Financial Aid Program Review
Fall 2007

Task Force Findings
Final Report

Hillsborough Community College
Tampa, FL

TASK FORCE MEMBERS:
Charlotte Johns-Rich, Chair and Director of Financial Aid, GK
Niurka Arce, Enrollment Development Coordinator, BR
Yolanda Archie, AR&R Supervisor, YB
Dr. Frank Babcock, Dean of Student Services, DM
Maridru Clark, Director of MIS, District Office
Maribel Garrett, Assistant Dean, Admissions and Records, DM
Michele Menendez, Sr. Accountant, District Office
Elizabeth Key-Raimer, Counselor, DM
James Wingate, Associate Director Financial Aid, St. Leo University
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INTRODUCTION
(Source: Appendix 1)

Hillsborough Community College engages in a review of academic, academic support, and administrative areas for the following purposes:

1. To complement the institution's strategic planning process requiring the internal development of unit plans with an external perspective in the review of those plans and the quality of programs and services.

2. To respond to intrinsic motivations for continuous improvement with a focus on the enhancement of institutional effectiveness and efficiency; student learning outcomes; and client satisfaction.

3. To respond to state mandates and accreditation requirements of the Southern Association of Colleges and Schools calling for a systematic review of all programs and services.

All reviews are completed in a five-year cycle. A review is conducted by a Task Force composed primarily of individuals outside the unit under review. The Chair is a full-time employee of the unit under review.

The charge to the Task Force is to identify strengths and weaknesses of the unit as guided by empirical evidence. From the list of strengths and weaknesses, the Task Force is to develop recommendations for improvement to capitalize on strengths and redress weaknesses. The work of the Task Force is to be completed within a fall or spring semester, resulting in a final report.

Subsequently, two brief follow-up reports are to be drafted. The first follow up report is due the following semester. The second is due one year later at the conclusion of the semester in which the original review was conducted. Each consists of a listing of the final recommendations with a few statements indicating the status of their achievement.

Recommendations not achieved within a year may become unit-planning objectives to ensure a continued focus on their attainment. Objectives that stem from review recommendations should be indicated as such in the Strategic Planning System of the College.
DESCRIPTION OF THE UNIT

Advocating for the mission of the college (Source: Appendix 2), the Financial Aid Office's mission is to provide financial aid resources such as Grants, Scholarships, Work Experience, and Student Loans that support students' opportunity to afford the cost of attending college while empowering them to pursue their education in an innovative learning environment. This purpose also supports the College Goal #3 (Source: Appendix 3).

The Financial Aid Office is committed to administering financial aid programs with exceptional quality, integrity, and efficiency while implementing practices that adhere to the federal and state regulations. The values were created to coincide with the College Goal # 5 (Source: Appendix 3). The values of the department are as follows (Source: Appendix 4):

- Exercise consistent higher standards that support ethical practices and integrity toward administering Title IV Financial Aid programs as well as state and institutional scholarships.
- Treat all students with dignity, respect, and compassion.
- Dedicated to providing quality financial aid information and services, internally and externally.
- Support diversity for the awarding of financial aid programs.
- Support diversity of hiring competent financial aid staff and supporting the staff in opportunities for professional development/growth.
- Accountability of all financial aid policies, procedures, and processes.

Financial aid programs are a critical component toward students' enrollment, retention and success at the college. Students expressed in the Institutional Research & Analysis CCSSE 2006 Results (Source: Appendix 5) indicate the lack of finances was major barrier that impacted access to college. It is the department's goal to support the college's "Critical Success Factors" (Source: Appendix 6) by minimizing or possibly eliminating the financial barrier toward students achieving their educational aspirations.

The Financial Aid Office awarded over $31 million dollars of various financial aid programs to over 10,000 students in 2006-2007 academic year (Source: Appendix 7).
- This is a 2.98% increase of awards from 2005-2006 (refer to Financial Aid Awards Comparison Analysis Report for 2004-2005 to 2006-2007).
- There were three new financial aid programs introduced in 2006-2007, Federal Academic Competitiveness Grant, Florida First Generation in College scholarship, & the State of Florida Public Work Experience
Program. These programs generated $304,366 of additional awards to students.

- The Florida Medallion Scholarships increased by 34.57%, from $1,367,013 in 05/06 to $2,089,255 in 06/07. The influx of the Florida Medallion scholarship was contributable to the State of Florida’s Department of Education modification to the program that authorizes 100% payment of tuition and fees for students who attend Florida Community Colleges.

The volume of students receiving financial aid has increased over the past two academic years. The Financial Aid Data (comparison) Results of Students for Fall 04, Fall 05, and Fall 06 Report (Source: Appendix 8) was created to provide analytical data supports the trend that volume of students serviced by the Financial Aid Office has increased over the past three years. The report focus on financial aid transactions that occurred in the Fall terms for 2005, 2006, & 2007 including the quantity of students that applied and awarded financial aid and the volume of students selected for verification.

- The verification process requires auditing by the financial aid staff of selected students' financial income reported on the FASFA application. This process is time consuming and usually delays the awarding of financial aid due to corrections of the financial income reported by the students.

- Students not selected for verification will only need to submit the Institutional Student Data Form. If online web-based services were available, this group of students will not be require a visit to the Financial Aid Office.

The following statistical results are from the Financial Aid Data (comparison) Results of Students who applied for Financial Aid (Source: Appendix 8) and enrolled for classes in the Fall 2005, 2006, & 2007 terms (Source: Appendix 9 & 10):

- Fall 2005 – 27,950 students enrolled for the term (Source: Appendix 9)
  - 35.58% (9,946) of the students enrolled received one or more financial aid awards.
  - 13,960 students provided HCC’s school code on the 2005 FAFSA application received in the Fall 06 term.
  - 71% (9,946) of the students that completed a FAFSA application received financial aid awards at HCC.
  - 20% (2,488) of the students awarded for the Fall 05 term were selected for verification.
  - Over $14 million dollars of financial aid awards were issued to students in the Fall 05 term.
  - Note: If online financial aid services were available for students, 80% of the students would not need to have visited the Financial Aid Office.
• Fall 2006 – 24,221 students enrolled for the term *(Source: Appendix 10)*
  ▪ 39.65% (9,604) of the students enrolled received one or more financial aid awards.
  ▪ 17,463 students provided HCC’s school code on the 2006 FAFSA application received in the Fall 06 term.
  ▪ 59% (10,314) of the students that completed a FAFSA application received financial aid awards at HCC.
  ▪ 36% (3,699) of the 10,314 students awarded for the Fall 06 term were selected for verification.
  ▪ Over $16 million dollars of financial aid awards were issued to students in the Fall 06 term ($2 million dollars increase from Fall 05).
  ▪ **Note:** If online financial aid services were available for students, 64% of the students would not need to have visited the Financial Aid Office.

• Fall 2007 – 25,507 students enrolled for the term *(Source: Appendix 11)*
  ▪ 32.85% (8,380) students enrolled received one or more financial aid awards.
    • This amount is expected to increase for students who complete their financial aid files in Spring 08. These students may also qualify to receive a retroactive Fall 07 award.
  ▪ 14,439 students provided HCC’s school code on the 2007 FAFSA application received in the Fall 06 term.
  ▪ 60% (8,695) of the students that completed a FAFSA application received financial aid awards at HCC.
  ▪ 45% (3,933) of the 8,695 students awarded for the Fall 07 term were selected for verification.
  ▪ Over $17 million dollars of financial aid awards were issued to students in the Fall 07 term ($1 million dollars increase from Fall 06).
  ▪ **Note:** If online financial aid services were available for students, 55% of the students would not need to have visited the Financial Aid Office.
UNIT PLANNING OBJECTIVES

2005-2007 Unit Objectives (Source: Appendix 12)

1. Decrease the volume of Auditors' findings by 50% for the processing of the Return of Title IV Program
   Status of Achievement: Achieved

2. Improve and increase communications to students regarding Financial Aids Application processes and the availability of financial aid resources.
   Status of Achievement: Partially Achieved

3. Increase Financial Aid Awards to students by 3%
   Status of Achievement: Achieved

2007-2009 Unit Objectives (Source: Appendix 13)

1. Develop a Financial Aid Disaster Recovery Plan

2. Improve the electronic (on-line) financial aid services to students

3. Increase financial aid resources disbursed to students by 15% over the 2005-2006 academic year
STRENGTHS OF THE UNIT

1. Financial Aid Procedures and Operational Manuals are extensive, comprehensive, and address the various processes involved in awarding financial aid. The Office of Financial Aid has clearly defined policies and procedures for staff to follow and use as reference when performing their duties.

Source:
- Appendix 13 - Financial Aid Screens Quick Reference Guide
- Appendix 14 – Table of Contents for the Financial Aid Administrative Procedures & Operations Manual

2. Financial Aid Office’s audits confirm the college is adhering to the rules and regulations of the United State Department of Education. In compliance with regulations, the number of audit findings decreased from 2004-2005 to 2005-2006 and 100% of allocations for Federal Supplemental Educational Opportunity Grant and Federal Work Study programs were awarded (supporting College Goal #4 – Source: Appendix 3).

Source:
- Appendix 16 - 2005-2006 Audit Report
- Appendix 17 - 2006-2007 FISAP Reports

3. The Financial Aid Office continuously strives to improve access of information to students and provides vital tools for the dissemination of information to students regarding the financial aid processes, rules, and procedures in the college’s publications and website. This ongoing process supports the College’s Goal #3 (Source: Appendix 3). Disbursement information is announced to students in publicity flyers and email messages. Beginning Fall 2007, the Financial Aid Office implemented strategies to reduce the wait time of students and created printed posters and flyers encouraging students to utilize the Financial Aid Webpage and HawkNet for information. The department also commenced revising and enhancing the Financial Aid Webpage and notifying students of disbursement information through Campus Cruiser portal (supporting College Goal #3 – Source: Appendix 3).

Source:
- Appendix 18 - HCC Financial Aid Brochures
- Appendix 19 - Financial Aid Questions and Answers
- Appendix 20, 21, & 22 - The Student Handbook, Catalog, and Course Schedule outlines information in an easy to understand format and provides a quick reference and the availability of forms online for download from the FA Webpage.
- Appendix 23 - Financial Aid Apply On-Line Flyer
- Appendix 24 – Financial Aid Checklist
- Appendix 25 – Financial Aid Web/Home Page
Furthermore, the department produced quality and relevant promotional materials that explain the financial aid process at HCC in conjunction with Free Application for Federal Student Aid (FAFSA) process. These materials include timeline/checklist descriptions that are easy to understand and raise awareness for student use of Hawknet to check on their FA documents.

- **Source:**
  - Appendix 26 – Timeline for Students to Expect the Awarding of Financial Aid
  - Appendix 27 - Don’t Waste Time by Standing in Line flyers & On-line Bookmarkers
  - Appendix 28 – Financial Aid Disbursement Information Notice, Fall 2007

4. In the Fall 2006, the Financial Aid Office collaborated with the Marketing Department to develop an outreach mechanism to inform the Florida Bright Futures Medallion Scholarship recipients of their award increase to 100% (Source: Appendix 29 & 30) The mass mailers supported the College Goals and strategies to promote student access and reduce barriers to student success (Source: Appendix 3).

5. The Financial Aid Office accepted scanned or faxed documents from students in order to reduce wait times on campus and expedite submission of forms as well as reducing the risk of losing submitted documents (Source: Appendix 31).

6. Commenced the process to implement imaging for financial aid documents (Source: Appendix 32). This initiative supports College Goal #6 (Source: Appendix 3).

7. The number of students applying for and receiving financial aid has increased as noted in the 2004-2005, 2005-2006, & 2006-2007 FA Awards Comparison Report Source (Source: Appendix 6).
WEAKNESSES OF THE UNIT

1. The District Financial Aid Office is not empowered to expeditiously implement technology innovations and enhancements to improve the financial aid experience for students.

- Community College Survey of Student Engagement (CCSSE) Former Student 2005 Survey (Source: Appendix 33 & 34) results and comments indicate the need for the Financial Aid Office to improve online (web-based) information and services, upgrade computer hardware and software that will expedite workflows and processes, and reduce wait time.

- The Financial Aid Office is limited with the process of implementing new initiatives and technological advancements of services to students. The department competes with other areas to request improved technical systems or programs. The current process for submitting new initiative or enhancements takes months and occasionally years to implement or install.

  a) For example, the Financial Aid Office requested the implementation of on-line financial aid forms. This initiative was supported by previous and current year students’ responses to Financial Aid Surveys. In particular, a student completed and submitted to the Director of Financial Aid the Financial Aid Survey that is available to all students on the Financial Aid webpage. The student specifically addressed the need for the on-line financial aid forms (Source: Appendix 35).

  b) In June 2006, the District Financial Aid Office (DFAO) located a product, “Dynamic Forms” that enables students to complete financial aid forms on line (Source: Appendix 36). Currently students do not have the ability to complete financial aid forms on-line, forward the completed forms electronically in a structured environment, and for DFAO to upload by batch the completed forms received into students’ Financial Aid accounts.

  c) The current process for submitting new or improved services is very bureaucratic and cumbersome. The current process of acquiring technical support is lengthy (Source: Appendix 37). OIT utilizes a process known as “order of magnitude” to determine programming needs and programmers’ availability of service. However, OIT’s “order of magnitude” does not necessarily coincide and on occasions, conflicts with the
urgency to produce expeditious enhancements of service/access for students, i.e. financial aid forms and the 5 months delay of creating a custom program that could generate increase Florida Student Assistance Grant funds for students (Source: Appendix 38 & 39).

2. The current resources are not meeting the workload demands and efficiency potential.

- Student’s lack of access to sufficient web-based financial aid tools makes the students’ financial aid experience at HCC frustrating and too troublesome. (Source: Appendix 40 & 41).

- Currently, there is no automated process to verify courses enrolled are applicable toward the degree the student is seeking. This is a data integrity concern for the college’s State Reports.

- Several of the department’s processes are manual and thus absorb an abundance of time that could be utilized toward enhancing the services to students. Automation of the following processes are essential toward improving the access of service to students:
  
  a) Coding each financial aid form as “received” in the student system;
  b) Reviewing courses needed to complete degrees for students who have attempted over 150% of the credit hours necessary for the program of study;
  c) Staff initiated processes for batch tracking, auto-packaging, FA De-Registration, Bright Futures Deferments, and completion of Exit Counseling sessions;
  d) Data retrieval requires a significant timeframe to complete. Per the District FA Manager, if the process requires more than five different queries, it could take 3 to 4 hours to complete and locate the data requested.

- Call centers are not located at all campuses to address financial aid inquiries (Source: Appendix 42 & 43).

3. Lack of adequate and sufficient technical and human resources to conduct current functions and expectations of the Office of Financial Aid contributes to the dissatisfaction ratings of students.

- Staffing patterns in Financial Aid appear as less robust compared to other colleges’ similar size to Hillsborough Community College (Source: Appendix 44 & 45).
• There is one professional District Financial Aid staff that is dedicated to address 100% of the technological initiatives and run daily processes. This is an unrealistic expectation in today's fast-paced, student-centered environment and as a result, technology and electronic processes suffer. Most financial aid offices have a high level position just for this purpose (Source: Appendix 46).

• CCSSE Former Student 2005 (Source: Appendix 47), the Financial Aid Survey from IDS-2110-57446 Capstone Class, Fall 2006 (Source: Appendix 48), and the District FAO Financial Aid Survey, April 2006 (Source: Appendix 49) results and comments indicate urgency to reduce wait times and address issues of customer service, staff availability and consistent information across staff and campuses.

• Financial Aid services ranked the third lowest among the campuses services in the Faculty and Staff Satisfaction on the 2007 survey (Source: Appendix 50).

4. Per the College Goal # 6, there is a need to establish a committee to continuously review current financial aid processes and evaluate/recommend improvements of financial aid services to students (Source: Appendix 3).
RECOMMENDATIONS FOR IMPROVEMENT

The empirical evidence demonstrates the necessity of the college to accept the commitment to improve the technological financial aid services that will enhance the financial aid experience for students. This must be a priority to the college, and the governing Administrative Systems Advisory Council (ASAC) committee.

