

**Unit: Financial Aid Office**

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**Mission:**

To assist current and prospective Hawai'i Community College students in funding their educational goals through quality customer service and efficient, timely, and accurate processing in accordance with federal, state, and institutional regulations, guidelines, policies, and procedures.

**External Factors:**

1. Initial communications (Tracking Letter) is sent by UH System office. Their process is generating more work load for Financial Aid Office due to emails sent to invalid email address's resulting in numerous emails being returned as undelivered. Because of this many students have not received Tracking notifications.
2. Increase in number of ISIR's received.
3. Financial Aid Office has been operating without an active director since Jan 2012.

**Unit Outcomes:**

The Financial Aid Office assists students in attending college who otherwise would not be able to pay for the educational costs.

1. Our office is actively participating in orientation as part of informing students of the financial aid process and their rights and responsibilities.
2. To develop and improve relationship with UH System to help improve initial communications and financial aid processing using automation.
3. To further improve financial aid web site to be more user friendly – (single page interface).

**Assessment of Outcomes:**

**Procedure:** In financial aid year 2012-13 the online Google survey form was permanently added to our financial aid web site and is available to anyone visiting our website. In our continuing efforts to go paperless the paper copies of survey are no longer maintained. The online survey was able to assess walk-in services, phone services, printed information services, workshops and web site information. Students rated the services on a five point scale from Excellent to Poor.

Also, In order to improve customer service to our walk-in student's financial aid office will implement a Log-in form. Students will be asked to log-in and state their major and reason for visit this will allow the financial aid office to access areas of need to improve customer service.

**SURVEY:**

*(Please see attached survey responses in Appendix 1)*

Upon reviewing survey data we can now establish some baseline data and set performance rates.

Survey Questions	Positive Response (Excellent/ Good)	Negative Response (Average/ Fair/Poor)	No Response	Last Year's Baseline	Current Year's Baseline
<b>Web Services:</b>					
How useful is the Financial Aid web site to find information about the financial aid programs, policies, and application procedures?	40%	59%	55%	54%	40%
<b>Telephone Services:</b>					
Courtesy of the person(s)	55%	44%	37%	57%	55%
Knowledge of the person(s)	55%	44%	37%	51%	55%
Helpfulness of the person(s)	52%	47%	37%	54%	52%
<b>Walk-in Services:</b>					
Courtesy of the person(s)	72%	27%	22%	64%	72%
Knowledge of the person(s)	72%	27%	22%	58%	72%
Helpfulness of the person(s)	68%	32%	23%	61%	68%
<b>Overall Evaluation Of Financial Aid Services:</b>					
Your experience with the financial aid process	65%	34%	0%	73%	65%
Your understanding of the financial aid policies	72%	28%	0%	74%	72%
Your experience with the financial aid personnel you have spoken to or met with	67%	32%	0%	75%	67%
Your overall assessment of the financial aid services	69%	31%	0%	77%	69%
<b>TOTAL: 61 Responses</b>					

Please indicate the reason(s)	Telephone Services	Walk-in Services	Last Year's Average (Baseline)	Current Average (Baseline)
Check on application procedures	37%	53%	60%	45%
Check on status of aid request	61%	70%	74%	65%
Seek information on student employment	21%	23%	16%	22%
Seek information on student loan(s)	24%	17%	25%	20%
Request forms	16%	34%	30%	25%
Discuss award package or denial	18%	19%	37%	18%
Other	16%	11%	8%	13%
<b>TOTAL: 61 Responses</b>				

**Indicators:**

<b>OSS Annual Student Services Report 11/13/13</b>	
Unduplicated Annual Head Count	4490
Total Number of ISIR's Received (unduplicated)	5755
Number of Eligible Applicants According to FISAP	2776
Percent of Eligible Applicants According to FISAP	51%
Number of Students Receiving Federal Funds (including Pell)	2100
Amount of Federal Funds	\$9,448,224
Number of Students Receiving Federal Pell Grant	2016
Percent of Students Receiving Federal Pell Grant	45%
Amount of Federal Pell Grants	\$6,830,185
Other Funds Received by Students	
State (LEAP and SLEAP)	\$9500
Institutional	\$766,246
UH Foundation	\$59,026
External Aid (External Scholarships/Grants/Third Party)	\$1,007,435
Number of Students Receiving Any Financial Aid	2164
Percent of Students Receiving Any Financial Aid	48%
Total Amount of All Aid Awarded (offered)	\$11,025,159
Total Amount of All Aid Received (paid)	\$11,003,164
Number of Office Staff	
Number of Non-Student Employees (includes 1 IT)	7
Number of Student Employees (each at 20 hours/week)	8
Average Number of Hours Per Week Worked by Combined	
Non-Student Employees Beyond Normal Hours	

### **Action Plan:**

1. Check on status of aid request: Based on last year's action plan an automated notification system was added to Darwin (home grown automation software) in our efforts to improve communication. Most correspondence letters such as award letter, SAP status letter, and loan letters are now sent via email or letters by our newly developed automation software. Now students checking status has dropped from 74 percent to 65 percent of the surveyed students.  
**Plan:** Improve notification system and add more checkpoints to inform students of their financial aid status.
2. Analyze and identify areas of service to improve customer service:  
**Plan:** Financial aid office will implement a log-in form for students who request services on a walk-in basis to access areas of need.

### **Budget Requests:**

Following are budget requests for Financial Aid Office

1. Shredder: An industrial shredder is required to replace the old damaged shredder. Due to the high volume of shredding done by financial aid office the previous shredder is completely worn out and does not function well. **Estimated cost \$10, 600.**
2. Supply Cabinets (Quantity 3): Existing 2 supply cabinets are broken and requesting another supply cabinet for providing additional storage for office supplies and other provisions. As our volume has increased we need more space. Currently stuff is all over our office. **Estimated cost \$2500 for 3 cabinets.**
3. One Officejet laser printer: to replace dying 11yr old HP printer in the front office used by all student workers to print documents for students who walk-in. **Estimated cost: \$1500. (HP high volume black laser printer)**
4. Continued availability of overtime funds until staffing situation has improved.

# APPENDIX 1

