor, Dodie Manaba she is the best in doing what she does. I really hope she continues to be Molokai's Financial advisor –our children of the future needs her expertise.

47. Financial aid staff are very helpful. Good job!!
48. At the MKK Ed Ctr office hours could be extended M thru Friday rather than M.W.F.
49. None. Very satisfied
50. They are really on it! Professional, Courteous
51. Happy w/services.
52. Very helpful.
53. The workers in the financial aid dept are the most knowledgeable and courteous people I have ever spoken to throughout the whole community college
54. I would like to Thank (Mona) with EOC for assisting me with all my financial aid forms and wonderful help. She was an "+"...
55. First time cannot say
56. When something is required of student notify them what it is.
57. Online loan counseling was slow difficult, and not user friendly, at the same time juvenile.
58. Good Job. Mahalo!
59. We receive our awards 10 days before school. By the time we order our books, we're 2-3 weeks into class. A little earlier would be better!
60. Thank you, for all your help!
61. Thank you so much for all your help.
62. All staff in the financial aid office have excellent people skills – show unlimited patience- go over and above – My thanks to them!
63. Keep up the good work!

64. The process should be more thoroughly explained from the beginning. To the counselors as well.
65. Information not WebTv compatible.
66. The staff at MCC made my college education possible, with their friendly, warm, and helpful support in regards to my financial loan and what things I had to do to secure my year. I will always be thankful for everything this staff has done and will do. Thank you
67. Excellent job! Mahalo Nui ☺
68. Don't let Dodi Manaba go. She is the best financial aid advisor overall!!! She is very good at what she does and goes the extra mile for all.
69. Thank you for helping me.
70. The form letter that was sent out is confusing—it says that the applicant needs to do one thing or another thing—since we had done one we thought we did not have to do the other but we had to do both—very confusing!! It delayed our funds—
71. Everyone is always more than happy to help, and with a smile.
72. They do a great job!
73. I am very pleased and happy with all of the services that I received. Thank you.
74. Staff has always been kind and reassuring
75. Thanks for being helpful! ☺
76. MCC overall has been very helpful and supporting in my need for information.
77. Pertaining to question 20, only have worked with MCC offices. All very informative and helpful.
78. Mahalo for all your help and trying to help me ☺

79. Great staff
80. The services that were offered were great. I wouldn't change a thing! ☺
81. Thank you!
82. Aunty Dottie Manaba is always ready to help with anything I need.
83. Cathy was very helpful with all my questions and confusion as was the other people in the office.
84. No suggestions! ☺
85. Lacey has been very helpful.
86. Thank you for always being attentive, approachable, helpful, and patient. All of you!
87. More information about enrollment Kapiolani's ASL course and student financial aid would have been helpful. I didn't understand that when you held classes it was only for MCC courses – you folks were great to help me out. Thanks!
88. Keep up the good work.
89. Keep doing a great job!
90. I want to thank Lacey, Cathy, and Paula for helping me with information. They been really patient and polite. Its people like them that makes things easier. Mahalo plenty.
91. Thanks for helping me with the info on financial aid. I greatly appreciated your help!
92. **More open hours better location and info when scholarships, grants, loans, and etc come out.**

93. It would be helpful if the FAO could offer suggestions as to finding alternate funding for school, scholarship, etc.
94. The ladies are very helpful and polite and happy. Always very good customer service.
95. Calling the person if there is more papers to sign. Not waiting for them to call in.
96. Thanks for all the wonderful help! ☺
97. Your staff should be very proud—they are always eager to answer questions and provide the needed assistance. Thank you all for doing such great work!! ☺
98. When my paperwork wasn't done in a timely matter due to it be mailed or faxed. This was a problem.
99. Very confusing process—1<sup>st</sup> year signing up for Fin Aid, it took six months to get results—that normal?
100. Great service, mahalo!
101. Thank you for helping me with finding/getting a better education possible!
102. Keep up the good work!☺
103. I speak chinese and English as a second language, staff needs to take time to understand need of person calling.
104. more specific details on whats needed to qualify for Financial Aid
105. THANKS!
106. Keep up the good job.☺
107. I cannot rate or compare to another campus administrative offices because this is my first year of experience. I'm very satisfied and excited to receive assistance towards my degree from the Financial Aid Program.

