

**HAWAII COMMUNITY COLLEGE  
ANNUAL UNIT REVIEW**

**FINANCIAL AID**

**April 2, 2007**

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**Annual Unit Review**  
**Financial Aid**  
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**I. Narrative and Analysis of Data**

A. Mission of the Financial Aid Unit

The mission of the Financial Aid Unit is to assist current and prospective Hawaii Community College students in funding their educational goals through quality customer service and efficient, timely and accurate processing in accordance with Federal, State, University of Hawaii System, and Institutional regulations, guidelines, policies, and procedures.

B. Purpose of the Financial Aid Unit

The Financial Aid Unit administers all federal and state financial aid grants, work-study, loan programs. These programs include, but are not limited to, Federal Pell Grant, Federal Supplemental Educational Grant, Leveraging Educational Assistance Partnership (LEAP, also known as HSIG on Banner reports), Federal Work-Study, Federal Stafford Subsidized, Unsubsidized and Plus Loan Programs, and the Tuition Waiver Program.

C. External Factors Affecting the Unit

The economy of Hawaii County has been improving and the unemployment rate dropping over the last few years.

The regulations governing welfare eligibility and benefits, the changes to the First To Work Program, and work and funding changes to the Bridge To Hope Program make it more difficult for students to attend college.

The improvement in the economy, with the related increase in job availability, and the changes to programs for the economically disadvantaged has changed the demographics of the students attending Hawaii Community College. Although Hawaii Community College still has a significant number of applicants with the most need, as defined by federal methodology, the number of applicants in this group has declined. Other community colleges in the University of Hawaii System have also experienced a similar drop in the number of Pell recipients and the dollar amount of Pell Grant funds awarded.

D. Data

Federal Title IV Applicant Data							
	Unduplicated Headcount <sub>1</sub>	Current EDE Record <sub>2</sub>	Financial Aid Pool (Unduplicated Headcount) <sub>3</sub>	Number of Applications Received From Students in Financial Aid Pool <sub>4</sub>	Percent of Students in Financial Aid Pool Who Applied <sub>5</sub>	Number of Eligible Applicants According to Federal FISAP Reporting Regulations <sub>6</sub>	Percent of Financial Aid Pool Applicants Who Met FISAP Eligibility Requirements <sub>7</sub>
FY06	3103	1682	2718	1145	42.12%	1085	94.75%

1. Unduplicated Headcount: All students who registered for at least one (1) HawCC credit during the academic year minus audit only students. **This number is provided only to show the size of the student population and does not directly correlate to the other numbers in the table.** This number is provided by the University of Hawaii, Institutional Research Office.

2. Current EDE Record: The EDE (Electronic Data Exchange) is a copy of the ISIR that the Banner System uses to calculate financial aid eligibility. By using the 'Current' EDE Record, an unduplicated (one EDE record per student) count of applications received is calculated. An EDE record, since it is a copy of the ISIR, may be valid or invalid. This number also includes applications from students who do not register for HawCC classes. NOTE: FY06 was pre-filtered prior to loading into Banner. The filter selects only students Admitted (continuing or new admits) to HawCC for loading into the Banner System. **This number is provided because it relates to the work-load of the Financial Aid Unit since these applications are processed and awards are made. Awards are cancelled if students fail to register. This number does not directly correlate to other numbers in the table.**

3. Financial Aid Pool (Unduplicated Headcount): The number of students who could have applied for federal financial aid based on Primary Institution and registration. (students who were registered in at least one HawCC during the Academic Year and HawCC was the Primary Institution). This count is somewhat lower than the Unduplicated Headcount because many students who registered for HawCC courses had other UH System Colleges as their Primary Institution. Students may apply for federal aid at many colleges but may only receive federal financial aid at one college each semester.

4. Number of Applications Received From Students in Financial Aid Pool: Unduplicated number of applications received from students in the Financial Aid Pool.

5. Percent of Students in Financial Aid Pool Who Applied: Percent of students in the Financial Aid Pool (students who could have applied) who did apply.

6. Number of Eligible Applicants According to Federal FISAP Reporting Regulations: To meet federal FISAP reporting regulations as an 'Eligible Applicant' a student must be a classified student, registered in at least one credit, and have a valid Institutional Student Information Record (ISIR). An ISIR is the output result from student application to DOE. An ISIR is considered valid if the application had sufficient data

to calculate an Official Expected Family Contribution, was signed, and had no reject codes. An internal Banner routine calculates the number of unduplicated number of Eligible Applicants for the FISAP.

7. Percent of Financial Aid Pool Applicants Who Met FISAP Eligibility Requirements: Percent of students in the Financial Aid Pool who did apply and their applications were deemed Eligible applications by FISAP reporting requirements. These are the students who could receive federal funds if they meet school-based requirements (e.g. making Satisfactory Academic Progress) and meet fund specific requirements. In addition, students who are otherwise eligible to receive FFELP loans or federal work-study must apply for these funds.

