

**Unit Mission:** In support of the institutional mission of the College, the Financial Aid Office provides financial aid resources (Federal & State Grants, Institutional Scholarships, Federal Stafford Loans, & Federal Work Study) that support students' opportunity to maximize their potential to excel in an innovative learning environment.

**Planning** Charlotte Johns-Rich

**Unit Planning**

The Financial Aid Department adheres to the college's biennial planning process in the establishment of the unit plan. The department's unit plan is based upon comprehensive analysis that include students' financial aid satisfaction surveys, responses from student focus groups, interdepartmental staff input, federal and state auditing results, and the institutional objectives that correlates to federal and state guidelines. The Director of Financial and the campus Financial Aid Managers meets as a group to determine and prioritize the unit's objectives. The objectives are also routed to the Deans of Student Services to review and to offer comments or recommendations. Upon approval from the college's administrators, the department's plan will be accepted as its objectives. The objectives will be reviewed throughout the two academic years to analyze progress, noting success or possible modifications.

**External Trends:**

**Trend or Event**

**Impact**

Federal & State Re-Authorizations

Changes to the financial aid regulations may result in changes to current financial aid processes.

Increase of enrollment & students seeking financial aid services

As there are increases of students requesting financial aid resources, enhancements to the delivery of financial aid processes may require new budget initiatives or current resource re-allocations

System modifications

Adjustments to the technical system may warrant amending current processes that will affect the department's ability to accomplish established objectives.

**Constituent Needs:**

The Financial Aid Office utilizes comprehensive systems based on integrity and values that provide financial aid resources to students. The department supports providing exemplary customer services that focus on enhancing students' access to modern technical financial aid processing systems . In the 2003-2004 Annual Financial Aid Report, it is noted that financial aid awards at Hillsborough Community College exceeded \$29.4 million dollars. The increase of tuition & fees, the changes to the economy and the reduction of students' & parents' available personal income have contributed significantly to the volume of students seeking financial aid assistance as a means to attend college. Financial Aid Annual Reports for the past three academic years further indicates that financial aid disbursements has increased by 13%. Thus, financial aid assistance is definitely a necessity for students to attend college. Students receiving financial aid funds are relieved of the obligation to pay for tuition, fees & books from their personal resources that either do not exist or will cause personal financial hardship. Without the financial aid funds, students have expressed their inability to achieve their educational dreams.

**Unit** Decrease the volume of Auditors' findings by 50% for the processing of the Return of Title IV Program.

Objective Type: Information/Com. Technology Facilities Diversity

Target date: 6/30/2005 Position responsible: Director of Financial Aid & District FA Managers

***This unit objective supports achievement of the following:***

College Goal: 6. Continuously improve programs and services while aggressively seeking and effectively managing human, financial, physical, and technological resources.

State Performance Standard:

Priority Initiative:

Review Recommendation: Based upon the Auditor's review for the 2003-2004, it is recommended for the Financial Aid Office to improve its processes for the Return of Title IV Program.

**Total cost to achieve this objective:** \$0

**Cost exceeds unit base budget:**

Full-time salaries	\$0	Professional development	\$0
Part-time salaries	\$0	Capital costs	\$0
Hourly salaries	\$0	Expenses	\$0
Contract salaries	\$0		

Describe costs:

**Strategies:**

1. As on November 18, 2004, District Financial Aid Office hired a District Financial Aid Manager responsible for the processing and timeliness of the Return of Title IV Program.
2. College implemented the usage of the FX grade beginning Fall 2004. This will narrow the volume of classes requiring attendance confirmation.
3. District Financial Aid Office will hire a Financial Aid Counselor that will be assigned to assist with the processing of the Return of Title IV Program.
4. District Financial Aid Office will continue to work with educating the faculty, Academic Deans, and AR&R on the usage of the FX grade and immediate coding into the students' file for the official withdrawal.
5. Calculate Unofficial withdrawals at 50% for students whose last date of attendance is not confirmed. The Return of Title IV calculations and notifications to students will be completed by the 20th date from the last day of classes for the semester.

**Success Criteria:**

1. Process the Return of Title IV Calculations and forward the appropriate funds to the USDOE or SALLIE MAE within 30 days from the last date of classes for the Unofficial Withdrawal that are known by the Financial Aid
2. Process the Official Withdrawals within the 30 days from the last day of classes and forward the appropriate funds to the USDOE or SALLIE MAE.

**Means of Assessment:**

1. Lower or no Audit findings for the Unofficial Withdrawal for the Return of Title IV Calculations and Notifications.
2. Lower or no Audit findings for the Official Withdrawals Return of Title IV Calculations and Notifications.