108. This is my first time dealing with financial aid.
109. Good service but no real certain date on when the financial aid will arrive or a note
110. If financial aid disbursements could be issued around the time of registration or at least by the first day of instruction.
111. You guys have been very helpful to me. I feel very confident in the Financial Aid process. Thank you.
112. The registration and cashiering staffs need to be increased. The waiting times are very long.
113. If appropriate- post appt. schedule that would be available for people to sign up for an appt when the office is busy.

No Comments

Maui Community College  
2005-2006 Financial Aid Office Survey

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COMMENTS & SUGGESTIONS

1. I appreciate the help & kindness, even if the person did not know the answer they tried to find it ☺. Thank you!
2. they are all courteous & helpful
3. none-quite satisfied!
4. The government needs to look at all aspects of ones finances and living situations and take in account that everyone is different. Therefore all situations should not be judged on one number. That is unfair.
5. I am thankful for the f. aid office & workers-
6. The EOC office was also very helpful. Loke really helped me with the whole process.
7. I always receive mail right before deadlines...it would be nice if I got mail further in advance-(especially when ed plan was due w/signature from counselor) because the counselors were booked up for a month!
8. Molokai Campus is not hectic the service is quick and I felt I was given a real one-on-one service. Keep up the great work!
9. you've been extremely helpful thank-you
10. Financial Aid staff is great! They always give me excellent service when call or walk in the office w/ questions. Keep it up!
11. none right now
12. Everyone in the financial aid office has/have treated me with great professionalism.
13. I find the personnel in the office very knowledgeable and helpful
14. Personnel are severely lacking in explicit communication skills and they consider the use of them "rude" they come across as non-professional "talk story"

15. Checks should be issued 2 weeks before start of classes so students can shop around for books and materials needed for classes.
16. The financial aid staff is exceptionally helpful & courteous. I appreciate the patience that had been extended to me. Mahalo for the continuous help & kokua for taking the time to help better my educational experiences here at MCC.
17. Keep up the good work!
18. They were very helpful the person me back when she said she would with all the answers to me questions.
19. very detailed, it would be better if steps were shown with pictures.
20. UH Manoa office should stay open until 4:30 pm like MCC does
21. Applying online took us much longer than if we would have sent in by mail the paper forms. The latter way was not recommended by the MCC financial office. Thank you for your help in other ways.
22. I had a hard time figuring out what was needed for my financial aid. I didn't get too much information that would help me.
23. Very helpful, patient, and understanding. Easy to ask for help and advice
24. You guys are awesome
25. Very friendly, helpful services! Quick results thanks!
26. All staff members are very knowledgeable and thorough. I have had a wonderful experience these past two years with financial aid. Thank you
27. We used your online sight to apply for Stafford loan-I was very pleased with the way it was set up
28. mahalo
29. Mrs. Manaba is the best and most helpful person ever
30. at the top of the award letter is says "student college cost" I wonder where that figure comes from- it would be nice to have it explained
31. Thanks for all your help
32. Great!!!



33. They could use more help and looks like they need more room to work in
34. I have never been to the office on Maui just the office here on Molokai, but I have called the office on Maui
35. Best Financial Aid office of any of the cc campuses I have been to!
36. The persons working at the MCC financial aid office are very willing to help out students with their questions and concerns
- 37. A suggestion I would make is a student checklist that would assist students to meet due dates, attain information, and organize their schedules**
38. Thank you very much
39. Great Job-Thanks for everything- You are very helpful
40. No comments
41. MCC's Financial Aid Office is Awesome! They are very friendly and helpful
42. Kilohana has been a big support to me. The financial aid department gives high quality of support. The entire staff. Thank you so much
43. Try not to mess up on my account I registered early for a reason so that I wouldn't have to go through what I had to
44. They are so patient with me and helpful when I am confused or anxious about stuff
45. I am so grateful for all that the Financial Aid staff do to assist in my education I suggest they all receive a raise!
46. It's such a process length drama, I snap. If it weren't for MCC staff patience, knowledge, skill, and more patience I would not receive the help to get the grant, which helps greatly.
47. no comment
48. Dodi Manaba was very helpful, courteous and did everything she could to help me. Without making me feel that I was bothering her. She was excellent!