1. Providing quality service is highly depended on Technology. Empower the Financial Aid Office to utilize technological advancements that will improve students' access to financial aid information and maximize the financial aid experience for students.

   - Create an electronic “online” processing indicator that will communicate to students via “pop-up message” on their Web Advisor account that inform the students of the financial aid documents outstanding, the timeframe for the completion of the financial aid file (once the documents are submitted), to awarding and disbursement of funds.

   - Simplify the college’s current process to initiate technological initiatives, projects, and enhancements.

2. Improve the current financial aid resources to meet the workload demands and efficiencies of the department by:

   - Adopt as the priority of the college to create a web-based financial aid delivery system that enhances students' financial aid experience through the implementation of online financial aid forms and procedural advising that enables students to manage financial aid transactions remotely.

   - Develop an electronic process that identifies students that are enrolled in programs that are applicable to the degree they are seeking prior to awarding aid.

   - Implement the Image Now product to facilitate records management at each Financial Aid Office.

   - Automate procedures into overnight transactions of data that are necessary for students’ FASFA results (ISIRs), document tracking communications to students, automatic packaging, FA de-registration, Bright Futures Deferments, Standards of Academic Progress.
• Merge data retrieval processes that require more than five queries into custom reports and link to an "X-mnemonic".

• Request the Vice President of Student Services and Enrollment Management to set as a priority for the division the acquisition of an on-line Financial Aid Call/Answer Center for all campuses. This will contribute toward the reduction of walk-in traffic and promote easier access for inquiries.

3. Budget for a permanent management position that serves as the Financial Aid Business and Technology Analyst that is responsible for implementing all financial aid technological initiatives.

• Duties will include but not limited to Datatel reporting (statistical and interface with internal departments and outside agencies, such as State of Florida, guarantee agencies, etc.), implementation of the web-based products, evaluate the availability of technological products that will enhance the financial aid experience for students, and identify various software and hardware products required to interact with the various financial aid software and websites.

• This individual will serve as a liaison with OIT and be able to have strong working knowledge of Datatel file structure. As a result, areas that will be positively impacted will be compliance, customer service and process improvement.

• The Financial Aid Business and Technology Analyst will not engage in the day-to-day processing operations of the department.

4. Budget for a technical support processing staff at the District Financial Aid Office. This position will serve as support to the Financial Aid Manager.

5. Collaborate with the Deans of Student Services to establish a quality customer service plan that incorporates standard protocols that employees consistently utilize when interacting with students.

6. Adopt a Financial Aid Advisory Council at the college that will continuously review the strengths, current challenges and progress towards accomplishing the President’s accepted recommendations submitted by the Program Review Committee.

• The council will also serve as the official committee for presenting college-wide financial aid services analysis reports to the Vice President of Student Services and Enrollment Management.
DISTRIBUTION LIST OF THE FINAL REPORT

The Task Force report will be distributed in print to the Cabinet, appropriate deans/directors, unit head, task force members, advisory committee members as applicable, and all campus libraries. An electronic version of the task force report and all subsequent reports will be forwarded to the Executive Director of Strategic Planning & Analysis for archiving to the website of the Departments of Institutional Research and Management Information Systems as well as notification to the college community.
APPENDICES

- Appendix 1: Program Review Model
- Appendix 2: Hillsborough Community College Mission Statement
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- Appendix 13: Table of Contents for the Financial Aid Screens Quick Reference Guide
- Appendix 16: 2005-2006 Audit Report, page 266 & 267
Appendix 17: Fiscal Operations Report and Application to Participate (FISAP) for 2008-2009 & Reporting of Campus Based Programs for Award Year July 1, 2006 – June 30, 2007

Appendix 18: HCC’S Financial Aid Brochures

Appendix 19: Financial Aid Questions and Answers


Appendix 22: HCC Fall 2007 Credit Schedule, pages 10 – 12

Appendix 23: Apply On Line flyer

Appendix 24: Financial Aid Checklist

Appendix 25: Financial Aid Web/Home page

Appendix 26: Timeline for Students to Expect the Awarding of Financial Aid

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Appendix 30: Announcement of Bright Futures $300,000 Increase, Fall 2006 “Outlook” publication

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Appendix 32: Financial Aid Imaging Objectives, Measurements, & Flowcharts

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Appendix 35: Financial Aid Service Satisfaction Survey from Student, 8/10/06

Appendix 36: Dynamic Form Information document

Appendix 37: Minutes from HCC Administrative Systems Advisory Council (ASAC)

Appendix 38: Financial Aid Project Request FA003

Appendix 39: DOE Office of Student Financial Assistance (OSFA) Community College State Program Activity

Appendix 40: Financial Aid Survey, April 2007, page 12 Recommendation Summary Results

Appendix 41: Student Satisfaction Survey 2007, page 17, comment #694

Appendix 42: Student Satisfaction Survey 2007, page 10, comment #179

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Appendix 48: Financial Aid Survey Results from IDS-2110-57446 Capstone Class, Fall 2006, (page 1 & 6)


Appendix 50: Faculty/Staff Satisfaction Survey 2007
The institution engages in ongoing, integrated, and institution-wide research-based planning and evaluation processes that incorporate a systematic review of programs and services that (a) results in continuing improvement, and (b) demonstrates that the institution is effectively accomplishing its mission.

- SACS Core Requirement 2.5

The demonstration of institutional and instructional effectiveness includes the evaluation of all academic, academic support, and administrative units within the college. Therefore, a formal, ongoing process of review will be implemented to assess each unit's contribution to institutional effectiveness, while generating useful information for unit improvement.

**Purposes**

Hillsborough Community College engages in a review of academic, academic support, and administrative areas for the following purposes:

1. To complement the institution's strategic planning process requiring the internal development of unit plans with an external perspective in the review of those plans and the quality of programs and services.

2. To respond to intrinsic motivations for continuous improvement with a focus on the enhancement of institutional effectiveness and efficiency; student learning outcomes; and client satisfaction.

3. To respond to state mandates and accreditation requirements of the Southern Association of Colleges and Schools calling for a systematic review of all programs and services.

**Implementation**

All reviews will be completed in a five-year cycle. A review will be conducted by a Task Force composed primarily of individuals outside the unit under review. The Chair will be a full-time employee of the unit under review.

The charge to the Task Force is to identify strengths and weaknesses of the unit as guided by empirical evidence. From the list of strengths and weaknesses, the Task Force is to develop recommendations for improvement to capitalize on strengths and redress weaknesses.
Task Force recommendations are addressed to the President for their approval preceded by a presentation to the President’s Cabinet. Two semesters following completion of the task force report, a progress report toward implementation of approved recommendations is presented to the Cabinet (see pp. 3-4 under “Reporting” for more detail).

The work of the Task Force will be completed within a fall or spring semester. The Chair may opt to use a suggested model of implementation included at the conclusion of this document.

Data

Central to the review is an examination of data, including measures of stakeholder satisfaction, to support empirically-derived lists of programmatic strengths and weaknesses. These lists form the basis upon which recommendations for improvement are developed.

To an extent, the model does not prescribe a complete list of quantitative measures that should be collected. For the review process to be most beneficial, it must be flexible enough to encompass whatever aspects of the unit the Task Force views as relevant. Attention should be given to those outcomes and measures the college has recognized as indicators of institutional effectiveness including those identified in the Critical Success Factor document.

Nonetheless, each review will include an examination of Institutional Effectiveness Survey results as prepared by the Department of Institutional Research. These results will reflect levels of client satisfaction (i.e. students, former students, employers of graduates, faculty/staff), and in some instances, results of self-assessment. The annual college Fact Book is also an important data reference that provides data on many of the programs and services rendered by the College.

For academic programs, data must focus on measurable learning outcomes (e.g. licensure pass rates, CLAST pass rates, competency check-off lists, capstone courses) consistent with student competencies to be attained upon successful completion of the program.

Direct evidence of student learning demonstrates the degree to which a student has attained mastery of knowledge, skills, and abilities as a result of their engagement in a collective set of instructional experiences at the college. It is fundamental that results of learning outcome measures be used to develop recommendations to improve academic programs and overcome barriers to learning.

Task force Chairs will have chief responsibility for coordinating provision of these data to the Task Force. Based upon the available data and the needs of the review, the Task Force will determine if additional information is needed still. The Task Force will be responsible for collecting additional information. If requested, consultative assistance can be provided by the Office of the Executive Director of Strategic Planning & Analysis.
Task Force Composition

A Cabinet-level official will identify the names of individuals to serve on the Task Force. **This will include securing agreement to serve by those individuals identified and securing the acknowledgement of their supervisors where appropriate.** The Cabinet officer will forward this information to the Executive Director of Strategic Planning & Analysis. The Executive Director will identify someone from his/her staff to serve on the Task Force to further ensure 1) a review focused on empiricism and 2) adherence to the spirit and letter of the review model. The College President will issue a letter of appointment including the charge to the Task Force. It is understood that there will be times in which adjustments to task force composition must be made (i.e. untimely death); for these reasons flexibility in the appointments is maintained to the extent they follow the requirements below.

The composition of the task force must include the following:
1. A full-time employee of the unit under review to serve as Chair – this is the only task force member that can be an employee of the unit under review;
2. Supervisor/administrator of another unit;
3. One full-time and/or continuing part-time faculty outside the unit;
4. One full-time staff outside the unit; and
5. One individual not employed by the college. See below for suggestions.

If the unit is academic or academic support, it must also include:
6. One currently enrolled student or graduate; and
7. A member of the program’s advisory committee.

Other potential members include individuals drawn from the local school system, local senior institutions, experts in the field, peer colleagues from another community college, etc. It is recommended that the Task Force be kept to no more than eight to facilitate completion of the task.

**Reporting**

Task Force Report

A report of Task Force findings will be drafted by the Chair and approved by the Task Force. The report must include, but is not limited to, the following components:

1. An introduction to include the purpose and scope of the review and a description of the review process;
2. Description of the unit – its functions and whom it serves;
3. Strategic planning objectives of the unit including progress toward achievement and identification of the college goal each supports;
4. Strengths of the unit as informed by evidence;
5. Weaknesses of the unit as informed by evidence;
6. Recommendations for improvement and identification of the college goal each supports;
7. Distribution list of the final report;
8. List of appendices; and
9. Appendices to include results of Institutional Effectiveness Surveys as applicable.

The report as approved by the Task Force will be submitted to the Executive Director of Strategic Planning and Analysis and the Cabinet Officer with direct authority over the unit. The Executive Director will schedule a review of task force recommendations by the President’s Cabinet in the following semester (fall or spring). For those reviews in which it is possible, the presentation to Cabinet may also occur in the summer term.

The Cabinet will advise the President regarding approval of the recommendations. The Executive Director of Strategic Planning will summarize the advisement of the Cabinet in writing and forward this to the President for a final decision. A record of the President’s decisions will be posted on the website of the departments of Institutional Research and Management Information Systems and forwarded to all stakeholders.

Follow-up Reporting

One year following completion of the Task Force review, a report of progress toward implementation of Cabinet-supported recommendations will be drafted by the designee(s) of a Cabinet-level officer(s). The report will include a listing of the recommendations with a few statements indicating the status of their achievement. An electronic copy is forwarded to the Executive Director of Strategic Planning & Analysis for electronic posting.

Recommendations not achieved within a year may become unit planning objectives to ensure a continued focus on their attainment. Objectives that stem from review recommendations should be indicated as such in the Strategic Planning System.

Report Distribution

The Task Force report will be distributed in print format to the Cabinet, appropriate deans/directors, unit head, task force members, advisory committee members as applicable, and all campus libraries. An electronic version of the task force report and all subsequent reports will be forwarded to the Executive Director of Strategic Planning & Analysis for archiving to the website of the Departments of Institutional Research and Management Information Systems as well as notification to the college community.
Administration

All reviews will be conducted within a five year cycle. The President’s Cabinet provides leadership and oversight to the review process. Specific duties include

- Approving the program review model and any revisions;
- Approving the schedule of reviews;
- Identifying task force membership and relaying this information to the Executive Director of Strategic Planning & Analysis;
- Ensuring the completion of reviews;
- Reviewing the report recommendations as submitted by the task force and advise the President regarding their approval;
- Naming those individuals who will compose the follow-up report and relaying these appointments to the Executive Director of Strategic Planning & Analysis; and
- Ensuring the implementation of Cabinet-supported recommendations. The Cabinet Officer with authority over the unit reviewed is accountable directly for the implementation of review recommendations.

Note that although Cabinet recommends task force membership, the President has final approval via a letter of appointment. The President also makes a final determination regarding approval of the recommendations. A record of these decisions is distributed to all stakeholders and posted on the web site of the Departments of Institutional Research and Management Information Systems.

The Office of the Executive Director of Strategic Planning & Analysis has managerial oversight of the process to ensure its implementation. Specific duties of the Office of the Executive Director include

- Appointing a member of his/her staff to ensure adherence to this model and the use of data to the greatest degree possible;
- Drafting letters of appointment to the Task Force on behalf of the College President;
- As needed preparing administrators, Task Force Chairs and members to fulfill their responsibilities;
- Providing select data support to the review including summaries of Institutional Effectiveness Surveys, the annual Fact Book, and indicators of institutional effectiveness included in the Critical Success Factor document;
- Ensuring that all reporting requirements are completed in a timely fashion;
- Drafting reports of approval of task force recommendations as a record of the final decisions rendered by the President; and
- Proposing to Cabinet, revisions to the model or any other aspect of the process as warranted.

Responsibilities of the Task Force Chair include

- Committing the time, energy, preparation, and forethought toward preparation for each meeting of the Task Force;
- Channeling to the Task Force all data needed to support development of strengths, weaknesses, and recommendations;
- Ensuring that the review is conducted in an objective and constructive fashion with a focus on developing empirically derived lists of strengths, weaknesses and recommendations for improvement; and
- Completing all writing assignments in a timely fashion as prescribed.

Responsibilities of the Task Force include
- Devoting the necessary time, energy, preparation, and forethought to the evaluation;
- Commitment to conducting a constructive review that will lead to the improvement of the unit;
- Punctual arrival for all meetings and completing assignments by agreed upon deadlines; and
- Collectively developing a list of strengths, weaknesses, and recommendations for improvement within the semester designated.

To the greatest extent possible, examining data as the basis for the identification of strengths and weaknesses; and
- Developing recommendations for improvement that capitalize on strengths and redress weaknesses.
**Program Review: A Model for Implementation**

**Purpose:** The Implementation Model proposes a means of fulfilling the requirements of a program review within four meetings of a Task Force. The review is to be completed within a fall or spring semester. The first three meetings will last approximately two hours each. The meeting agendas will contribute directly toward completion of the final report. **All members should bring their calendars to the first meeting.**

**Meetings:**

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Agenda</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>First</em></td>
<td>1. Review model of program review.</td>
<td>PowerPoint prepared by Strategic Planning.</td>
</tr>
<tr>
<td></td>
<td>2. Describe the unit, its functions, its clients; progress toward planning objectives; and implementation of recommendations from the last review.</td>
<td>Presented by Chair.</td>
</tr>
<tr>
<td></td>
<td>3. Data examination. Distribution to include I.E. Survey results, unit measures of effectiveness or student learning outcomes, Fact Book, etc.</td>
<td>Prepared by Chair and data prepared by the Dept. of IR.</td>
</tr>
<tr>
<td></td>
<td>4. Identify scope &amp; area of focus of the review.</td>
<td>Proposal by Chair</td>
</tr>
<tr>
<td></td>
<td>5. Determine if additional data are needed.</td>
<td>Task Force</td>
</tr>
<tr>
<td></td>
<td>6. Schedule all remaining meetings within the semester.</td>
<td>Chair &amp; Task Force</td>
</tr>
<tr>
<td><strong>Homework:</strong></td>
<td>A. Chair and/or Task Force gather additional information if needed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>B. Examine data and draft independent lists of unit strengths &amp; weaknesses.</td>
<td></td>
</tr>
<tr>
<td><em>Second</em></td>
<td>Identify strengths and weaknesses/areas for improvement</td>
<td>Flip-chart activity: Modified Nominal Group Technique</td>
</tr>
<tr>
<td><strong>Homework:</strong></td>
<td>draft independently recommendations for improvement.</td>
<td></td>
</tr>
<tr>
<td><em>Third</em></td>
<td>Identify recommendations/suggestions</td>
<td>Flip-chart activity: Nominal Group Technique</td>
</tr>
<tr>
<td><strong>Homework:</strong></td>
<td>A. Chair drafts report &amp; distributes.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>B. Task Force reviews report.</td>
<td></td>
</tr>
<tr>
<td><em>Fourth</em></td>
<td>Review &amp; approve draft report</td>
<td>May be done electronically</td>
</tr>
</tbody>
</table>
Vision

Hillsborough Community College will deliver education of the highest standards enabling a diverse community of life-long learners to achieve their maximum potential in a global society.