**Results of Assessment:**

**Status:**  
**Use of Assessment**  
**Results:**

**Unit** Improve and increase communications to students regarding Financial Aid Application processes and the availability of financial aid resources.

Objective Type: Information/Com. Technology Facilities Diversity

Target date: 6/30/2006 Position responsible: Director of Financial Aid and campus FA

***This unit objective supports achievement of the following:***

College Goal: 3. Enhance access, flexibility, and responsiveness to meet the changing educational needs of the students and the community.

State Performance Standard:

Priority Initiative:

Review Recommendation: Responds to requests set forth by the college's Registration Review Committee.

***Total cost to achieve this objective:*** \$1,200

***Cost exceeds unit base budget:***

Full-time salaries	\$0	Professional development	\$0
Part-time salaries	\$0	Capital costs	\$0
Hourly salaries	\$0	Expenses	\$1,200
Contract salaries	\$0		

Describe costs: \$650 - Developing and Printing of Invitations and flyers for the Financial Aid Seminar. \$550 for hiring of a Web Designer.

**Strategies:**

1. The Director of Financial Aid and the District Financial Aid Managers will actively participate on the college's Campus Cruiser Email System Planning Committee.
2. The Director of Financial Aid will formulate the Financial Aid Seminar Planning Committee. The committee will develop strategies that will provide positive outcomes.
3. The Director of Financial Aid will seek assistance from a Web Designer for modifications to the HCC Financial Aid webpages.
4. Director of FA and the District FA Technical Manager will seek assistance from OIT for the processes required to retrieve student access into the FA Webpage, downloading of FA Forms, and review of awarding and file status information on Web Advisor.
5. A survey will be issued to FA students to receive feedback on the timeliness of service at the campus FAO, application date ranges, and usage of the college's electronic systems.

**Success Criteria:**

1. Once the student E-Mail (Campus Cruiser) is purchased, District Financial Aid Office will utilize the system to notify students to apply early for financial aid, financial aid file status, awarding and disbursement dates.
2. Plan for a college wide financial aid seminar to be held in June or July 2005.
3. Modify information provided on the FA Webpage and Web Advisor systems.
4. Provide updated information for revisions to the college's publications.

**Means of Assessment:**

1. District FAO will request reports that will identify the success of students receiving financial aid information electronically.
2. A Financial Aid Seminar planning committee will be established and evaluations will be completed to determine the success of the event.
3. District Financial Aid Office will request a report that will analyze the volume of students accessing the financial aid screens, forms, and data retrieval.
4. District FAO will review the current status and submit modifications of financial aid information for Student Services, Marketing, and Financial Aid publications for students.

**Results of Assessment:**

**Status:**

**Use of Assessment**

**Results:**

**Unit** Increase Financial Aid Awards to students by 3%.

Objective Type: Information/Com. Technology Facilities Diversity

Target date: 6/30/2006 Position responsible: Director of Financial Aid and Campus FA Managers

***This unit objective supports achievement of the following:***

College Goal: 4. Provide the resources and skills necessary to prepare students, faculty, and staff to function effectively in a technologically-driven world.

State Performance Standard:

Priority Initiative:

Review Recommendation: NA

**Total cost to achieve this objective:** \$0

**Cost exceeds unit base budget:**

Full-time salaries	\$0	Professional development	\$0
Part-time salaries	\$0	Capital costs	\$0
Hourly salaries	\$0	Expenses	\$0
Contract salaries	\$0		

Describe costs:

**Strategies:**

The Director of Financial Aid will request a \$50,000 increase for the 05/06 Federal Supplemental Educational Grant Program and \$100,000 for the 05/06 Federal Work Study program.

The Director of Financial Aid will monitor the expenditures of the Institutional Scholarships to ensure the maximum awarding of the funds budgeted.

The campus Financial Aid Managers will complete awarding reports that identifies students whose financial aid files are ready for awarding and disbursing.

**Success Criteria:**

1. As the College continues to project enrollment growth, students seeking financial aid awards will increase accordingly.
2. Request increase of Federal Campus-based funds.
3. By the end of Spring 2006, it is anticipated that an additional 5% of students will receive financial aid awards for enrollment in eligible College Credit Certificate and PSAV programs.

**Means of Assessment:**

1. Comparison of the college's 05/06 Enrollment Statistics to the data provided in the 05/06 Annual Financial Aid Report.
2. Director of Financial Aid will analyze the college's Federal Allocations for 05/06 Campus-based programs to determine if an increase of funds were available.
3. Create reports that will identify the volume of students receiving financial aid awards in 04/05 and 05/06.

**Results of Assessment:**

**Status:**

**Use of Assessment**

**Results:**