Student Services
Departmental Goals and Assessment Results
2013-2014

Department Name: Financial Aid

Departmental Goals for 2013-2014

1. Complete Department of Education Return of Title IV Funds Self-Assessment – To be continued through next year. This was delayed due to the work being done on #3.
2. Complete the entire Policy section of the FAO Policies and Procedures Manual – This section was not yet accomplished. This year, new Federal regulations and new requirements were instituted, requiring additional updates to the P&P.
3. Complete the testing of and implement the Return of Title IV Funds Module in Banner (This goal is continued from 12-13. The Assistant Director of Technical Operations and the Assistant Director-Jordan Campus are currently working on this and will begin testing it with the Fall 2013 semester). The module in Banner is currently being tested during the Summer 2014 term. The results of the module will be compared to an actual R2T4 equation to determine the accuracy of the information coming from the module. If the information is consistent, the FAO will fully implement this module beginning in Fall 2014.
4. Create a series of videos to instruct students on the use of the Financial Aid section of MyPage to check for missing information, award information and notifications of satisfactory progress issues. – The individual completing this goal left the Financial Aid Office in December 2013. The Specialist group has agreed to pick up this goal and proceed during the next year.
5. Conduct monthly reconciliations of all Title IV aid to insure that funds are balanced by year-end. Reconciliation will be done the same day each month between COD, G5, Banner, and the Statement of Accounts for Pell, SEOG and Direct Loans. – The Direct Loan and Pell funds are being reconciled every month by the Assistant Director of Technology and the Electronic Transmission Specialist. At the conclusion of their reconciliation, the Director of Financial Aid meets with the Business Office to complete the reconciliation procedure. After this is complete, both the Business Office and Financial Aid Office sign and date a log to indicate the reconciliation was completed. FSEOG is not reconciled.
6. Complete Department of Education Student Eligibility Self-Assessment. – Not completed.
7. Using proposed messaging system at Salt Lake Community College, notify students of financial aid information such as posting of loans and time period for cancelling loans, transfer of financial aid, priority dates, etc. – A communication plan was established and students are notified regularly of financial aid requirements, disbursements and pertinent information.

Due to Deneece August 15th

Project (Assessment) Title: 2013-2014 Satisfactory Progress: How Can the Financial Aid Office Assist Students in Meeting the Terms of Their Probation?

College Priority & Objective: Strategic Priority II – Improve Student Access and Success

Methodology (Plan/Timeline/Method):

During the 2012-2013 year, the Financial Aid Office tracked students who had been placed on probation for not maintaining Satisfactory Academic Progress. All of these students had signed contracts and submitted academic plans that would allow them to meet the SAP requirements. After the results were tabulated, it was found that only 37% of students who had signed contracts met the terms of their probation.

During 2013-2014, the Financial Aid Office will be establishing new procedures to assist students in meeting the requirements of their probation. In addition, the Appeal Committee will also be reviewing their processes of approving appeals to insure compliance with federal regulations and also to determine if correct decisions are being made or if students are just being set up for failure.

Once the year ends, we will review the number of appeals approved and the number of student who met the requirements of their probation to determine if more students are meeting their contracts.

Results/Findings:

Actions Taken (Use of Results/Improvements): The Satisfactory Academic Progress appeal timeline was changed to indicate that students may have to wait up to 2 weeks for their appeal to be reviewed and a decision sent to them. This then allowed the advisors additional time to review the appeal. The advisors now had time to review any appeals filed with the Office of the Registrar and contact the student if there were questions or if additional documentation was needed. This meant that decisions did not have to be made hastily and thoughtful consideration could be given to each appeal.

Results: During Fall 2013, 376 students were on robation (contract) for the term. Of those students, 134 did not meet the terms of their probation, which means 242 met their contract requirements. The percentage of students meeting their probation increased to 64.4%. Spring 2014, 474 students were on probation. Of those students, 336 met the terms of their contracts, which is 70.8% - another increase. It is believe that the changes in approval timeline and the additional time given to the advisors to research the appeal are allowing the committee to make a more educated decision on which students will be able to meet the terms of their academic plan and complete their probationary status.

Other Notes

Project (Assessment) Title: 2013-2014 Graduation of Students who are Approved for Continuation of Funding Appeals.

College Priority & Objective : Improve Student Access and Success

Methodology (Plan/Timeline/Method):
Financial Aid recipients are restricted to applying for financial aid up to 150% of the credits required for their specific program of study. Students who exceed this amount may file a Continuation of Funding Appeal to extend their financial aid past this time. However, the FAO does not know how many of these students graduate from SLCC after signing the contract.

Using graduation rate and/or tracking completion of hours, the Financial Aid Office will determine if these appeals are facilitating the student's success or if the office should be doing more to assist these students in reaching their graduation goal.

Results/Findings: The Financial Aid Office was unable to collect clear results on the completion of these students as it was not something that could be easily retrieved through Banner. The Director is working with the Assistant Director of Technology to find a way to retrieve this information. We would like to continue this project.

Actions Taken (Use of Results/Improvements): While reviewing this information, it was found that the FAO was not reviewing students who had actually graduated to determine if they were still attending SLCC and receiving aid. A new policy and procedure was established to hold students who have graduated and require the student to complete a form indicating why he/she was still attending SLCC and requesting aid, even through graduation had been approved. While many students were found, not all of these students were in the 150% extension group.

Other Notes