Mission

Hillsborough Community College, a public, comprehensive institution of higher education, empowers students to excel through its superior teaching and service in an innovative learning environment.

Critical Success Factors

These factors identify core areas in which we must perform at a high level to achieve our goals.
1. Student Achievement
2. Articulation & Access
3. Resource Management
4. Quality Assurance
College Goals

As approved by the Board of Trustees, the goals are accompanied by nine strategic initiatives for action during the 2007-09 biennium.

1. Advance student success through a focus on the achievement of learning outcomes for all students with the active involvement of all employees.

2. Foster partnerships with the local and global communities to position the College as a premier educational institution for college transfer, career workforce and economic development, lifelong learning, and community initiatives.

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

4. Provide the necessary human, financial, physical, and technological resources to ensure a high quality learning environment and an efficient organization.

5. Promote an institutional culture that values the individual; fosters diversity; and encourages professional development, action, creativity, and risk taking.

6. Continuously improve programs and services through a systematic and ongoing process of strategic planning, assessment, and review in which a "culture of evidence" guides our direction.
Values of the Financial Aid Office

- Exercise consistent higher standards that support ethical practices and integrity toward administering Title IV Financial Aid programs.

- Treat all students with dignity, respect, and compassion.

- Dedicated to provide quality financial aid information and services, internally and externally.

- Support diversity for the awarding of financial aid programs.

- Support diversity of hiring competent financial aid staff with the support of professional development/growth.

- Accountability of all financial aid policies, procedures, and processes.

7/3/07
STUDENT GOALS AND SATISFACTION:
RESULTS OF THE 2006 CCSSE ADMINISTRATION

The Community College Survey of Student Engagement (CCSSE) addresses several important questions pertaining to students, including:

- What are our students' goals?
- What issues keep students from persisting toward their goals?
- How satisfied are students with the College and its services?

This brief will address the questions above and compare results for HCC to the Achieving the Dream (AtD) consortium, of which we belong.

**Educational Goals**

Students responding to the survey were given the opportunity to mark Primary Goal, Secondary Goal, or Not a Goal to a list of possible goals for attending their particular college. The results for Primary Goal and Not a Goal are listed in the table below.

Notably, there are larger proportions of HCC students, when compared with AtD results, with goals of 'obtaining an Associate degree' and 'transferring to a four year college/university' at 70.3% (56.9% AtD) and 67.3% (57.1 AtD), respectively. Students listed 'changing careers' at the bottom of their list of primary goals.

<table>
<thead>
<tr>
<th>Education Goals</th>
<th>Primary Goal</th>
<th>Not a Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCC</td>
<td>AtD</td>
<td>HCC</td>
</tr>
<tr>
<td>Obtain an associate degree</td>
<td>70.3%</td>
<td>56.9%</td>
</tr>
<tr>
<td>Transfer to a 4-year college or university</td>
<td>67.3%</td>
<td>57.1%</td>
</tr>
<tr>
<td>Self-improvement/personal enjoyment</td>
<td>39.8%</td>
<td>43.9%</td>
</tr>
<tr>
<td>Obtain or update job-related skills</td>
<td>35.9%</td>
<td>39.8%</td>
</tr>
<tr>
<td>Complete a certification program</td>
<td>28.3%</td>
<td>28.2%</td>
</tr>
<tr>
<td>Change careers</td>
<td>22.1%</td>
<td>27.1%</td>
</tr>
</tbody>
</table>
Barriers to Goal Attainment

CCSSE also asks students to indicate the issues that would require them to withdraw from college. In other words, what keeps students from achieving their educational goals? The percent of students who report that the various factors would result in their “withdrawing from class or from college” are noted in the graph below. They include:

- Lack of finances;
- Working full-time;
- Caring for dependents; and
- Academically under-prepared.

As shown above, HCC students rated the barriers lower than the AtD consortium except for Academic underpreparation.

Student Satisfaction with the College

The survey asks a number of questions useful in measuring the satisfaction of students. One is whether a student would recommend this college to a friend or family member. At Hillsborough Community College 94.2% (95.7% AtD) report they would make such a recommendation. Another item asks students to evaluate their entire educational experience. Eighty two percent (87.7% AtD) describe their experience as Good or Excellent and only 1.8% (1.1% AtD) rate their experience as Poor.

Another measure of student satisfaction is the percent of returning students. Seventy three percent (63.0% AtD) of the students indicate that they plan to enroll in this college within the next 12 months, while 9.5% (11.1% AtD) report that they have accomplished their goals and will not be returning. Seventeen percent (25.9% AtD) report they are uncertain or have no plans to return.

Satisfaction with Services

The following table displays use, satisfaction, and importance of a number of key academic and student support services. The second column reports the percent of HCC students who say that they used the service either Sometimes or Often; the third and fourth columns display the percent of students who report they were Somewhat or Very Satisfied with the service by HCC compared to the Achieving the Dream consortium; and the fifth column reports the percent of students who rate the service as Very Important.
<table>
<thead>
<tr>
<th>Service</th>
<th>Use</th>
<th>Satisfaction</th>
<th>Rated as Very Important</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HCC</td>
<td>AtD</td>
<td></td>
</tr>
<tr>
<td>Academic advising/planning</td>
<td>49.5%</td>
<td>64.9%</td>
<td>72.8%</td>
</tr>
<tr>
<td>Career counseling</td>
<td>20.7%</td>
<td>34.9%</td>
<td>49.7%</td>
</tr>
<tr>
<td>Job placement assistance</td>
<td>6.1%</td>
<td>13.5%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Peer or other tutoring</td>
<td>25.4%</td>
<td>36.7%</td>
<td>46.9%</td>
</tr>
<tr>
<td>Skill labs (writing, math, etc.)</td>
<td>44.9%</td>
<td>53.7%</td>
<td>55.4%</td>
</tr>
<tr>
<td>Child care</td>
<td>2.8%</td>
<td>7.4%</td>
<td>13.5%</td>
</tr>
<tr>
<td>Financial aid advising</td>
<td>44.1%</td>
<td>43.0%</td>
<td>54.1%</td>
</tr>
<tr>
<td>Computer lab</td>
<td>56.6%</td>
<td>65.2%</td>
<td>73.6%</td>
</tr>
<tr>
<td>Student organizations</td>
<td>11.4%</td>
<td>20.3%</td>
<td>28.3%</td>
</tr>
<tr>
<td>Transfer credit assistance</td>
<td>19.2%</td>
<td>27.6%</td>
<td>38.1%</td>
</tr>
<tr>
<td>Services to students with disabilities</td>
<td>6.1%</td>
<td>12.3%</td>
<td>17.8%</td>
</tr>
</tbody>
</table>

### Conclusion

The top primary educational goals of HCC respondents focused on *Obtaining an Associate degree* (70%) and *Transferring to a 4-year college or university* (67%). These two items were also the top rated within the AtD consortium, though to lesser degrees. *Completing a certification program* was the item 56% of HCC respondents considered as being “Not a goal.”

Barriers to goal attainment among the HCC respondents remain in the same order as the last administration. The survey asked for the main factors that would result in the student “withdrawing from class or from college” to which 45% of respondents stated that *Lack of finances* was the main barrier.

Finally, with regard to student satisfaction of services, there was only one item in which there was a slight increase from the last administration. *Financial aid advising* satisfaction increased from 40.1% in 2004 to 43% this year. However, similar to 2004 results, all HCC scores in this question fell below those of the consortium.

Alisa M. Zujovic  
Hillsborough Community College  
39 Columbia Drive  
Tampa, FL 33606  
11/16/06
APPENDIX 6
Vision

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Mission

Hillsborough Community College, a public, comprehensive institution of higher education, empowers students to excel through its superior teaching and service in an innovative learning environment.

Critical Success Factors

These factors identify core areas in which we must perform at a high level to achieve our goals.

1. Student Achievement
2. Articulation & Access
3. Resource Management
4. Quality Assurance
# FINANCIAL AID AWARDS

## COMPARISON ANALYSIS CHART

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Pell Grant</td>
<td>$14,630,397</td>
<td>$13,765,031</td>
<td>$13,569,424</td>
<td>-$195,607</td>
<td>-1.44%</td>
</tr>
<tr>
<td>Federal SEOG</td>
<td>$398,159</td>
<td>$423,585</td>
<td>$520,691</td>
<td>$97,106</td>
<td>18.65%</td>
</tr>
<tr>
<td>*Federal Academic Competitiveness Grant</td>
<td>$0</td>
<td>$0</td>
<td>$60,375</td>
<td>$60,375</td>
<td>100.00%</td>
</tr>
<tr>
<td>State Florida Student Assistance Grant</td>
<td>$1,624,011</td>
<td>$1,703,901</td>
<td>$1,820,386</td>
<td>$116,485</td>
<td>6.40%</td>
</tr>
<tr>
<td><strong>Total Grants</strong></td>
<td>$16,652,567</td>
<td>$15,892,517</td>
<td>$15,970,876</td>
<td>$78,359</td>
<td>0.49%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scholarships</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HCC Board of Trustees, Presidential, Presidential Honors Scholarships</td>
<td>$211,810</td>
<td>$242,110</td>
<td>$247,129</td>
<td>$5,019</td>
<td>2.03%</td>
</tr>
<tr>
<td>Minority, Child Care, Community Support, &amp; Disabilities Services Scholarship</td>
<td>$399,380</td>
<td>$409,298</td>
<td>$420,958</td>
<td>$11,660</td>
<td>2.77%</td>
</tr>
<tr>
<td>HCC Need-based Scholarships</td>
<td>$467,517</td>
<td>$399,404</td>
<td>$298,651</td>
<td>-$100,753</td>
<td>-33.74%</td>
</tr>
<tr>
<td>Athletics, Student Support Services, Performing &amp; Cultural Arts Scholarship</td>
<td>$272,972</td>
<td>$272,129</td>
<td>$313,991</td>
<td>$41,862</td>
<td>13.33%</td>
</tr>
<tr>
<td>Florida Bright Futures &amp; Other State Scholarships</td>
<td>$1,206,994</td>
<td>$1,367,013</td>
<td>$2,089,255</td>
<td>$722,242</td>
<td>34.57%</td>
</tr>
<tr>
<td>*Florida First Generation Scholarship</td>
<td>$0</td>
<td>$0</td>
<td>$240,941</td>
<td>$240,941</td>
<td>100.00%</td>
</tr>
<tr>
<td><strong>Total Scholarships</strong></td>
<td>$2,558,673</td>
<td>$2,689,954</td>
<td>$3,610,925</td>
<td>$680,030</td>
<td>25.51%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Federal Stafford Loans, PLUS Loans, and College Work Study</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Stafford and PLUS Loans</td>
<td>$11,678,015</td>
<td>$11,475,282</td>
<td>$11,336,874</td>
<td>-$138,408</td>
<td>-1.22%</td>
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<tr>
<td>Federal College Work Study (Including Community Service Assignments)</td>
<td>$344,835</td>
<td>$373,889</td>
<td>$446,086</td>
<td>$72,197</td>
<td>16.18%</td>
</tr>
<tr>
<td>State of Florida Work Experience Program</td>
<td>$0</td>
<td>$0</td>
<td>$3,050</td>
<td>$3,050</td>
<td>100.00%</td>
</tr>
<tr>
<td><strong>Total Federal Stafford Loans, PLUS Loans, and College Work Study</strong></td>
<td>$12,022,850</td>
<td>$11,849,171</td>
<td>$11,786,010</td>
<td>-$63,161</td>
<td>-0.54%</td>
</tr>
</tbody>
</table>

| Total of All Financial Aid and Assistance Programs        | $31,234,090 | $30,431,642 | $31,367,811 | $695,228                                   | 2.98%                                         |

* New Financial Aid Programs to the college as of 06/07 academic year

Prepared by: Charlotte Johns-Rich, Director of Financial Aid Office
September 25, 2007
FINANCIAL AID DATA RESULTS OF STUDENTS FROM 2005-2007

<table>
<thead>
<tr>
<th>Categories</th>
<th>FALL 2005</th>
<th>FALL 2006</th>
<th>FALL 2007</th>
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<tbody>
<tr>
<td>Year</td>
<td>2005</td>
<td>2006</td>
<td>2007</td>
</tr>
<tr>
<td># of ISIRS</td>
<td>13960</td>
<td>17463</td>
<td>14439</td>
</tr>
<tr>
<td>Total Awarded</td>
<td>9946</td>
<td>10314</td>
<td>8380</td>
</tr>
<tr>
<td>Total Awarded by Location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dale Mabry</td>
<td>4736</td>
<td>5022</td>
<td>4082</td>
</tr>
<tr>
<td>Ybor</td>
<td>2064</td>
<td>1869</td>
<td>1436</td>
</tr>
<tr>
<td>Plant City</td>
<td>881</td>
<td>866</td>
<td>685</td>
</tr>
<tr>
<td>Brandon</td>
<td>2265</td>
<td>2556</td>
<td>2168</td>
</tr>
<tr>
<td>Sunpoint</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Awarded - Enrolled Fall</td>
<td>7498</td>
<td>7947</td>
<td>7482</td>
</tr>
<tr>
<td>Total Awarded - Not Enrolled</td>
<td>2488</td>
<td>2367</td>
<td>898</td>
</tr>
<tr>
<td>Total Verified</td>
<td>2062</td>
<td>3699</td>
<td>3933</td>
</tr>
<tr>
<td>Total Verified Enrolled Fall</td>
<td>876</td>
<td>1554</td>
<td>2881</td>
</tr>
<tr>
<td>Total Verified Not Enrolled Fall</td>
<td>1112</td>
<td>2154</td>
<td>3024</td>
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</table>

**Award Categories Totals**

<table>
<thead>
<tr>
<th></th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Students Awarded</td>
<td>9770</td>
<td>9604</td>
<td>8695</td>
</tr>
<tr>
<td>Total Amount Awarded</td>
<td>$14,968,294.80</td>
<td>$16,028,458.00</td>
<td>$17,671,917.44</td>
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</table>
**HCC Registration Update - Fall 2005 (Term 05/FA)**

Registration Activity through: June 27, 2006 Final End-of-Term

<table>
<thead>
<tr>
<th>Term</th>
<th>Earned</th>
<th>Over/</th>
<th>Same</th>
<th>Final 05/FA</th>
<th>Change</th>
<th>Annual 05/FA</th>
<th>% Chg.</th>
<th>% Chg.</th>
<th>% of FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>FTE To</td>
<td>Date</td>
<td>Target</td>
<td>% of Target</td>
<td>Time</td>
<td>% Dist.</td>
<td>Eearned</td>
<td>Final 04/FA</td>
<td>04/FA</td>
</tr>
<tr>
<td>Dale Mabry</td>
<td>3,648</td>
<td>3,817</td>
<td>95.6%</td>
<td>-169</td>
<td>3,660</td>
<td>51.4%</td>
<td>3,857</td>
<td>99.7%</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Ybor City</td>
<td>1,335</td>
<td>1,495</td>
<td>89.3%</td>
<td>-160</td>
<td>1,423</td>
<td>18.8%</td>
<td>1,433</td>
<td>93.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Plant City</td>
<td>759</td>
<td>753</td>
<td>100.0%</td>
<td>6</td>
<td>722</td>
<td>10.7%</td>
<td>722</td>
<td>105.2%</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Brandon</td>
<td>1,348</td>
<td>1,402</td>
<td>96.2%</td>
<td>-54</td>
<td>1,335</td>
<td>19.0%</td>
<td>1,335</td>
<td>101.0%</td>
<td>-0.1%</td>
</tr>
<tr>
<td>District</td>
<td>7,090</td>
<td>7,467</td>
<td>95.0%</td>
<td>-377</td>
<td>7,139</td>
<td>100.0%</td>
<td>7,148</td>
<td>99.2%</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