Financial Aid Totals		
	Total Number of Students Who Received Federal, State, Institutional, External Scholarships, or Stipends (Does not include aid in the form of third-party payment of tuition and fees)	Total Amount of Federal, State, Institutional, External Scholarships, or Stipends Aid (Does not include aid in the form of third-party payment of tuition and fees)
FY06	856	3,009,326

Federal Title IV Fund Data				
	Number of Students Receiving Federal Funds	Amount of Federal Title IV Program Funds Received by Students*	Number of Students Receiving Pell Grant	Amount of Pell Grant Funds Disbursed
FY06	719	2,430,825	693	1,597,323

\* Includes: Pell Grant, SEOG, Federal Work-Study, FFELP Loans, & Federal Share of LEAP (coded as HSIG in Banner reports) Numbers from R3011 Award Summary Report

State, Institutional, UH Foundation, and Other Fund Data				
	Amount of State and Institutional Funds Received by Students	Amount of UH Foundation Funds Disbursed to Students	Amount of External Scholarships & Stipends Received by Students	Amount of Third-Party Pay of Tuition and Fees Aid*
FY06	81,090	22,635	474,775	

\* Third-Party Pay (e.g. Alu Like) are included in Student Aid Packages. However, Banner, UH System Processing and Student Informational System, only provides dollar totals for Funds.

Student Learning Outcomes			
FY	Applicants	Completed Applications	Percent Completed
FY06	1145	1085	94.75%

Students are able to successfully complete the financial aid application process from the initial application to completion, so that eligibility can be determined.

Goal	Outcome Measure	Definition of Sample/Population	Method of Data Collection & Source	Expected Level of Performance	Actual Level of Performance	Plan of Action
Increase student satisfaction with financial aid advising.		<p>CCSSE Survey</p> <p>Questions pertaining to financial aid advising:</p> <p>-----</p> <p>Question 1</p> <p>Indicate how important the services are to you.</p> <p>Key</p> <p>1 = Not at all 2 = Somewhat 3 = Very</p>	CCSSE Survey	<p>Responses to Question 1 are not statistically different and measure level of importance. Meets level expectation.</p>	<p>FY06</p> <p>-----</p> <p>Question 1</p> <p>Mean</p> <p>HawCC: 2.42</p> <p>Comparison Group: 2.42</p>	<p>Construct survey and hold focus groups to identify what type(s) (e.g. application assistance, Satisfactory Academic Progress, Appeals, financial planning, etc.) of financial aid advising are most important to students, current level of satisfaction with each type. Best delivery method, day, times, and place.</p> <p>Increase number of workshops available to students.</p> <p>Tailor workshops to meet students' needs as expressed in survey and focus groups.</p>
		<p>-----</p> <p>Question 2</p> <p>Indicate how often you use the following services.</p> <p>Key</p> <p>0 = Don't Know/N.A.</p>		<p>Responses to Questions 2 and 3 should not be statistically different from the Comparison Group.</p>	<p>Of the same importance to HawCC students. No statistical difference.</p> <p>-----</p> <p>Question 2</p> <p>Mean</p> <p>HawCC 1.65</p> <p>Comparison Group 1.89</p>	

		<p>1 = Rarely/Never  2 = Sometimes  3 = Often</p> <p>-----  Question 3</p> <p>Indicate how satisfied you are with the services at this college.</p> <p>Key</p> <p>1. = N.A.  2. = Not at all  3. = Sometimes  4. = Often</p>			<p>HawCC students use these services less often and the difference in use is statistically significant. The Effect Size is -0.32 a medium and significant difference.</p> <p>-----  Question 3</p> <p>Mean</p> <p>HawCC 1.92</p> <p>Comparison Group 2.23</p> <p>HawCC students are less satisfied with these services and the difference is statistically significant. The Effect Size is -0.43, a medium and significant difference.</p>	

## II. Action Plan

### A. Analysis of Outcomes

To increase student knowledge of the availability of financial, increase accessibility of financial aid application information and materials and improve student satisfaction with financial aid advising, the Action Plan stated that the Financial Aid Unit would do the following:

- i. Increase number of financial aid application workshops on campus and in the community.
- ii. Offer incentives for student attendance at these workshops in the form of scholarships, prizes, and 'financial aid paper money' (redeemable for pens, post-it-notes, etc.).
- iii. Have a financial aid staff member accompany the Information Specialist on high school presentations.
- iv. Improve financial aid web site by increasing the number of forms available on the web site.

All of the action items listed above have been accomplished. In addition, financial aid workshops in a variety of financial aid related areas (e.g. budgeting, managing credit, debt management, etc.) were offered.

The 2006 CCSSE survey showed that for Hawaii Community College students the importance of financial aid advising remained high (same level as other comparable size community colleges) but the level of use and satisfaction with financial aid advising did not improve.

The increase in the number and types of workshops, the offering of incentives for workshop attendance and the improvement to the financial aid website all started late in the 2005-2006 academic year and the impact may not be reflected in the 2006 CCSSE survey. However, the offering of additional workshops and the use of incentives has not substantially increased student attendance at these workshops.

To provide efficient and timely determinations of financial aid eligibility, the Action Plan stated the Financial Aid Unit would do the following:

- i. Improve the accuracy of document attachment and tracking automated routines.
- ii. Improve the automated eligibility determination screening routines.

These action items have been accomplished.

Items still outstanding from the Action Plan:

- i. Use survey and focus group results to design and deliver workshops and other financial advising services to increase student satisfaction.
- ii. Develop and implement a managerial reporting system so the efficiency and timeliness (effectiveness) of financial aid determinations can be evaluated. The Financial Aid Unit coordinator and the computer specialist
- iii. The up-grade of the two clerical positions and changing temporary positions to permanent positions.

### B. Action Plan Recommendations

The 'financial aid paper money' and the gift cards purchased with funds approved through the Program Review process did not produce a substantial increase in student attendance at the workshops. This part of the Action Plan should not be continued and the funds allocated to purchase additional gift cards should be reallocated to purchasing financial aid outreach material. The existing gift cards will continue to be offered to students for attendance until the gift cards currently on hand have been used.