49. The staff at the financial aid office is the best! They are extremely helpful, courteous, thorough, and prompt. Thank you!
50. The person I spoke to in regards to my financial aid stat's was very helpful. Gave me assurance and details of situation. Thanks
51. no comment
52. Awesome..Cathy, Lacey and the staff have and are the blessing any student can have to assisting. May they truly be acknowledged.
53. The older woman behind the desk in the E.O.C office who hands out the FAFSA forms is very unhelpful and unfriendly.
54. Very friendly and courteous, also like my UH finaid access
55. The aid should cover any and all campuses in the 10 campus system from a central UH Fund. Also a student's and account should be able to be debited by the bookstore before the refund checks are cut.
56. We hope and pray that our financial aid advisor (Dodie Manaba) reconsiders and stays @ Molokai to be the positive influence and impact on our children
57. Students must be much more friendly
58. none-Mahalo
59. Good Job!
60. Mahalo Great Job!
61. Keep up the Good Work!
62. It really took long to receive hope next semester it's faster. Thank you
63. Laycie is the best! Give her a raise
64. The people I'd talked to they all were very helpful excellent A
65. Very easy process and helpful and friendly people
66. Great Job!
67. I have no experience with any other colleges, so I will assume that MCC's is very good. Most everyone is knowledgeable and sincere.

68. Aunty Dodie Manaba will be sorely missed when she retires. She goes above and beyond to help us students. I hope the person that takes her place can measure up to her kindness, compassion and helpfulness
69. The financial aid office helps a lot. They know what they're doing and are very helpful... This is my first time to a financial aid office so I can't say of compare it. Sorry. But keep up the good work.
- 70. Review system to process paperwork before it is filed in student folder.  
There was a delay in processing my request for a loan due to filing before it was processed. I know it was probably an oversight, but has probably happened to others.**

No Comments

2004-05  
Financial Aid Survey  
Results

		Points [A]	Points [B]	Points [C]	Points [D]	Points [F]	Total Points	#Responses	Avg Grade
#7	Courteousness [phone]	728	147	26	0	0	901	244	3.69
#8	Knowledge [phone]	680	171	34	1	0	886	245	3.61
#9	Helpfulness [phone]	736	129	32	0	0	897	244	3.68
#13	Courteousness [walk-in]	860	120	20	1	0	1001	266	3.76
#14	Knowledge [walk-in]	884	141	18	1	0	1044	278	3.76
#15	Helpfulness [walk-in]	860	105	14	2	0	981	259	3.79
#16	Process	824	225	44	4	0	1097	308	3.56
#17	Policies	784	228	50	0	0	1062	298	3.56
#18	Personnel	956	159	24	1	0	1140	305	3.74
#19	Overall	920	201	20	2	0	1143	310	3.69