Y-T-D Actual Total: 9,529

Target 17,502 % YTD to Target 54.4%

Prior Year 16,817 % YTD to Prior Year 56.6%

**Detail FTE**

<table>
<thead>
<tr>
<th>Term</th>
<th>Fall 2005</th>
<th>Fall 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ybor City</td>
<td>28</td>
<td>65</td>
</tr>
<tr>
<td>Ybor City</td>
<td>148</td>
<td>185</td>
</tr>
<tr>
<td>South Shore Campus</td>
<td>26</td>
<td>19</td>
</tr>
<tr>
<td>Plant City</td>
<td>120</td>
<td>105</td>
</tr>
<tr>
<td>Plant City</td>
<td>614</td>
<td>557</td>
</tr>
<tr>
<td>Distance Learning</td>
<td>355</td>
<td>300</td>
</tr>
</tbody>
</table>

**Dual Enrollment FTE**

<table>
<thead>
<tr>
<th>Term</th>
<th>Fall 2005</th>
<th>Fall 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dale Mabry</td>
<td>29</td>
<td>48</td>
</tr>
<tr>
<td>Ybor City</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Plant City</td>
<td>32</td>
<td>39</td>
</tr>
<tr>
<td>Brandon</td>
<td>33</td>
<td>37</td>
</tr>
<tr>
<td>Total</td>
<td>115</td>
<td>144</td>
</tr>
</tbody>
</table>

**Registrations by Home Campus**

<table>
<thead>
<tr>
<th>Term</th>
<th>Fall 2005</th>
<th>Fall 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dale Mabry</td>
<td>12,283</td>
<td>12,302</td>
</tr>
<tr>
<td>Ybor City</td>
<td>5,070</td>
<td>6,503</td>
</tr>
<tr>
<td>Plant City</td>
<td>3,094</td>
<td>2,986</td>
</tr>
<tr>
<td>Brandon</td>
<td>6,878</td>
<td>6,959</td>
</tr>
<tr>
<td>Not Designated</td>
<td>285</td>
<td>295</td>
</tr>
<tr>
<td>Total</td>
<td>27,590</td>
<td>29,050</td>
</tr>
</tbody>
</table>

**Notes:**

1) Headcount includes all students enrolled in credit / non-credit courses that generate FTE.

2) Community headcount includes all students enrolled in "9000" level courses, and do not generate FTE.

3) Deregistration and drop/adds do not affect headcounts at the present time.

4) This report conforms to the State Board of Education's rule 6A-14.076, "FTE Calculation for Community College Program Fund". This rule re-defines FTE as 30 credit hours for college credit courses. The previous rule, in effect since 1973, defined an FTE as 40 credit hours for college credit courses. The computation for non-college credit courses remains the same, 900 clock hours for each FTE.
HCC Registration Update - Fall 2007 (Term 07/FA)

Registration Activity through: December 9, 2007

<table>
<thead>
<tr>
<th>Campus</th>
<th>Earned FTE</th>
<th>% of Target</th>
<th>Over/ Under</th>
<th>Same Time</th>
<th>% of Total</th>
<th>Final Earned 07/FA</th>
<th>% of Total</th>
<th>Change</th>
<th>% Change</th>
<th>Ann Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dale Mabry</td>
<td>3,831</td>
<td>102.9%</td>
<td>107</td>
<td>3,722</td>
<td>50.6%</td>
<td>3,724</td>
<td>102.9%</td>
<td>0.0%</td>
<td>2.9%</td>
<td>8.4</td>
</tr>
<tr>
<td>Ybor City</td>
<td>1,410</td>
<td>112.6%</td>
<td>157</td>
<td>1,242</td>
<td>18.6%</td>
<td>1,253</td>
<td>112.6%</td>
<td>0.1%</td>
<td>13.5%</td>
<td>3.2</td>
</tr>
<tr>
<td>Plant City</td>
<td>848</td>
<td>106.0%</td>
<td>48</td>
<td>791</td>
<td>11.2%</td>
<td>798</td>
<td>106.0%</td>
<td>0.0%</td>
<td>7.0%</td>
<td>1.7</td>
</tr>
<tr>
<td>Brandon</td>
<td>1,143</td>
<td>104.2%</td>
<td>68</td>
<td>1,384</td>
<td>19.0%</td>
<td>1,385</td>
<td>104.2%</td>
<td>-0.3%</td>
<td>4.3%</td>
<td>3.1</td>
</tr>
<tr>
<td>Southshore</td>
<td>49</td>
<td>204.0%</td>
<td>25</td>
<td>24</td>
<td>8.0%</td>
<td>24</td>
<td>204.0%</td>
<td>0.1%</td>
<td>103.2%</td>
<td>5.1</td>
</tr>
<tr>
<td>District</td>
<td>7,578</td>
<td>105.8%</td>
<td>394</td>
<td>7,163</td>
<td>100.0%</td>
<td>7,184</td>
<td>105.5%</td>
<td>-0.1%</td>
<td>5.8%</td>
<td>16.6</td>
</tr>
<tr>
<td>Y-T-D Total</td>
<td>9,919</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Credit / Non-Credit</th>
<th>Community</th>
<th>Headcount (2)</th>
<th>Location</th>
<th>Credit / Non-Credit</th>
<th>Community</th>
<th>Headcount (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dale Mabry</td>
<td>11,176.7</td>
<td>13,014</td>
<td>144</td>
<td>10,814.8</td>
<td>12,254</td>
<td>195</td>
<td></td>
</tr>
<tr>
<td>Ybor City</td>
<td>5,895.2</td>
<td>4,690</td>
<td>320</td>
<td>5,375.1</td>
<td>4,670</td>
<td>431</td>
<td></td>
</tr>
<tr>
<td>Plant City</td>
<td>3,159.7</td>
<td>3,088</td>
<td>36</td>
<td>3,008.4</td>
<td>2,900</td>
<td>74</td>
<td></td>
</tr>
<tr>
<td>Brandon</td>
<td>5,089.0</td>
<td>7,571</td>
<td>440</td>
<td>5,022.8</td>
<td>6,820</td>
<td>560</td>
<td></td>
</tr>
<tr>
<td>Southshore</td>
<td>186.4</td>
<td>62</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Not Designated</td>
<td>0.0</td>
<td>322</td>
<td>54</td>
<td>0.0</td>
<td>362</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>25,507.0</td>
<td>29,015</td>
<td>994</td>
<td>24,221.1</td>
<td>27,009</td>
<td>1,291</td>
<td></td>
</tr>
</tbody>
</table>

Notes:
1) Registrations by Home Campus is a count of registration activity which may include students not actively enrolled in courses and not generating FTE.
2) Enrolled Headcount (Fractional) is an activity based count of FTE generating students actively enrolled in courses. Students attending multiple campuses receive partial credit (fractional) assigned to each campus the student attends.

3) Community headcount includes all students enrolled in "9000" level courses, and do not generate FTE.

4) This report conforms to the State Board of Education's rule 6A-14.076, "FTE Calculation for Community College Program Fund". This rule re-defines FTE as 30 credit hours for college credit courses. The previous rule, in effect since 1973, defined an FTE as 40 credit hours for college credit courses. The computation for non-college credit courses remains the same, 900 clock hours for each FTE.

5) Targets are preliminary based on end-of-term state data.

[1]
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 Facilitator(s): Charlotte Johns-Rich

Unit Planning Process:
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:

<table>
<thead>
<tr>
<th>Trend or Event</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal &amp; State Re-Authorizations</td>
<td>Changes to the financial aid regulations may result in changes to current financial aid processes.</td>
</tr>
<tr>
<td>Increase of enrollment &amp; students seeking financial aid services</td>
<td>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.</td>
</tr>
<tr>
<td>System modifications</td>
<td>Adjustments to the technical system may warrant amending current processes that will affect the department's ability to accomplish established objectives.</td>
</tr>
</tbody>
</table>

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 exit or will cause personal financial hardship. Without the financial aid funds, students have expressed their inability to achieve their educational dreams.
Unit Objective: 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 ☐

<table>
<thead>
<tr>
<th>Cost Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Part-time salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Hourly salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Contract salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Professional development</td>
<td>$0</td>
</tr>
<tr>
<td>Capital costs</td>
<td>$0</td>
</tr>
<tr>
<td>Expenses</td>
<td>$0</td>
</tr>
</tbody>
</table>

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.

Expected Outcomes/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 Office.
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:

Accomplished. The 2005-2006 audit results are not complete. However, the college did not receive any audit findings for the Unofficial Return of Title IV Funds program in 04/05 whereas the had 11 audit findings in 03/04.

Accomplished. The college lowered the Official Return of Title IV Funds Audit findings from 7 in 03/04 to 4 in 04/05.
Status: Accomplished

Use of Assessment Results: The audit results will identify the Return of Title IV program adjustments needed. Once the audit results are submitted, at that point it will be decided if this objective needs further action.
Unit Objective

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 Managers

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

<table>
<thead>
<tr>
<th>Component</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Part-time salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Hourly salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Contract salaries</td>
<td>$0</td>
</tr>
</tbody>
</table>

Professional development $0

Capital costs $0

Expenses $1,200


Cost exceeds unit base budget ☐
### 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.

### Expected Outcomes/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:

- The Campus Cruiser product does not provide reports of successful receipt of electric documents. Furthermore, due to technical difficulties, District FAO is unable to utilize Campus Cruiser for sending financial aid status notifications to students.
- At the college wide Open House, the Financial Aid Office participated and presented information on how to apply for financial aid to students and parents. This objective will continue into 2006 through the college's participation in College Goal Sunday.
- The college does not have a process in place to track the volume of students accessing the department's webpage.

**Status:** Partially accomplished

**Use of Assessment Results:**

The results will assist with identifying if current criteria requires modifications or if new initiatives are needed. The results should reflect on the increase volume of students receiving financial aid along with the anticipated increase amount of financial aid funds issued.
**Unit Objective**  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**  □

<table>
<thead>
<tr>
<th>Cost Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Part-time salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Hourly salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Contract salaries</td>
<td>$0</td>
</tr>
<tr>
<td>Professional development</td>
<td>$0</td>
</tr>
<tr>
<td>Capital costs</td>
<td>$0</td>
</tr>
<tr>
<td>Expenses</td>
<td>$0</td>
</tr>
</tbody>
</table>

**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.

**Expected Outcomes/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 are needed.
3. Create reports that will identify the volume of students receiving financial aid awards in 04/05 and 05/06.

**Results of Assessment:**
The college's total number of students enrolled decreased by 7%. Consequently, the total 2005-2006 financial aid awards issued decreased by 3.44%

Completed. Requested additional Federal Supplemental Educational Grant for 2006-07 academic year for which the college received an increase allocation of $35,000.

As the result of the decrease of enrollment, this objective was not obtained. Students receiving the Federal Pell Grant in 2005-2006 decreased by 268 from last year's awards.
Status: Partially accomplished

Use of Assessment Results: The statistical results will confirm that the college is indeed awarding more students financial aid awards. The results will be used to identify staffing and technological needs to address the growth of financial aid services to students.
In support of the institutional mission of the College, the Financial Aid Office provides financial aid resources such as, Federal & State Grants, Federal and State Work-Study Programs, Federal Stafford Loans, and Institutional Scholarships, that support students' opportunity to maximize their potential to excel and succeed in an innovative learning environment.

Planning Facilitator(s): Charlotte Johns-Rich

Unit Planning Process:
The Financial Aid 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. Throughout the 2007-09 academic years the objectives will be reviewed to evaluate the progress of achieving the goals and identify if possible modifications are needed.

External Trends:

<table>
<thead>
<tr>
<th>Trend or Event</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Re-Authorizations and State of Florida Legislative Changes to the financial aid regulations and policies may result in changes to current financial aid processes.</td>
<td>As there are increases of students requesting financial aid resources, enhancements to the delivery of financial aid processes may require new budget initiatives or resource re-allocations.</td>
</tr>
<tr>
<td>Increase of enrollment usually results with more students seeking financial aid services</td>
<td></td>
</tr>
<tr>
<td>System capabilities, accessibilities, and modifications</td>
<td>The Financial Aid Office ability to accomplish most of the department's objectives are directly associated to the availability of technical support and enhancements.</td>
</tr>
</tbody>
</table>

Constituent Needs:
The Financial Aid Office is committed toward administering financial aid programs within the highest standards, integrity, and values. The department utilizes comprehensive data base systems for the delivery of financial aid resources to students. The financial aid resources consists of Federal and State Department of Education programs, and Institutional Scholarships awards. The department is required to report and validate disbursements from the various financial aid programs to the designated Federal and State DOE agencies, including the Inspector General Auditors Office.

The Financial Aid Office is also dedicated toward providing exemplary customer services to students. As students' demands increases for the availability of financial aid information and award statuses electronically (i.e. on-line), the department will need to focus on enhancing the information provided to students on the FA webpage and Hawk Net. The Financial Aid Office will also need to explore the usage of Campus Cruiser for sending electronic messages to students regarding new or revisions to awards, outstanding documents, standards of academic progress, and payment requirements notices.

Furthermore, financial aid studies clearly states that financial aid programs are 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 are not available to met their educational costs. Without the financial aid funds, students have expressed their inability to succeed with achieving their educational aspirations.

Unit Objective: Develop a Financial Aid Disaster Recovery Plan
Does this objective originate from a program review recommendation?

This unit objective supports achievement of the

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

Strategic Initiative: 3-B. Expand opportunities for electronic access to instructional and student service delivery in user-friendly, web-based applications (Partial Assessment, CSF).

<table>
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<tr>
<th>Total cost to achieve this objective: $2,200</th>
<th>Cost exceeds unit base:</th>
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Describe costs: Contract of Services is needed for the website designing of the FA Disaster Recovery website. The additional expenses are for the publications and training materials.

Strategies:
1. Create a committee to assist with the development of the college's Financial Aid Disaster Recovery Plan.
2. Create brochures that outlines the Financial Aid Disaster Recovery Plan.
3. Link the Financial Aid Disaster Recovery Plan on the college’s website and on Campus Cruiser.
4. Team up with the Marketing Department and OIT with their direct involvement with the Financial Aid Disaster Recovery Plan.
5. Locate other community colleges that will provide financial aid assistance to students until the college reinstates its operational capabilities.
6. Provide training sessions for student services and financial aid staff on how to prepare and implement the usage of the Financial Aid Disaster Recovery Plan.

Expected Outcomes/Success Criteria:
1. Improve the awareness of how students are to respond to the college's inability to provide financial aid services as the result of a natural disaster.
2. Prepare staff disaster recovery procedures and how best to service students during this time period.

Means of Assessment: Results of Assessment:
1. Survey students as to their awareness of the college's Financial Aid Disaster Plan.
2. Provide a survey to the staff that confirms their knowledge of the Financial Aid Disaster Recovery Plan.

Status:
Use of Assessment Results:

Tuesday, August 14, 2007
**Unit Objective:** Improve the electronic (on-line) financial aid services for students

Objective Type: Information/Com. Technology  Facilities  Diversity


Does this objective originate from a program review recommendation?

This unit objective supports achievement of the

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

Strategic Initiative: 3-B. Expand opportunities for electronic access to instructional and student service delivery in user-friendly, web-based applications (Partial Assessment, CSF).

**Total cost to achieve this objective:** $3,200

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<tr>
<td>Expenses</td>
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</table>

Cost exceeds unit base

Describe costs: Expenses of software product consist of the purchase of the Dynamic Forms product. The purpose of the Contract for Services is for an independent web designer for the redesigning of the Financial Aid Webpage.
Strategies:
1. The Director of Financial Aid along with the Financial Aid Managers will evaluate the revisions headed to HawkNet in order to ensure the accuracy of financial aid information.
2. The Director of Financial Aid will present the proposal to the college the advantages to purchase the Dynamic Forms software product.
3. The Director of Financial Aid will examine how best to use the Campus Cruiser portal to notify students to check HawkNet for the status and awarding of their financial aid.
4. The Director of Financial Aid along with the Financial Aid Managers will work with the OIT team for implementing the Imaging Product for the Financial Aid Office.
5. Enhance the FA webpage to include updates to financial aid information, link each term's financial aid disbursement calendar, and re-organize the data that will simplify the navigation process to access financial aid information.

