

5. FINANCIAL AID

Maui Community College Student Services

Financial Aid Office

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
Financial Aid Office
Quantifiable Data

Awarded Not Disbursed
As of April 14, 2004
FY 2004

	FY 2002	FY 2003	
Financial Aid Applications		1771	2514 * liko a'e
# of Financial Aid recipients (unduplicated)	648	694	771
Pell	546	633	650
SEOG	192	209	118
HSIG	11	8	8
TWN	251	219	217
FWS	42	39	39
Perk	24	23	14
Shel	15	7	15
Sub Staff	176	185	301
Unsub Staff	51	50	203
PLUS	3	5	7
Dollar value of Financial Aid Awards	\$2,042,771.75	\$2,432,856.71	\$3,312,268.50
Pell	\$1,069,703.75	\$1,416,031.00	\$1,477,623.00
SEOG	\$46,625.00	\$54,018.00	\$52,450.00
HSIG	\$5,993.00	\$6,220.00	\$5,424.00
TWN	\$170,922.00	\$174,794.40	\$166,828.50
FWS	\$83,073.00	\$75,760.31	\$101,809.00
Perk	\$51,782.00	\$48,595.00	\$34,683.00
Shel	\$31,650.00	\$13,063.00	\$31,001.00
Sub Staff	\$418,790.00	\$464,291.00	\$762,879.00
Unsub Staff	\$151,233.00	\$157,384.00	\$652,689.00
PLUS	\$13,000.00	\$22,700.00	\$26,882.00
UHF Scholarship Awards	43	65	82
UHF Scholarship Dollar Value	\$35,000.00	\$62,975.00	\$54,000.00
Student Employees	200	185	150
Student Employee Payroll	\$444,230.22	\$469,282.43	\$304,517.21

*but w/ award
letters*

UNIVERSITY OF HAWAII AT HILO

Office of Financial Aid Services 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 NEXT PAGE

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: _____

Financial Aid Initiatives

Old Policy/Procedure	Issue	Resolution	Implementation
Minimal high school outreach by staff	Visibility in community was limited	As part of PacFCAA participation began yearly workshops at high schools including Hana, Moloka'i & Lanai	Spring 2002
Financial aid funds not released until attendance verification form submitted	Funds not available to students to purchase books upfront. Penalizing 95% of the students for the action of others	Disburse aid 10 days prior to the start of the semester. All CC's implemented this change.	Fall 2002
Pell, Seog, Perkins and SHEL funds disbursed by paper check	Does not utilize Banner capability of having the institution capture the funds first and issue a single refund check to student. Long lines, manual process, duplication of work between FAO/BO.	Funds awarded through Banner system. Funds applied to students balance; residual check mailed to the student's home address. All CC's implemented change	Fall 2002
Required documents sent to student or required student to walk into office	Access for students; convenience	Create financial aid web page with forms available for download	Fall 2002 – needs to be updated for 2004
Financial Aid Satisfactory Academic Progress Policy	Policy is complicated, difficult to understand, difficult to explain and difficult to track	Revise policy to simplify policy. Move to 75% completion, 2.0 cum GPA and 150% timeframe	Fall 2002
UHF Scholarship funds disbursed via individual paper check	Time consuming, paper process. Lack of efficiency or relationship between UHF and the university	Disburse UHF scholarships through the Banner system. Residual funds sent via paper check to student's home. Entire system implemented change.	Fall 2003
Package initial financial aid award based on actual enrollment levels	Very time consuming, does not utilize Banner technology. Requires revisions up and down.	Initial financial aid award offer based on an assumption of full time enrollment. Banner process disburse aid based on actual enrollment.	Fall 2003
Required transcript evaluation before packaging	Time consuming process for counselors; penalized student for institutional process; Retention issues	Award student up front and give students one semester's grace to provide transcript evaluation.	Fall 2003
Do not package loans for students on probation	Concerns that this limit to resources made it even more difficult for students to progress in classes	Award loans to students on probation	Fall 2003
Package only grant aid unless otherwise requested on data form	Student's unaware of additional resources available. Concerns regarding retention. Penalizing majority for concerns regarding a small number of recipients.	Offer all possible aid to students. Allow student to decide what to accept/decline	Fall 2003
Stafford Loan – Guarantee Only; paper Master Promissory Notes (MPN's) from office	Difficult tracking for staff; loan proceeds delayed; high office traffic	Moved to serialized print and guarantee process. Reduce paper MPN's issued by office. Reduced delivery time of loan proceeds	Fall 2003

Financial Aid disbursements of Pell, Seog and Perkins and SHEL loans were disbursed in two equal disbursements a semester.	Some students not having enough funds with first disbursement to clear balance and purchase books. Complicates the purge/billing process	Move to a single disbursement per semester – utilize Banner's ability to track student balances and bill student's	Fall 2003
Required an Institutional Student Form for financial aid recipients	Not utilizing Banner capability. Information resides in the system. Redundant request of information. Increased paper usage and workload	No longer requiring ISF of every student applying for finaid. Capturing data stored electronically on Banner.	0405 Award Year
Print each ISIR for review	Not utilizing Banner capability, increase printing and paper cost.	Will not print ISIRs for Financial Aid Applicants. Instead will use data stored in Banner	0405 Award Year
Requested paper academic transcripts for UHF Scholarship Application	Not utilizing Banner capability, increase workload for A&R, inconvenient for student	Researched student's academic eligibility in house. Provided copies of transcripts to committees for review.	Spring 2004
No formal default management plan	Stafford Loan Cohort Default Rates increasing. Unable to implement default management plan due to lack of staffing	Working with 1 st Student Financial to develop a tracking system that will capture loan data regardless of guarantor	Spring 2004
Stafford loan funds are received as individual loan checks for each student	Complicated paper process; confusion over multiple means of disbursing aid; outreach students have lag in receiving funds	Utilize Banner's capability of disbursing Stafford Loan funds via electronic funds transfer	Fall 2004
Stafford loan students need to sign hard copy of Master Promissory Note (MPN)	Not utilizing technology. Slows down receipt of loan funds due to mail time	Aligned lenders to maximize service to students. Student's will be able to sign MPN using e-signature technology	Fall 2004
Need based tuition waivers – no limit	Small number of students accessing waiver at large amounts; loss of revenue, Requires multiple revisions and tracking	Sought approval from the Acad Senate, Stu Gov't and Executive Committee to cap waiver at 13 credits	Fall 2004
No formal survey of office services	No hard data on which to base evaluation of service provided to financial aid recipients	Will send survey with student's award letter – reply envelope provided	Fall 2004
Lack of customer service surrounding document verification	Often inconvenient for students to provide documents required to process file.	Provide pre-addressed reply envelopes with each tracking and award letter	Fall 2004
No formal default management plan	Stafford Loan Cohort Default Rates increasing. Unable to implement default management plan due to lack of staffing	Applied for EDSHare grant to fund a temporary position. Awaiting word.	??