1	Yes	No	Not sure	Total
	158	16	14	188

2	A	B	C	D	F	Total
	101	49	10		1	161

3	None	One	Two	Three	Four or More	Total
	46	23	36	36	48	189

4	App. Proced.	Status	Student Empl.	Stafford/PLUS	Request Forms	Award Package	Other...	Total
	106	109	10	34	26	41	14	340

5	Yes	No	Total
	7	139	146

6	Busy Signals	Wrong Person	Recorded Mes.	On Hold too long	Phone not answered	Total
		5	3		3	11

7	A	B	C	D	F	Total
	108	30	9			147

8	A	B	C	D	F	Total
	103	35	10	1		149

9	A	B	C	D	F	Total
	110	27	11		1	149

10	None	One	Two	Three	Four or More	Total
	32	30	52	30	47	191

11	None	<5 min	5-15 min	>15 min	Total
	40	88	9	1	138

12	App/ Proced.	Status	Student Empl.	Request Forms	Award Package	Sign Forms	Total
	121	118	19	51	51	73	433

13	A	B	C	D	F	Total
	127	29	5	1		162

14	A	B	C	D	F	Total
	138	31	4	1		174

15	A	B	C	D	F	Total
	131	25	3	2		161

16	A	B	C	D	F	Total
	125	47	13	4		190

17	A	B	C	D	F	Total
	116	50	14			181

18	A	B	C	D	F	Total
	147	34	8	1		190

19	A	B	C	D	F	Total
	140	44	5	2		192

20	Much better	About Same	Somewhat better	Somewhat worse	Total	
	96	109	20	3		228

2005-06

## Results

		Points [A]	Points [B]	Points [C]	Points [D]	Points [F]	Total Points	#Responses	Avg Grade
#7	Courteousness [phone]	628	135	24	2	0	789	216	3.65
#8	Knowledge [phone]	600	174	34	1	0	809	226	3.58
#9	Helpfulness [phone]	648	153	20	3	0	824	226	3.65
#3	Courteousness [walk-in]	612	132	16	1	0	761	206	3.69
#14	Knowledge [walk-in]	660	147	20	2	0	829	226	3.67
#15	Helpfulness [walk-in]	712	111	18	2	0	843	226	3.73
#16	Process	692	249	32	2	0	975	275	3.54
#17	Policies	652	222	52	6	0	932	266	3.5
#18	Personnel	756	213	16	2	0	987	271	3.64
#19	Overall	752	225	24	1	0	1002	276	3.63

\* Grades in each category are slightly below grades we received in 2004-05. We believe this is due to less number of respondents in 2005-06, given timing of this repo

Because we are averaging fairly high marks in each category, we expect our averages to be higher at the end of the spring semester when more students have had a chance to respond.

1	Yes	No	Not sure	Total
	239	18	15	272

2	A	B	C	D	F	Total
	143	56	22			221

3	None	One	Two	Three	Four or More	Total
	39	46	43	55	73	256

4	App. Proced.	Status	Student Empl.	Stafford/PLUS	Request Forms	Award Package	Other...
	55	163	19	41	30	82	23

5	Yes	No	Total
	11	211	222

6	Busy Signals	Wrong Person	Recorded Mes.	On Hold too long	Phone not answered	Total
	2	4	2	3	2	13

7	A	B	C	D	F	Total
	157	45	12	2		216

8	A	B	C	D	F	Total
	150	58	17	1		226

9	A	B	C	D	F	Total
	162	51	10	3		226

10	None	One	Two	Three	Four or More	Total
	54	42	65	49	63	273

11	None	<5 min	5-15 min	>15 min	Total	
	60	139	28	1	88	

12	App/Proced.	Status	Student Empl.	Request Forms	Award Package	Sign Forms	Total
	151	155	25	90	76	136	633

13	A	B	C	D	F	Total
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	153	44	8	1	206
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14	A	B	C	D	F	Total
		165	49	10	2	226

15	A	B	C	D	F	Total
		178	37	9	2	226

16	A	B	C	D	F	Total
		173	83	16	2	275

17	A	B	C	D	F	Total
		163	74	26	3	266

18	A	B	C	D	F	Total
		189	71	8	2	271

19	A	B	C	D	F	Total
		188	75	12	1	276

20	Much better	About Same	Somewhat better	Somewhat worse	Total
	148	81	22	3	254

Term	Year	Old Policy	Issue	New Policy
Fall	2004	On Loan Request Form, directed students to Edfund's website to complete Loan Counseling. Then directed them to individual lender's website to complete MPN.	According to survey, loan process is confusing and more information needs to be given to first time loan recipients.	Secured external support from Citibank to maintain a neutral electronic lender list (collegelenderlist.com) accessible to students from MCC's financial aid homepage.
Spring	2005	No written procedures for Banner jobs/functions	Difficult to train new users	Created a Procedures Manual for Banner Procedures kept on F: Drive for everyone to have easy access
Spring	2005	All financial aid recipients had their checks sent to the mailing address on file	No other option for students	Gave students option of having financial aid directly deposited into their checking/savings account (ACH) through UH Central Cashiering Office. Quicker for students and also eliminated need for UH to process and mail a paper check
Summer	2005	No formal default management plan.	Began creating default management plan with lender 1st Student Financial. System was cumbersome and difficult to maintain	Worked in conjunction with Edfund and USAF to utilize their web-based default management system (CMS and DMS)
Summer	2005	No formal default management plan.	Needed more proactive strategies	Worked with Edfund in identifying MCC's most "at-risk" population. Identified need to target 1st year loan recipients.
Summer	2005	No formal default management plan.	default rate rising	Diverted 4 of 24 students (Edfunds' cohort list) using CMS system and walking students through the deferment and forbearance process.
Summer	2005	FAO staff meeting held irregularly	Messages/information meant for all staff not getting to all staff as needed	Began holding regular FAO staff meetings with minutes. Keep minutes for records
Summer	2005	All student records kept for 5 academic years	Office getting too crowded	Revisited record retention requirements and found that required to retain 4 academic years. Eliminated and shredded all files not needed. Double checked that students didn't re-enroll and receive aid before shredding. Also kept a log of files shredded for our information