Expected Outcomes/Success Criteria:
1. Once all documents are submitted, the FAO will be able to complete student's financial aid files within 3 - 5 days.
2. Minimize with the goal to eliminate students from having to physically come to the Financial Aid Office for service.
3. Increase by 20% the volume of students accessing their financial aid status and awarding information on the college's HawkNet website.

Means of Assessment: Results of Assessment:
Student satisfaction surveys to determine if the utilization of the online forms & Imaging products improved the timeliness of processing the financial aid files and removed the opportunity for the misplacement of forms previously submitted.
Survey students to retrieve feedback on how often they visited the FAO for services during the Fall terms in the 2006-2007, 2007-2008, & 2008-2009 academic years.
Survey students to evaluate their satisfaction with accessing their financial aid awarding and status updates from HawkNet. The survey will compare outcomes from the Fall Term 06/07, 07/08, and 08/09 data results.

Status:
Use of Assessment
Results:

Tuesday, August 14, 2007
**Unit Objective:** Increase financial aid resources disbursed to students by 15% from 2005-2006 academic year.

Objective Type: Information/Comm. Technology Facilities Diversity

Target date: 6/30/2009 Position responsible: Charlotte Johns-Rich

Does this objective originate from a program review recommendation?

This unit objective supports achievement of the

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

Strategic Initiative: 3-A. Reexamine the complete array of program offerings to ensure they are responsive to community need and workforce demands (Partial Assessment: CSF).

**Total cost to achieve this objective:** $0  **Cost exceeds unit base**

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<tr>
<td>Expenses</td>
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**Strategies:**
1. Implement the Academic Competitive Grant Program at HCC beginning Fall Term 2006.
2. Request $50,000 increase allocation of Campus-Based Programs for 07/08 & 08/09 on the FISAP reports.
3. Send congratulations letters to 2007, 2008, and 2009 high school graduates notifying them of the opportunity to receive 100% of their Florida Medallion Scholarships at HCC.
4. Submit the Otherwise Eligible FSAG report that demonstrates the need for additional funding for the Florida Student Assistance Program at HCC.
5. Request the gradual $20,000 increase for the Rodda Work-Experience Program for 07/08 & 08/09 academic years.

**Expected Outcomes/Success Criteria:**

1. Award eligible student the Academic Competitiveness Grant
2. Increase allocations between $50,000 to $100,000 for the Title IV Campus Based Programs.
3. Increase Florida Bright Futures Medallion Scholarships.
4. Increase allocations for Florida Student Assistance Grant and Florida Work-Experience programs allocation.

**Means of Assessment:**
1. Compare awards issued for the Academic Competitiveness Grant for the next two years, 06/07 & 07/08.
2. Compare allocations received for the Title IV Campus Based programs beginning 2005/06, 2006/07, &
3. Compare Florida Bright Futures Medallion Scholarships disbursed to students in 2005/06, 2006/07, &
4. Compare the allocations received for the Florida Student Assistance Grant and Florida Work-Experience programs in 2005/03, 2006/07, 2007/08.

**Results of Assessment:**

---

*Tuesday, August 14, 2007*
Status:

Use of Assessment

Results:
FINANCIAL AID SCREENS QUICK REFERENCE GUIDE
# Table of Contents

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<th>Screen Type</th>
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Financial Aid Office Administrative Procedures and Operational Manuals

**Administrative Procedures**

1. Title IV Programs
2. Federal Pell Grant
3. Board of Trustees, Presidential, & Presidential Honors Scholarships
4. Awarding Student Financial Aid at Hillsborough Community College

**Operational Manuals - Federal and State Programs**

1. Federal Pell Grant Program
2. Application Process Flow Chart
3. Pell Grant Disbursement Flow Chart
4. Federal SEOG Program
5. Federal ACG Program
6. Federal Stafford Loans Program
7. Federal Work Student Program
8. Standards of Academic Progress
9. Return of Title IV Funds
10. Florida Bright Futures Scholarships
11. Florida Student Assistant Grant
12. Florida First Generation Award
13. Florida Work Experience Program
Operational Manual – Institutional Programs

1. HCC Institutional Scholarships
2. Presidential, Presidential Honors, & Board of Trustees Scholarships
3. Athletic Scholarships
4. Deferment of Students’ Tuition and Fees
   i. Deferment Application
   ii. Deferment Letter
5. Dissemination of Info. Under Title IV Program
   i. F/A Flyers
   ii. Student refund Schedule
   iii. Pamphlet & Bookmark
   iv. Handbook
   v. Catalog
   vi. Credit Schedule
### SUMMARY SCHEDULE OF PRIOR AUDIT FINDINGS

**Hillsborough Community College**

**FOR THE FISCAL YEAR ENDED JUNE 30, 2006**

<table>
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<tr>
<th>Paragraph/Finding Nos. (1)</th>
<th>Program/Area</th>
<th>Brief Description</th>
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<th>Comments</th>
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<tr>
<td>FA 05-089</td>
<td>SFA - Cash Management</td>
<td>Subsequent to audit inquiry 19 stale-dated checks containing $7,365 ($2,349 FFEL subsidized and $5,016 PELL) were returned 9 to 314 days late. Recommended the institution follow their established procedures to timely return identified un negotiated Title IV HEA credit balance checks to the applicable Federal programs.</td>
<td>Partially Corrected</td>
<td>The College enhanced procedures during the Fall 2005 Term to ensure that students were notified of unclaimed funds. Procedures are in place for current processing and we continue to review files prior to the previous audit. Adjustments identified during review are handled promptly regarding the return of Federal funds.</td>
</tr>
<tr>
<td>FA 05-102</td>
<td>SFA - Special Tests and Provisions - Return of Title IV HEA Funds</td>
<td>Of the 15 students tested who officially withdrew during the Fall 2004 and Spring 2005 terms and received Title IV HEA funds, we noted the following: for 4 students, the Institution did not timely return unearned Title IV HEA funds totaling $1,890 ($607 FFEL subsidized and $1,383 FFEL unsubsidized) within 30 days of the student's withdrawal. The days late ranged from 12 days to 23 days; for 1 student, the institution notified NSLDS of a $359 Pell grant overpayment 15 days late; and for a student, the institution did not notify NSLDS and USED of a $264 PELL grant overpayment that the student did not make satisfactory repayment arrangements for or return to the PELL grant account within 45 days of the student's notification of the overpayment. The funds were repaid 25 days late. Again recommended the institution enhance its procedures to ensure the timely return of Title IV HEA funds and notification of NSLDS and USED of any grant overpayments.</td>
<td>Fully Corrected</td>
<td>The college revised the Return of Title IV Funds procedures to ensure timely return of unearned Title IV HEA funds. Furthermore, the procedures were also modified to monitor timely notification to NSLDS and USED of any grant overpayments.</td>
</tr>
</tbody>
</table>

**Note:** (1) Paragraph/Finding Nos. refer to audit findings in report No. 2006-152 (FA 05-).

**Name and Title of Responsible Official:** Barbara A. Larson, Vice President for Administrative Services/CFO
5. Based on a recommendation by the auditors, the Course Withdrawal Form is under revision to reduce the number of dates required on the form.

**Condition**

For all five FFEL student loan borrowers tested, student enrollment status changes were not reported timely to NSLDS. The number of days late ranged from 19 to 143 days.

**Cause**

The institution relied on the National Student Clearinghouse (NSC) for transmitting student enrollment status changes to NSLDS. The institution did not always timely report enrollment status changes to NSC, and NSC did not always timely submit the institution's enrollment data to NSLDS.

**Recommendation**

The institution should work with NSC and NSLDS to ensure timely submissions or develop alternative procedures to timely provide NSLDS with FFEL student loan borrowers' enrollment status information.

**EC Response and Corrective Action Plan**

During this audit period the College was in transition due to the resignation of the Registrar and the search for a replacement. Unfortunately, the NSC reporting requirement was not accomplished in a timely manner. A new Registrar is in place and he has updated and streamlined the NSC reporting process to preclude recurrence. He has trained several personnel in the procedures for reporting and will ensure timely compliance on future submissions.

**EC Contact and Telephone Number**

Barry Paine, Dean of Financial Aid
(321) 433-5533

**Estimated Corrective Action Date**

January 31, 2007

---

**Condition**

For 3 of 20 FFEL student loan borrowers tested, student enrollment status changes were not reported timely to NSLDS. The number of days late ranged from 9 to 32 days.

**Cause**

The institution relied on the National Student Clearinghouse (NSC) for transmitting student enrollment status changes to NSLDS. The institution did not always timely report enrollment status changes to NSC, and NSC did not always timely submit the institution's enrollment data to NSLDS. In the contract with NSC, NSC indicated that it will submit the student enrollment data to NSLDS within 30 days. The institution did not consider this 30 days as part of the 60 day timeline to notify NSLDS, which resulted in NSLDS receiving information late.

**Recommendation**

The institution should work with NSC and NSLDS to ensure timely submissions or develop alternative procedures to timely provide NSLDS with FFEL student loan borrowers' enrollment status information.

**HCC Response and Corrective Action Plan**

Hillsborough Community College understands and accepts this audit finding. We have implemented the following corrective action plan:

- The College has increased the transmissions to the Clearinghouse to monthly. Prior to this, the process had been established for three times within the term.

- The college has requested that the Clearinghouse send HCC's files to the NSLDS monthly.
District Financial Aid Office (FAO) has assumed responsibility to monitor the status of files sent to the Clearinghouse.

All error files are to be corrected by the College Registrar's Office. It will be critical to submit corrections to the error files within 3 days to ensure the timely completion of the files by the Clearinghouse.

District FAO and Registrar's Office will verify the timely transmission of enrollment statuses to the Clearinghouse, and the Guaranty Agency or NSLDS for each RT4 file.

New procedures documenting this corrective action plan were written and communicated to staff. Appropriate staff have received necessary training to adhere to this corrective action plan.

Barbara A. Larson
(813) 253-7115
October 5, 2006

Manatee Community College (MCC)

Prior Year Finding
Report No. 2006-152, Finding No. FA 05-105

For 8 of 20 students tested, enrollment status changes were reported to NSLDS from 10 to 57 days late.

The institution did not have Roster File submissions to NSLDS scheduled frequently enough during the year to meet the 60-day requirement. Although an Ad Hoc report, or additional manual reporting to NSLDS could have been completed by the institution to include students that would not meet the 60-day reporting requirement, this was not done.

The institution should enhance its procedures to ensure NSLDS is timely notified of FFEL student loan borrowers' enrollment status changes to less than half-time.

We have revised our submissions to the National Student Clearinghouse which reports directly to the NSLDS. Previously the Clearinghouse reports were sent on a 60-day cycle, now they are sent on a monthly basis to ensure that NSLDS is properly notified of any student status changes. With this change in place, any student status change will be reported well within the 60-day requirement.

Marilynn J. Paro, Registrar
(941) 752-5628
October 2006

Miami Dade College (MDC)

For 12 of 20 FFEL student loan borrowers tested who graduated, withdrew, or ceased to be enrolled at least half-time, we noted the following:

- For 8 students, the institution did not report enrollment status changes to NSLDS within 60 days (or to the lender or guaranty agency within 30 days) of the status change. The enrollment status changes were reported from 2 to 96 days late.

- For 3 students, the institution incorrectly reported the students' enrollment status. The enrollment status for 2 students was reported as half-time instead of graduated, and for another student (1 of the 8 noted above) was reported as full-time instead of graduated.
District Financial Aid Office

Fiscal Operations Report and Application to Participate (FISAP) for 2008-2009 Academic Year

and

Reporting of Campus Based Programs for Award Year July 1, 2006 – June 30, 2007

Completed and Submitted on October 1, 2007
MEMORANDUM

DATE: September 28, 2007

TO: Kenneth Ray, Vice President of Enrollment Management and Student Services

CC: Barbara Larson, VP and CFO
    Bonnie Carr, Controller
    Barbara Devries, Director Finance Service

FROM: Charlotte Johns-Rich, Director of Financial Aid

RE: 2006-2007 FISAP Executive Report

Attached is the 2006-2007 FISAP report for Hillsborough Community College and the Debarment and Signature Form which requires Robert Wolf’s signature. If possible, please have Mr. Wolf’s signature affixed on the document and returned to my office by 11:00 am Monday (October 1, 2007). Once the document is signed, I will then transmit the FISAP file to the DOE and mail the Debarment and Signature Page Form to the Department of Educations. The due date for electronic transmission of the report and mailing of the Debarment and Signature form is October, 1 2007.

As the result of exceptional collaboration from various departments, District FAO completed the FISAP report by the required due date. The summary report identifies the college staff that provided information and confirmed the accuracy of the amounts reported on the FISAP report.

REQUEST FOR FUNDS FOR 2008-2009 (Section II, #3 & 4)

District Financial Aid Office is requesting on behalf of the college a $50,000 increase for 2008-2009 allocations for the Federal Supplemental Educational Grant (FSEOG) program (from $550,000 (07/08) to $600,000 (08/09) - Part 2, Line 3) and the Federal Work-Study program (from $550,000 (07/08) to $600,000, (08/09) Part 2, Line 4). The college’s 2007-2008 allocation increased by $118,177 for these programs. Furthermore, the Financial Aid Office demonstrated the ability to expend 100% of the allocations received in previous academic years. As the college’s enrollment increases, it is evident of the necessity to request additional need-based financial aid funds.

The chart on the next page provides the allocations the college requested and received for the past three academic years:
Federal Supplemental Educational Opportunity Grant and Federal Work-Study Allocations Requested/Approved Chart

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Requested and Received

**UNDUPLICATED NUMBER OF STUDENTS**

Section II, line 7 Total unduplicated number of students enrolled at HCC in 2006-2007 was 34,738. This information was provided by Newton Beardsley, Planning and Research Office. The FISAP instructions require the college to omit students who were *exclusively* auditing a class or classes. Therefore, the number of students declined by 3,799 from last year’s amount (38,954).

The Chart below provides a comparison of the number of students enrolled at HCC that were reported on the past three years’ FISAP report.

**Total Number of Students**

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TUITION AND FEES

Section II, line #22  Total Tuition & Fees July 1, 2006-June 30, 2007 - $35,846,736. This information was provided by Larry Grubbs in the Controller's Office. In 2005-2006 the Tuition and Fees collected was $34,226,599.


<table>
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<th>Year</th>
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<td>2004/05</td>
<td>32,284,897</td>
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<tr>
<td>2005/06</td>
<td>34,226,599</td>
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<tr>
<td>2006/07</td>
<td>35,846,736</td>
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FEDERAL PELL GRANT AWARDS

Section II, line 23a  Total Pell Grant Expenditures Award Year 2006-2007 - $13,569,424

This amount was reconciled and agreed upon by Jana Irvine in the Controller’s Office and Tia Vickers in District Financial Aid Office. The 2005-2006 Pell Expenditures were $13,667,370.

The chart on the next page displays the total Federal Pell Grants Awarded to students over the past three academic years. **The volumes of Federal Pell Grant awards have decreased over the years are contributable to the Return of Title IV (RT4) Requirements.** The total amount of Federal Pell Grant funds returned to the Department of Education in 06/07 was $135,811 to the Department of Education. Therefore, the total gross Federal Pell Grant awards issued to students (prior to RT4) was $13,705,235.
FEDERAL ACADEMIC COMPETITIVENESS GRANT (ACG)

Section II, line 23b  The U.S. Department of Education launched a new grant program in 2006-2007 academic year, Federal Academic Competitiveness Grant. The grant was created to award students who demonstrated academic excellence while in high school. In order to be eligible for this grant, students must be a U.S. citizen, completed rigorous classes in high school, graduated as of 2005, completed a FAFSA application, and enrolled in college full-time. Students who are at the first year college level (0 – 23 credit hours) may receive an annual award of $750 ($375 per semester) and $1,300 ($750 per semester) for the second year college level (24 or more credit hours). Students are entitled to receive the ACG award one time at the first year college level and one time at the second year college level.

97 students qualified to receive $60,375 Federal Academic Competitiveness Grant award in 2006-2007.

STATE OF FLORIDA AWARDS

Section II, line 24  Total Expended for State Grants & Scholarships, Award Year 2006-2007 was $4,153,632. District Financial Aid Office confirmed the accuracy of the amount reported based upon financial aid disbursement reports, college’s general ledger reports, and the State of Florida’s Reconciliation report. The total expenditures for State Grants & Scholarships, Award Year 2005-2006 was $3,078,449.

The chart on the next page displays the increase of the State awards over the past three academic years. The one million dollars increase of State awards in 2006-2007 were the results of the Florida Medallion paying 100% of tuition and fees at Community Colleges, and the awarding of two new programs; the First Generation Scholarship Program and the Florida Work Experience.
ELIGIBLE AID APPLICANTS

Section II, lines 25-40 Information on Eligible Aid Applicants
This section provides the total number of students that completed a 2006-2007 FASFA application and enrolled at HCC. Data retrieved from queries written by OIT and processed at District Financial Aid Office staff. The total amount of students as noted in item #40 for the dependent and independent classification have increased for the over the past three academic years totals (refer to chart on next page for comparison data).

PERKINS LOANS
Section III, A-E
Perkins Program - Information provided by Yoko Konishi, Finance Services Office. The college has not offered Perkins Loans to students since 1994. Currently, the Finance Services Office in the process of liquidating the college’s collections accounts to the U.S. of Education to pursue the payments of the outstanding loan balance on students’ accounts.
FEDERAL SUPPLEMENTAL EDUCATIONAL GRANT

Section IV, A-E  Federal Supplemental Education Opportunity Grant Program (FSEOG) - Total expenditures for 2006-2007 were $465,393. Jana Irvine in Finance Services Office reviewed and confirmed this amount. $469,650 FSEOG was issued to students in 2005-2006.

The graph below provides the statistics for the number of FSEOG awarded to students over the past three academic years.

FEDERAL COLLEGE WORK-STUDY PROGRAM

Section V, A-G  Federal College Work-Study Program (FWS) - Total expenditures for 2006-2007 were $446,086. Jana Irvine in Finance Services Office reviewed and confirmed this amount. $382,711 FWS was issued to students in 2005-2006.
Distribution of Program Recipients and Expenditures by Type of Student (Federal Supplemental Educational Opportunity Grant (FSEOG) and Work-Study (FWS))

Section VI, A&B  
Program Summary for Award Year July 1, 2006 – June 30, 2007  
The purpose of this section is to identify students’ income level and the total number of students that received the FSEOG and FWS in 2006-2007. The data was retrieved by the District Financial Aid Office by using a product provided by Datatel software. The data is sorted by dependent and independent student classifications.

Dependent Students:
➤ The highest group of dependent students’ incomes range for the Federal SEOG & FWS programs was from $12,000 to $23,999.

Independent Students:
➤ The highest group of independent students’ income were over $20,000 for the Federal SEOG program and from $4,000-$7,999 income range for the Federal Work-Study program.

The following chart illustrates the increase total number of students that received the Federal SEOG and FWS over the past three academic years.

The FISAP report was provided to the staff and a confirmation response validating the accuracy of the data was received by all staff noted above. A copy of the report will be provided to Bonnie Carr, College Controller and Barbara Devries, Director of Finance Services.

Please contact me if you have any questions.

Thank you.
Federal
- Pell Grant
- SOGI Grant
- College Work-Study
- Stafford Loans

State (Florida residents only)
- Florida Student Assistance Grant
- Bright Futures Scholarship (www.frm.edu/doe)
- Chappie James Most Promising Teacher Scholarship/Loan

HCC Institutional and Special Program Scholarships
- Specific Interest (art, publications, athletics, music and drama)
- Minority (need and incentive)
- Students with Disabilities Incentive
- Florida Migrant Education
- Child Care Sponsorship (on and off campus)

HCC Foundation Scholarships
The HCC Foundation, Inc. provides a variety of scholarships annually. Scholarships are created by financial contributions from individuals, foundations and corporations. Qualified students may apply for scholarships based on need, merit and program interest.

Students should call 253-7114 or contact their campus counselor for more information on Foundation scholarship opportunities, eligibility, and application and deadline requirements.

Apply Now for Financial Aid
You can apply for financial aid throughout the year, but students who submit a completed financial aid packet to HCC by May 15 get priority. Some scholarships have specific application deadlines, and you need to learn what they are.

Locations

BRANDON CAMPUS
10141 E. Columbus Drive
813.253.7835
(850) 253.7835

DALE MABRY CAMPUS
Tampa Bay Blvd. at Dale Mabry Highway
813.253.7235
(850) 253.7235

PLANT CITY CAMPUS
1201 North Park Road
813.757.2105
(850) 757.2105

YBOR CITY CAMPUS
2112 N. 15th Street
813.253.7635
(850) 253.7635

HCC DISTRICT OFFICES
39 Columbia Drive
Davis Islands
813.253.7159
(850) 717.1599

HCC-MACDILL CENTER
813.253.7235
(Dale Mabry Campus)

HCC-SUNPOINT CENTER
813.253.7835
(Brandon Campus)
www.hccfl.edu/sunpoint

Financial Aid
An Investment in Your Future

Accreditation
Hillsborough Community College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (1866 Southern Lane, Decatur, Georgia 30033-4097, Telephone 404-672-4500) to award associate degrees, diplomas, and certificates.

HCC is an equal opportunity employer committed to affirmative action that makes employment and education-related decisions without regard to race, color, gender, religion, national origin, age, disability or marital status or any other bias that is or may be prohibited by law. In addition, the College does not discriminate in its employment practices or in the admission and treatment of students. The College complies with and fully supports the Americans with Disabilities Act.

HCC reserves the right to make changes in the offerings announced in this brochure as circumstances require.

MCS-6-05-06
Save Time and Apply ONLINE
You can apply online and transmit the Free Application for Federal Student Aid (FAFSA) form to the U.S. Department of Education (USDOE). Log on to www.fafsa.ed.gov for step-by-step instructions. Be sure to specify Hillsborough Community College’s code (007870) as your first choice to receive an electronic report. You’ll get your SAR from USDOE’s Central Processing Center (CPC) within two weeks. The CPC will also send a report electronically to HCC if you included the college’s code on the form.
If you apply online, do not also submit a paper form.

Renew Each Year
You must apply for financial aid each year. You’ll need a PIN (personal identification number) to file an online renewal. Your PIN is your electronic signature. Do not give it to anyone. If you did not get a PIN from USDOE, request one by logging on to www.pin.ed.gov.

Interested in Obtaining a Loan?
You must submit a FAFSA application and a Student Loan Request form, available from any HCC financial aid office. Students selected for verification must submit tax forms and financial documentation.

Several financial aid forms are available on HCC’s website. Click on Current Student, then Financial Aid and then Forms. Select the academic year. Print out the form, complete it, and submit it to your campus financial aid office.

When Will HCC Contact Me?
Once the HCC financial aid office receives your electronic SAR file, you’ll get notification within two weeks indicating what documents are needed to complete your financial aid file. The HCC will send you an award notice indicating the amount of the Pell Grant you are qualified to receive based on full-time enrollment. The amount will be reduced if you enroll for less than 12 credit hours. If you do not qualify for a Federal Pell Grant, HCC will send you an Ineligibility Letter. You may qualify for other financial aid.

When should I apply for financial aid?
You should apply as soon after January 1 as you (or parents, if dependent student) complete your tax return for the previous year. Scholarships have various application deadlines. Check with a campus financial aid office for details.

If I don’t live at home with my parents, do I still need their tax form?
Yes, unless you are older than 24, are married, an orphan of the court, or have dependents.

When will I receive my financial aid?
The financial aid funds will first be used to pay your tuition and fees. If remaining funds are available, you will be allowed to charge up to a specified amount for the purchase of books and supplies at the HCC campus bookstore. After tuition, fees, and books are paid and you have a residual balance from your financial aid award, these funds will be available on your HCC OneCard within 14 days from the first day of classes. If your financial aid is awarded after the semester’s drop/add date, your residual balance will be available on your HCC OneCard 14 days after the date of your award.

Will my financial aid be affected if I drop a class or make a bad grade?
Yes. You must maintain a minimum GPA of 2.0 and complete 67% of all coursework attempted. Contact any financial aid office for details.

How often do I have to apply for financial aid?
Each year.

Do I have to repay federal financial aid if I withdraw from classes or do not attend classes for which I registered?
Yes. If you withdraw from all classes prior to completing 60% of the semester, you must repay a percentage of the funds you received. You must repay 100% of the financial aid received if you do not attend any class(es) enrolled.

What is the HCC OneCard?
Each registered student receives an HCC OneCard. You must activate it online at www.HCCOneCard.com to get your refund. While activating your card, you may choose how to receive your refund. For faster access to your funds, choose to have your refunds deposited directly into your HCC OneAccount. The cost to replace the HCC OneCard is $20.
FINANCIAL AID COMMON QUESTIONS AND RESPONSES

How do I apply for financial aid?
If you want to apply for financial aid, you will need to complete a Free Application for Federal Student Aid (FAFSA). The website for the application is www.fafsa.ed.gov. Please allow 5 working days after the submission of your completed FAFSA application prior to visiting your campus Financial Aid Office. Please add Hillsborough Community College’s school code (007870) onto the application.

What is the status of my financial aid?
Students may retrieve information from the Hawknet (www.hccfl.edu/hawknet), the college’s electronic information and student services website. Students are able to access the following information:

- Financial Aid documents outstanding – Click onto “My Documents” link
- Financial Aid Awarded – Click onto “Financial by Term”

How do I get the financial aid forms requested by the Financial Aid Office?

- You may pick up the forms at your campus Financial Aid Office; or
- You may access the financial aid forms online by:
  - Access the Financial Aid Forms’ webpage, www.hccfl.edu/aids/Forms
  - Select the Academic Year for which you are seeking assistance.
  - Review the listing of the FA Forms available and select the requested form for downloading.
  - Complete the necessary FA forms and submit to your campus Financial Aid Office.
  - You may submit the forms by scanning the document and sending by email to your campus Financial Aid Manager, Financial Aid Counselor, or Financial Aid Technician or deliver in person to the Financial Aid Office. Delivering the forms in person will require you to see a Financial Aid Staff member.
  - The email addresses for sending your completed documents are as follows:
    - Brandon Campus – Quincy Felicidario, Financial Aid Technician, qfelicidario@hccfl.edu
    - Dale Mabry Campus- Shemeka McCray, Financial Aid Technician, smccray@hccfl.edu
    - Plant City Campus - Ann Birdsong, Financial Aid Manager, ebirdsong@hccfl.edu
    - Ybor Campus - Nadege Cesar, Financial Aid Technician, ncesar@hccfl.edu

I am just applying for financial aid and I do not have the money to pay for the classes before the due date. How can I prevent my classes from purging?

- Students who completed their FAFSA application and the college received your results, may inquire to the campus Financial Aid Office for a deferment for the payment of classes. You will need to see a Financial Aid Counselor or Manager to determine if you qualify to receive the deferment.
- Students who have not completed their FAFSA Application or do not qualify for a deferment may utilize the college’s TIPS program for the payment of their classes. TIPS is an Interest Free Monthly Tuition Installment Program available to students who cannot pay for their classes by the due date. Students may inquire to the campus Bursar’s Office for more information on the TIPS program.

I have a deferment, but do not have money to purchase the books. Is there any assistance available with the purchase of my books?

- Students may inquire to the campus Bookstore for lower priced used books;
- Students may want to rent books from the Bookstore;
- Students may check with the campus Library for the availability of books reserved for classes;
- Students who have completed 12 credit hours, have a 2.0 cumulative grade point average, and applied for financial aid, may request assistance with the purchase of books from the college’s Dream keepers Emergency Scholarship program. You may inquire for assistance from this program at your campus Dean of Student Services.

(see reverse side for more information)
I have my Financial Aid Award Notice, what do I need to do next?

- Your Award Notice provides the name of the financial aid program and the amount that you qualified to receive. Review the information noted on the back of the Award Notice.
- The Federal Pell Grant amount is based upon full-time enrollment. If you enroll for less than 12 credit hours, your Pell Grant amount will be reduced accordingly.
- If you are awarded prior to the semester’s drop/add date and you have available funds once tuition and fees are paid, you may purchase books at the campus Bookstore using your remaining financial aid award balance. Check with your campus Bookstore to confirm if you have a credit balance on your account to purchase books.
- Once tuition, fees, and books are paid, the remaining balance will be issued to you within 7 days from the drop/add date.
- If your Award Notice is issued after the drop/add date, your refund will be issued to you 14 days from the date the college credits your account.

I am expecting to receive a Florida Bright Futures Scholarship award. What must I do to ensure my classes are paid?

- Students expecting to receive their Florida Bright Futures scholarship at Hillsborough Community College (HCC) must first have indicated on the State of Florida’s Bright Futures’ website Hillsborough Community College’s school code (292) as their school to attend. You may change your school code on the State of Florida’s website at (www.floridastudentfinancialaid.org).
- The Financial Aid Office processes deferments for Bright Futures students who indicate HCC’s school code of 292 on the State of Florida’s website. The deferment prevents students from being purged from classes. District Financial Aid Office forwards notices to Bright Futures students confirming the processing of their deferment.
- After drop/add date, the Financial Aid Office processes the payment of classes for Bright Futures students.
- Students receiving the Bright Future’s Florida Vocational Gold Seal scholarship are required to have paid the 25% of the tuition and fees by the semester’s drop/add date.
- Only recipients of the Bright Future’s Florida Academic Scholarship receive assistance for books.

How do I apply for the Federal Stafford Loan?

- All students requesting the Federal Stafford Loan must first complete the academic year’s Free Application for Federal Student Aid (FAFSA).
- You must also complete an Institutional Loan Request Form and submit to your campus Financial Aid Office. You may access the Institutional Loan Request Form from the Financial Aid Forms website www.hccfl.edu/aids/Forms .
- You must enroll for the minimum of 6 credit hours and maintain a 2.0 cumulative grade point average.
- First time borrowers must wait 31 days from the first day of classes to receive their first loan disbursement.
- You may cancel the Federal Stafford Loan at any time within 14 days from the date the College credits your student account.

What is the purpose of the Financial Aid Priority Awarding Date?

- Financial Aid priority date is the date the students must have submitted all of the required financial aid documents to ensure the awarding of financial aid funds by the first date of classes.
- The Financial Aid priority due dates are listed in the College Catalog and Course Schedules.

Where may I retrieve more Financial Aid Information?

- Financial Aid Webpage, www.hccfl.edu/aid
- HCC's Catalog
- HCC's Course Schedules
I. FEDERAL FINANCIAL AID

Requirements
To apply for Federal Financial Aid, students must meet the following qualifications:

- be U.S. citizens or nationals, or residents of the Marshall Islands, the Federated States of Micronesia, Palau, or be eligible non-citizens;
- have high school diplomas or GEDs;
- be accepted for enrollment at HCC as a degree-seeking undergraduate student or a financial aid approved PSAV or College Credit Certificate program;
- demonstrate financial need;
- not have received four-year degrees (except for Stafford loans);
- not have defaulted on any federal educational loan or owe a repayment to any Federal loan or grant program;
- meet selective service requirements;
- be enrolled for the minimum credit hours required based upon the type of financial aid awarded; and
- be in good academic standing and making satisfactory academic progress.

Federal Financial Aid Programs

Federal Pell Grant: This grant, based upon financial need, does not have to be repaid. Awards range from $200 to approximately $4,050 per year. A valid SAR must be electronically received by the campus financial aid office. Appropriate income tax returns must be submitted if the SAR indicates that the student's application has been selected for verification. Required enrollment credit hours are contingent upon Pell Grant eligibility.

Federal Academic Competitiveness Grant (ACG)
In order to be eligible for this grant, students must be a U.S. citizen, completed rigorous classes in high school, graduated as of 2005, completed a FAFSA application, and enrolled in college full-time. Students who are at the first year college level (0-23 credit hours) may receive an annual award of $750 ($375 per semester) and $1,300 ($650 per semester) for the second year college level (24 or more credit hours). Students are entitled to receive the ACG award one time at the first year college level and one time at the second year college level.