Summer		2005	Computing Center identified that computer housing all federal software and Director's computer were the "slowest" machines	Important to keep computer with federal software healthy. Front office computer also very slow	Moved around computers in the office to ensure speed and efficiency where most needed. Moved federal software programs and transferred data to computer with highest efficiency.
Summer		2005	Pell reporting and isir data load was monitored and done by non-permanent staff member due to staff shortage	Acting FAO unfamiliar with all functioning aspects of office operations.	Re-organized office duties and cross-trained staff members so everyone comfortable with entire process (from drawing down isirs, to working suspense files, tracking, awarding, and disbursing).
Summer		2005	All monitoring was done by Acting FAO	Untimely reporting identified	Regular monitoring of withdrawals (loan exit, R2T4), monitoring FWs, monitoring overawrds, monitoring disbursements, reconciling as we go - these duties have been delegated appropriately. Master schedule created to alert us of important deadlines (HSIG Perf Rpt, FISAP, etc)
Summer		2005	Used Oracle Report to reconcile FWS	Oracle Report not working properly	Created spreadsheet and used 1578 to reconcile
Fall		2005		Desire to provide services more efficiently	Improved oan processing efficiency resulting in a 95% increase in the amount of aid disbursed to students on the first day of fall disbursement (\$189,422 in 0405; \$370,575 in 0506)
Fall		2005		Desire to provide services more efficiently	Started issuing financial aid awarded letters approximately six weeks earlier than 2004-05
Fall		2005	No formal default management plan.	According to survey, loan process is confusing and more information needs to be given to first time loan recipients.	Offered "How to Manage your Student Loans" workshop for all 1st year loan recipients in mid-November
Fall		2005	No formal method in place for reviewing and assessing current methods/practices	Need entire staff involvement in planning better for upcoming academic year	1st annual FAO retreat planned for mid-November to brainstorm for ideas in changes to be made for 06-07 processing
Fall		2006	No official Policies and Procedures Manual (not all information together in one place)	Need to revisit policies and procedures	Begin pulling together information and use NASFAA's Policies & Procedures template to create official manual

Fall	2006	Track letters only sent once to students	Desire to boost number of awarded students	Send out multiple track letters once we identify how to set-up in Banner.
Fall	2006	Track letters/Award letters sent out via mail	Desire to reach students via different modes than regular mail to elicit more response.	Send out Track letters and Award Letters via email once we identify how to set-up in Banner. Explore possibility of having students accept award on-line.
Fall	2006	Used Less than Halftime Student Report run by our Computing Center to identify for loan exiting and R2T4	Report wasn't pulling correct students because of parameters being used. Found some students weren't identified properly (one student pulled for 0405 audit)	Use ODS Report in conjunction with Computing Center's report. Monitor weekly rather than every two weeks to ensure more timely reporting.
Fall	2006	No reminders sent to students indicating "Time to Apply" for following academic year	According to survey, students don't realize they have to reapply for financial aid each year	Sending out postcards to all current (0506) recipients reminding them to apply in January for 0607 (Nov 2005)
		UHF Scholarship Application Packets were available in February with an early March deadline. Posting of scholarships was left to staff at EOC who assists students with scholarship process.		UHF Scholarship Application Packets scheduled to be available earlier (by Jan 9th) to coincide with beginning of spring term - more visible to students. Begin working with EOC staff to hold workshops and/or work with specific departments to encourage students to apply
Fall	2006		According to survey, students felt not enough information available on scholarships	