Home schooled students may be eligible for this award. Transfer students are eligible if they met the requirements at their previous school and they have the minimum 3.0 GPA. Summer awards may be available to eligible students. For more information, contact a campus Financial Aid Office.

Federal Supplemental Educational Opportunity Grant
This is a grant based upon exceptional financial need that does not have to be repaid. Amounts vary from $200 to $600 per year. A minimum of 6 credit hours is required.

Federal Work-Study (FWS)
Students are paid an hourly wage for working on campus for 15 to 20 hours per week at the approved Board of Trustees Salary Schedule. Students can use their earnings to help defray college costs. Students must complete an I-9 Form when employed. A minimum of six credit hours is required. Refer to the "Earn While You Learn" section for more details.

Federal Work-Study (Community Service Assignments)
Students may have opportunities to work on and off campus at community service designated locations. The assignments vary and are contingent upon the skill level of students. Refer to the "Earn While You Learn" section for more details.

Federal Subsidized Stafford Loan
This is a long-term loan repayable at a variable interest rate up to 8.25 percent. First-year students can borrow up to $3,500 per year. Second-year students can borrow up to $4,500 per year. Second-year students include those students who have completed 30 credit hours toward their degree, not including college preparatory credits. HCC will determine the amount for which a student is eligible. Payment of this loan does not begin until the student has been out of school for six months. This loan is available through private lending institutions, and applications for this loan are available at the campus financial aid office. A minimum enrollment of six credit hours is required per term.

Federal Unsubsidized Stafford Loan
This is a long-term loan that can substitute or be in addition to the subsidized Stafford Loan. Interest payment begins immediately, however principal deferments are available. Interest accrues at a variable rate up to 8.25 percent while the student is attending college. For detailed information regarding loan amounts, students should contact a campus financial aid office. A minimum enrollment of six credit hours is required per term.

Federal PLUS Loan
This program enables parents who do not have an adverse credit history to borrow funds to pay for the education of dependent children. PLUS Loans have a variable interest rate, not to exceed 9 percent per year. Interest accrues while the student attends school. Repayment begins immediately, however principal deferments are available. Parents can borrow up to the cost of education, minus any other financial aid. The student must enroll for a minimum of six credit hours per term.

Loan Entrance and Exit Counseling
If students are borrowing for the first time at HCC or re-entering HCC after two years of non-attendance, they must complete an Entrance Counseling session prior to submitting the Loan Request Form. Students may complete this requirement by accessing HCC's website and clicking on to "Current Students; Financial Aid and Entrance/Exit Loan Counseling." Students are required to complete the Entrance/Exit Loan Counseling
session during the last semester of enrollment or at the point of no longer attending on at least a half-time (six credit hours) basis. Students may fulfill this requirement by accessing HCC's website and click on "Current Students; Financial Aid and Entrance/Exit Loan Counseling.

II. STATE FINANCIAL AID REQUIREMENTS
To apply for state financial aid, students must
• be permanent residents of Florida for at least one year,
• be accepted for enrollment at HCC as degree-seeking undergraduate students. Students working towards a certificate are not eligible for state financial aid except for the Florida Vocational Gold Seal Endorsement Scholarship,
• be enrolled for a minimum of six credit hours each semester,
• be U.S. citizens or nationals or eligible non-citizens,
• have high school diplomas or GEDs,
• demonstrate financial need,
• not have earned a bachelor's degree,
• not have defaulted on any educational loans or owe a repayment on any educational loans or grants,
• meet selective service requirements, and
• be in good academic standing and make satisfactory progress.

State Financial Aid Programs
Listed below are some of the state financial aid programs. For information on these and other state financial aid programs, students should call any campus financial aid office.

Florida Bright Futures Scholarship
Florida Bright Futures is a state-funded, merit-based scholarship program. Bright Futures Scholarships include the following:
• Florida Academic Scholars' Fund - Covers full cost of tuition, fees and a stipend award.
• Florida Vocational Gold Seal Scholarship - Covers 75 percent of tuition and fees, excluding preparatory courses.
• Florida Merit Scholarship - Covers 75 percent of tuition and fees, excluding preparatory courses.

Florida Student Assistance Grant
Florida Student Assistant Grant (FSAG) is a grant of between $200 and $1,300 that does not need to be repaid. Application priority deadline is August 28th. To receive a grant, students must enroll for a minimum of six credit hours per term and have processed a FAFSA application.

First Generation Matching Grant Program
This is a need-based program that provides financial aid funds to Florida undergraduate students who demonstrate financial need and whose parents have not earned a baccalaureate degree.

To receive the grant, the student must complete the annual FAFSA application and indicate the last level of education completed by the parent was high school. The student will also need to complete an HCC Institutional Scholarship Application and request consideration for the First Generation Scholarship program.

Currently, distribution of this award is at $500 per term. The financial aid office implemented the following priorities for selecting students for this award:
• Students who have a cumulative grade point average of 3.0 or better.
• Students who are enrolled in college full-time.
• Students who have met all other statement requirements for financial aid.

Florida Teacher Scholarship and Forgivable Loan Program, known as the "Chappie James Most Promising Teacher Scholarship/Loan"
Students must apply through their high schools. Students who teach in the state for four years do not have to repay the award.

Florida Work Experience Program
This program is a need-based program providing eligible Florida students with work experience at off-campus, approved private businesses, educational and recreational facilities that will complement and reinforce their educational and career goals. Hourly wages are flexible and contingent upon the assigned location and the students' unmet need. Students must complete the FASFA application and meet the State of Florida financial aid requirements.

III. SCHOLARSHIPS
HCC Scholarships
HCC offers scholarships in a number of areas. Students may apply directly to the HCC department that has the responsibility for awarding the scholarship. Specific criteria are available in the campus offices of financial aid regarding the following scholarships:
• Art Scholarships
• Athletic Scholarships
• Board of Trustees Scholarships
• Child Care Award (off-campus)
• Child Care Award (on-campus)
• Dance Scholarships
• Drama Scholarships
• Florida Migrant Education Scholarships
• HCC Need Scholarships
• Minority Need & Incentive Scholarships for
  • African-Americans
  • Asian Americans
  • Hispanic Americans
  • American Indians
• Music Scholarships
• Presidential Honors Scholarships
• Presidential Scholarships
• Publications Scholarships
• Student Support Services Need & Incentive Scholarships
• Student with Disabilities

Procedures for Applying
Each HCC scholarship recipient must have processed a Free Application for Federal Student Aid (FAFSA) application. This requirement is set forth by the State of Florida Department of Education. Although students may qualify for a merit-based scholarship, the completion of the FAFSA is still required. Students may complete the FAFSA application by following the instructions noted under the "How To Apply" section.

Each scholarship program has its own application procedures. The campus financial aid offices have information regarding each of HCC's scholarship programs.

Student Eligibility Standards
- demonstrate financial need or exhibit specific skills
- enroll for the appropriate number of credit hours
- maintain satisfactory academic progress

Criteria for Selection
Selection criteria for each scholarship program are established by HCC. Most HCC scholarships are awarded according to need or skills.

Criteria for Determining the Amount of the Award
- based on appropriate recommendation or
- student's unmet need

HCC Foundation Scholarships
Information regarding HCC Foundation Scholarships is available in any campus office of counseling and advising.

Other Scholarships
Information regarding other scholarships is available in the campus financial aid, counseling and advising offices. Students are urged to apply for external scholarships. A variety of local and national clubs and organizations offer financial aid to students meeting certain criteria.

IV. HOW TO APPLY FOR FINANCIAL ASSISTANCE
Students seeking financial assistance must apply each academic year. To apply for the Federal Pell Grant, Federal Supplemental Educational Opportunity Grant, Federal Work-Study, Florida Student Assistance Grant and certain college scholarships, the following forms must be completed:

- Free Application for Federal Student Aid (FAFSA): Students are strongly advised to complete the FAFSA application electronically by accessing the Department of Education's Financial Aid website: www.fafsa.ed.gov. Students completing the FAFSA online may receive their results (Student Aid Report) within two weeks. If students do not have a computer at home, they may use computers at the following public locations: Hillsborough Community Libraries, HCC Computer Labs, and HCC Libraries. Students must list HCC's school code, 007870, on their FAFSA application in order for the college to receive their results and Student Aid Report electronically.

- Student Aid Report (SAR): An official SAR is sent to all students who submit the Free Application for Federal Student Aid. This SAR contains information about a student's Pell Grant eligibility as determined by the U.S. Department of Education. The College's Financial Aid Office reads the results of the application electronically as long as the student listed HCC's school code on the FAFSA application.

- Income Tax Return (1040A/1040EZ/1040): If so stated on the SAR, students must submit copies of their and their parents' income tax returns for the most recent year and complete institutional verification forms.

- Student Data Form: Students applying for the Federal Pell Grant, Stafford Loans, College Work-Study, and other need-based financial aid awards are required to complete the Student Data Form. The form is available at the campus Financial Aid Office. Students may access the Student Data form also on the College's website at www.hccfl.edu. The student will need to click on the new or prospective student menu, click on District Services and click on the Financial Aid page. The student should then click on the Forms listed in the menu located in the left margin.

- Other HCC Financial Aid Forms: If students receive notification from the Financial Aid Office that other forms are needed, they may access HCC's Financial Aid Forms from the College's website. Students must follow the website access instructions listed in the Student Data Form paragraph listed above. They may also pick up the form at their campus Financial Aid Office.

- Student Loan Request Form: (optional) Students choosing to borrow a Stafford (subsidized and/or unsubsidized) Loan must complete an Institutional Loan Request Form. They may access the Loan Request Form from the College's website. They will need to follow the website access instructions listed in the Student Data Form paragraph listed above. They may also pick up the form at their campus Financial Aid Office.

- Entrance Counseling Online Session: All first-time borrowers at HCC or students who are re-entering the college after two years of non-attendance must complete the federally required Entrance Interview Session. Students are required to complete an Entrance Counseling Session online by accessing the College's website at www.hccfl.edu. From the main menu, the student should click on "Current Student," then onto "Student Financial Aid," then onto "Entrance Counseling." After reading through the information and completing the Entrance Counseling quiz, students must print
the Florida Work Experience Program (FWEP) provides students the opportunity to work off-campus at approved private businesses, educational and recreational facilities. FWEP is a need-based program that enables the student to earn up to their maximum unmet need.

The campus financial aid office has complete details on how students can earn while they learn.

VI. HOW FINANCIAL AID IS AWARDED AND DISTRIBUTED

Students declared eligible for financial aid will receive an award notice from HCC's Financial Aid Office.

Students awarded Federal Pell Grants, Federal Supplemental Educational Opportunity Grants, Federal Subsidized or Unsubsidized Stafford Loan, Florida Bright Futures Scholarships or Institutional scholarships may use them to pay for the cost of tuition and fees at registration. Prior to the last day of drop/add of the semester, Pell Grant and Subsidized and Unsubsidized Stafford Loan recipients who qualify can go directly to any HCC campus bookstore and purchase books and supplies against their award balance. Maximum book charges are contingent upon available balance and credit hours enrolled.

After the deductions for tuition, fees and book charges are made by HCC, the remaining balance in the student's account is forwarded to their HCC One Card or other disbursement method as selected by the student. For students awarded on or before the semesters drop/add date, the remaining balance will be available 14 days from the first day of classes. For students awarded after the semesters drop/add date, the remaining balance will be available 14 days from the date the College credits their account.

Students who are employed under the Federal Work-Study Program will receive bi-weekly checks from the office in which they work. Florida Student Assistance Grants cannot be used to pay for tuition and fees at registration. These funds are sent to students during the 4th week of the fall and spring terms.

Students with less than 30 hours and who have not borrowed previously will not receive funds until the 31st day of classes.

What are the required credit hours?

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<th>Financial Aid Programs</th>
<th>Minimum Hours Required</th>
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<tbody>
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<td>Federal Pell Grant</td>
<td>Contingent upon eligibility (most students: 1-12)</td>
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<td>FSEOG</td>
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<tr>
<td>Academic Competence</td>
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<tr>
<td>Florida Stafford Loans</td>
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<td>First Generation Matching Grant</td>
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<td>HCC's Presidential Scholarship</td>
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<td>HCC's Incentive &amp; Need Based Scholarship</td>
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<tr>
<td>Public Work Experience</td>
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OMBUDSMAN/STUDENT ADVOCATE

The Vice President for Student Services and Enrollment Management is the college's ombudsman/advocate for students. The Vice President's office is located on the third floor of the district administrative offices. Students may appeal decisions related to course access and credits granted toward degrees to the office of the ombudsman.

VII. HOW WILL STUDENTS KNOW THE AWARTDING AMOUNT(S)?

Once the Financial Aid Office receives the results of the student's FAFSA, the completed Student Data Form, and other documents requested, the student will receive an official Award Notification Letter. This document will specify the type and the amount of financial aid the student is qualified to receive.

ATTENTION: Withdrawing or dropping courses may have an impact on financial aid. Students may have to repay a percentage of financial aid, and their continued eligibility may be impacted. Prior to dropping or withdrawing from any classes, students should contact a campus Financial Aid Office to discuss how this may affect their financial aid.

VIII. RETURN OF TITLE IV FUNDS

If students receive Title IV, Federal Student Financial Assistance, and if they withdraw, drop out, take a leave of absence, or are expelled prior to completing 60 percent of a semester for which they have been charged, the College must recalculate their eligibility for Title IV funds.

The formula for recalculating eligibility utilizes the following concepts:

- percent of aid earned, and
- percent of aid unearned.

A. The percent earned = the days the student completed divided by the total days in the enrollment period.

B. The percent unearned = 100 percent minus the percent earned.

C. The amount of Title IV Aid earned = the percent earned (A) multiplied by the student's Title IV Aid.

D. The amount of Title IV Aid unearned = the percent unearned (B) multiplied by the student's Title IV Aid.

E. The amount the College must return = the total institutional charges multiplied by the percent unearned (B).

If the College returns the Title IV funds that were credited to a student's account, it will create a charge on the student account for which the student is responsible.

Important: The student might also be responsible for paying back to the federal programs any unearned portion of the Title IV Aid that was disbursed directly to the student.

F. The amount the student must return to the federal programs = the amount of Title IV Aid Unearned - the amount returned by the College. However, the student is not obligated to return more than 50 percent of any Pell or FSEOG funds he or she received.

IX. STANDARDS OF ACADEMIC PROGRESS.

In order to remain eligible to receive Title IV, Student Financial Assistance (SFA) program funds while attending HCC, students must make steady progress toward their chosen academic goals. This requirement is known as the Satisfactory Academic Progress (SAP) requirement.

The SAP policy has three standards that a student must meet in order to remain eligible to receive Title IV, SFA - a qualitative standard, a quantitative standard, and a time standard. At HCC the qualitative standard requires recipients to maintain a cumulative GPA of 2.0. The quantitative standard requires recipients to satisfactorily complete 67 percent of all courses they attempt. The time standard requires recipients to complete their academic program by the time they have attempted 150 percent of the credits required in their programs. Standards of progress evaluations occur at the end of fall and spring semesters.

Students who fail to meet the SAP standards will be placed on probation for one term. If after one probationary term students are not making satisfactory progress, they will lose their eligibility for financial assistance. Students who have attempted 150 percent of the attempted credit hours are immediately placed on suspension. In order to regain eligibility, students must meet the satisfactory progress standards.

X. FINANCIAL AID PAYS FOR THE FOLLOWING PROGRAMS

- All AA, AS and AA programs
- College Credit Certificate programs:
  - Computer Programming
  - Information Technology Management
  - Internet Services Technology E-Commerce Support
  - Internet Services Technology Web Designer
  - Internet Services Technology Developer
  - Radiation Therapy Specialist
  - Drafting
  - Medical Office Admin: Medical Rec. Transcript Option 6
  - Medical Office Management Option 4
  - Office Admin. Specialist: Medical Info. Coder/Biller: Track 1 Medical Coder
  - Office Management Option 3 Track 1
  - Office Management Human Resource Mgt. Option 3 Track 4
  - Office Management Records Mgt. Option 3 Track 3
  - Office Management Software Application Option 3 Track 2
- PSAV programs:
  - Advance Water Treatment
  - Law Enforcement
XI. FINANCIAL AID OFFICES
Each HCC campus has a Financial Aid Office, and information about financial aid can be obtained from any of them. Normal working hours are as follows: Monday and Tuesday from 8:00 a.m. until 7:00 p.m., Wednesday and Thursday from 8:00 a.m. until 4:30 p.m. and Friday from 8:00 a.m. until 12:00 noon.

STUDENT PUBLICATIONS
Student publications and the student press are valuable aids in establishing and maintaining an atmosphere of free and responsible discussion. The College requires that its student publications staff adhere to responsible journalistic practices. The Canons of Journalism, the Advertising Code, and the Advertising Standards of Acceptability serve as external standards for which the editors and staff of the student publications at HCC strive.

Newspaper
The Hawkeye is HCC's student newspaper. Published regularly, the paper is staffed by students from all campuses and receives assistance from a faculty advisor. The newspaper is free.

Galeria
The Galeria, HCC's literary-arts magazine, is published annually under the supervision of a faculty advisor. The Galeria has a staff of student volunteers, and students from all campuses contribute the material published. The magazine is free to all HCC students.

Triad
The Triad, HCC's general magazine, is published annually under the supervision of a faculty advisor. Volunteer journalism students staff the Triad and the magazine is free.

STUDENT SUPPORT SERVICES PROGRAM
Student Support Services (SSS) is one of the federal TRIO Programs that provide a variety of academic support services to eligible disadvantaged students. Comprehensive support services enhance and improve the retention, graduation and transfer rates of the program's participants from HCC. Additional transfer services are available to participants who qualify to transfer to 4-year colleges and universities.

All full-time and part-time disadvantaged students enrolled at any of the College's campuses, learning centers or off-campus instructional sites, who qualify under the broad criteria, can apply for admission to the Student Support Services Program.

STUDENT UNION FACILITIES
Student union facilities are open to all students. These facilities usually house offices for the SGA and areas in which students can meet. Students can find the location of campus student union facilities by contacting the campus Student Government Association (see College Directory section of this publication).

TEST CENTERS
Test Centers, located on all campuses, administer faculty make-up, distance learning, placement, and counseling-related tests. Before being allowed to take tests, students must show picture identification, either a government-issued photo ID such as a driver's license or an HCC student ID card.

Students taking the CLEP test are required to provide two forms of identification. One form of identification must be a government-issued photo ID such as a driver's license.

Disabled students who require alternative testing arrangements must contact an HCC coordinator of services for students with disabilities.

Students using unauthorized or inappropriate materials and students who conduct themselves inappropriately in a test center will be denied future testing privileges in the center and may be subject to college disciplinary action.

POLICIES AND PROCEDURES AFFECTING STUDENTS

ACADEMIC POLICIES

Academic Integrity
Academic work submitted by students to their instructors is assumed to be the result of their own thought, research or self-expression. Moreover, when students borrow ideas, wording or organization from another source they are expected to acknowledge that fact in the appropriate manner. Plagiarism is unacceptable. Refer to the Code of Student Conduct for HCC's disciplinary actions.

Academic Progress
In order to have satisfactory academic standing, a student at HCC must maintain a cumulative grade point average of 2.0 "C".

Academic Warning: Students will be placed on academic warning if the students' cumulative grade point averages (cumulative GPA) are less than 2.0, and the students have not been warned previously. To regain satisfactory academic standing, students must raise their cumulative GPAs to 2.0 or better after their next period of enrollment.

Academic Probation: Students on academic warning who fail to regain satisfactory academic standing (cumulative GPA of 2.0) at the end of their next period of enrollment will be placed on academic probation. Students on academic probation must consult with and obtain the approval of a counselor or academic advisor before they may register.

To regain satisfactory academic standing, students must raise their cumulative GPAs to 2.0 or better.
Life Changing

Catalog
2007-2008

Hillsborough Community College
www.hccfl.edu
Financial Aid

Financial aid is any scholarship, grant, loan, or employment (or a combination thereof) designed to help students meet their college expenses. The amount and types of financial aid given are based on state, federal and HCC guidelines. To be eligible for financial aid, students must be degree seeking, meet enrollment requirements, submit official high school transcripts showing graduation dates or official GED test scores, and make satisfactory academic progress.

Grants and scholarships are considered gifts and need not be repaid. Low-interest loans are usually repaid over an extended period of time after the student leaves college. Employment refers to an hourly wage paid to the student for work performed.

Federal Financial Aid

Requirements

To apply for Federal Financial Aid, students must meet the following qualifications:

- Be US citizens or nationals, or residents of the Marshall Islands, the Federated States of Micronesia, Palau, or be eligible non-citizens.
- Have high school diplomas or GEDs.
- Be accepted for enrollment at HCC as a degree-seeking undergraduate student or a financial aid approved PSAV, or College Credit Certificate program.
- Demonstrate financial need.
- Not have received four-year degrees (except for Stafford loans).
- Not have defaulted on any federal educational loan or owe a repayment to any Federal loan or grant program.
- Meet selective service requirements.
- Be enrolled for the minimum credit hours required based upon the type of financial aid awarded.
- Be in good academic standing and making satisfactory academic progress.

Federal Financial Aid Programs

Federal Pell Grant

This grant, based upon financial need, does not have to be repaid. Awards range from $200 to approximately $4,050 per year. A valid Student Aid Report (SAR) must be electronically received by the campus financial aid office. Appropriate income tax returns must be submitted if the SAR indicates that the student's application has been selected for verification. Required enrollment credit hours are contingent upon Pell Grant eligibility.

Federal Supplemental Educational Opportunity Grant

This grant, based upon exceptional financial need, does not have to be repaid. Amounts vary from $200 to $600 per year. A minimum of six credit hours is required.

Federal Academic Competitiveness Grant (ACG)

In order to be eligible for this grant, students must be a U.S. citizen, completed rigorous classes in high school, graduated as of 2005, completed a FAFSA application, and enrolled in college full-time. Students who are at the first year college level (0 – 23 credit hours) may receive an annual award of $750 ($375 per semester) and $1,300 ($750 per semester) for the second year college level (24 or more credit hours). Students are entitled to receive the ACG award one time at the first year college level and one time at the second year college level.

Home schooled students may be eligible for this award. Transfer students are eligible if they met the requirements at their previous school and they have the minimum GPA of 3.0. Summer awards may be available to eligible students. For more information, contact a campus financial aid office.

Federal Work-Study (FWS)

Students are paid an hourly wage for working on campus for 15 to 20 hours per week at the approved Board of Trustees Salary Schedule. Students can use their earnings to help defray college costs. Students must complete an I-9 Form when employed. A minimum of six credit hours is required. Refer to the “Earn While You Learn” section for more details.
**Federal Work-Study (Community Service Assignments)**

Students may have opportunities to work on and off campus at community service designated locations. The assignments vary and are contingent upon the skill level of students. Refer to the “Earn While You Learn” section for more details.

**Federal Subsidized Stafford Loan**

This is a long-term loan repayable at a variable interest rate up to 8.25 percent. First-year students can borrow up to $3,500 per year. Second-year students can borrow up to $4,500 per year. Second year students include those students who have completed 30 credit hours toward their degree, not including college preparatory credits. HCC will determine the amount for which a student is eligible. Payment of this loan does not begin until the student has been out of school for six months. This loan is available through private lending institutions, and applications for this loan are available at the campus financial aid office. A minimum enrollment of six credit hours per term is required.

**Federal Unsubsidized Stafford Loan**

This is a long-term loan that can substitute for or be awarded in addition to the Federal Subsidized Stafford Loan. Interest payment begins immediately, however principal deferrals are available. Interest accrues at a variable rate up to 8.25 percent while the student is attending college. For detailed information regarding loan amounts, students should contact a campus financial aid office. A minimum enrollment of six credit hours per term is required.

**Federal PLUS Loan**

This program enables parents who do not have an adverse credit history to borrow funds to pay for the education of dependent children. PLUS Loans have a variable interest rate, not to exceed 9 percent per year. Interest accrues while the student attends school. Repayment begins immediately. Parents can borrow up to the cost of education, minus any other financial aid. The student must enroll in a minimum of six credit hours per term.

Parents may process a PLUS loan application online at www.opennet.salliemae.com. Click on the “Borrower Log-In” link and follow the instructions as noted.

**Loan Entrance and Exit Counseling**

If students are borrowing for the first time at HCC or re-entering HCC after two years of non-attendance, they must complete an Entrance Counseling session prior to submitting the Loan Request Form. Students may complete this requirement by accessing HCC’s website and clicking on “Current Students; Financial Aid; and Entrance/Exit Loan Counseling.”

Students are required to complete the Loan Exit Counseling session during the last semester of enrollment or at the point of no longer attending at least a half-time (six credit hours) basis. Students may fulfill this requirement by accessing HCC’s website and clicking on “Current Students; Financial Aid; and Entrance/Exit Loan Counseling.”

**Earn While You Learn**

**Federal College Work Study**

The Federal Work Study Program (FWS) offers excellent opportunities for students with financial need to gain meaningful work experience while earning money to help pay their educational expenses. FWS award recipients are granted a designated amount of money, based upon their individual need and the availability of funds. It is from that allocation that the student's wages are paid bi-weekly at the hourly rate set by the college's Board of Trustees. Students work between 15-20 hours per week, around their class schedules, until they have earned the full amount of their FWS Grant awards.

Most job assignments are on-campus opportunities. Students may also work off-campus at “community service” locations. Community service jobs are assigned with federal, state, or local public agencies or organizations. These jobs are ones which provide literacy activities in a family literacy project for families with preschool age children services to students with disabilities, solutions to environmental concerns, and numerous other services designed to improve the quality of life for community residents, particularly low-income individuals. Community service positions afford FWS workers a bonus -- the joy that comes from helping others.

**Florida Work Experience Program**

The Florida Work Experience Program (FWEP) provides students with the opportunity to work off-campus at approved private businesses, educational and recreational facilities. FWEP is a need-based program that enables students to earn to the maximum unmet need.

The campus financial aid office has complete details on how students can earn while they learn.
State Financial Aid Requirements

To apply for state financial aid, students must:

- Be permanent residents of Florida for at least one year.
- Be accepted for enrollment at HCC as degree-seeking undergraduate students. Students working towards a certificate are not eligible for state financial aid except for the Florida Vocational Gold Seal Endorsement Scholarship.
- Be enrolled for a minimum of six credit hours each semester.
- Be U.S. citizens or nationals or eligible non-citizens.
- Have high school diplomas or GEDs.
- Demonstrate financial need.
- Not have earned a bachelor's degree.
- Not have defaulted on any educational loans or owe a repayment on any educational loans or grants.
- Meet selective service requirements.
- Be in good academic standing and make satisfactory progress.

State Financial Aid Programs

Listed below are some of the state financial aid programs. For information on these and other state financial aid programs, students should call any campus financial aid office.

Florida Bright Futures Scholarship

Florida Bright Futures is a state-funded, merit-based scholarship program. The scholarship pays for tuition and fees as long as the student is enrolled for a minimum of six credit hours per term. It will not pay for tuition and fees for preparatory courses. Bright Futures Scholarships include the following:

- Florida Academic Scholars’ Fund
  Covers full cost of tuition, fees and a stipend books award, excluding preparatory courses.
- Florida Vocational Gold Seal Scholarship
  Covers 75 percent of tuition and fees, excluding preparatory courses.
- Florida Merit Scholarship
  Covers full cost of tuition and fees for students enrolled in AA and AS programs, excluding preparatory courses. Covers 75 percent of tuition and fees for students enrolled in FSAV or college credit certificate programs, excluding preparatory courses.

Note: The above listed scholarships will not pay for tuition and fees for preparatory courses. A student must be enrolled in a minimum of six credit hours per term.

Florida Student Assistance Grant

Florida Student Assistant Grant (FSAG) is a grant of between $200 and $1,300 that doesn’t need to be repaid. Application priority deadline is August 28. To receive a grant, students must enroll for a minimum of six credit hours per term and have processed a FAFSA application.

First Generation Matching Grant Program

This is a need-based program that provides financial aid funds to Florida undergraduate students who demonstrate financial need and whose parents have not earned a baccalaureate degree.

To receive this grant, the student must complete the annual FAFSA application and indicate the last level of education completed by the parent as high school. The student will also need to complete an HCC Institutional Scholarship Application and request consideration for the First Generation Scholarship program.

Currently, distribution of this award is at $500 per term. The financial aid office implemented the following priorities for selecting students for this award:

- Students who have a cumulative grade point average of 3.0 or better.
- Students who are enrolled in college full-time.
- Students who have met all other state requirements for financial aid.

Students should contact their campus financial aid office for additional information.

Florida Teacher Scholarship and Forgivable Loan Program, known as the “Chappie James Most Promising Teacher Scholarship/Loan”

Students must apply through their high schools. Students who teach in the state for four years do not have to repay the award.

Florida Work Experience Program

This program is a need-based program providing eligible Florida students with work experience at off-campus, approved private businesses, educational and recreational facilities that will complement and reinforce their educational and career goals. Hourly wages are flexible and contingent upon the assigned location and the students' unmet need.
Students must complete the FAFSA application and meet the State of Florida's financial aid requirements. Students interested in working under the Florida Work Experience Program should contact a campus financial aid office to confirm eligibility and available assignments.

**Scholarships**

**HCC Scholarships**

HCC offers scholarships in a number of areas. Students may apply directly to the HCC department that has the responsibility for awarding the scholarship. Specific criteria are available in the campus offices of financial aid regarding the following scholarships:

- Art Scholarships
- Athletic Scholarships
- Board of Trustees Scholarships
- Child Care Award (off-campus)
- Child Care Award (on-campus)
- Dance Scholarships
- Drama Scholarships
- Florida Migrant Education Scholarships
- HCC Need Scholarships
- Latin American Caribbean Basin Scholarships
- Minority Need & Incentive Scholarships
  - African-Americans
  - Asian Americans
  - Hispanic Americans
  - American Indians
- Music Scholarships
- Presidential Scholarships
- Presidential Honors Scholarships
- Publications Scholarships
- Student Support Services Need & Incentive Scholarships
- Student with Disabilities

**Procedures for Applying**

Each HCC scholarship recipient must have processed a Free Application For Federal Student Aid (FAFSA) application. This requirement is set forth by the State of Florida Department of Education. Although students may qualify for a merit-based scholarship, the completion of the FAFSA is still required. Students may complete the FAFSA application by following the instructions noted under the "How To Apply" section.

Each scholarship program has its own application procedures. The campus financial aid offices have information regarding each of HCC’s scholarship programs.

**Student Eligibility Standards**

- Demonstrate financial need or exhibit specific skills
- Enroll for the appropriate number of credit hours
- Maintain satisfactory academic progress

**Criteria for Selection**

Selection criteria for each scholarship program is established by HCC. Most HCC scholarships are awarded according to need or skills.

**Criteria for Determining the Amount of the Award**

- Based on appropriate recommendation or
- Student's unmet need

**HCC Foundation Scholarships**

Information regarding HCC Foundation Scholarships is available in any campus office of counseling and advising.

**Other Scholarships**

Information regarding other scholarships is available in the campus financial aid, counseling and advising offices.

Students are urged to apply for external scholarships. A variety of local and national clubs and organizations offer financial aid to students meeting certain criteria.
How to Apply for Financial Assistance

Students seeking financial assistance must apply each academic year. To apply for the Federal Pell Grant, Federal Supplemental Educational Opportunity Grant, Federal Work-Study, Florida Student Assistance Grant and certain college scholarships, the following forms must be completed:

- **Free Application for Federal Student Aid (FAFSA):** Students are strongly advised to complete the FAFSA application electronically by accessing the Department of Education’s financial aid website: www.fafsa.ed.gov. Students completing the FAFSA online may receive their results (Student Aid Report) within two weeks. If students do not have a computer at home, they may use computers at the following public locations: Hillsborough Community Libraries, HCC Computer Labs, and HCC Libraries. Students must list HCC’s school code, 007870, on their FAFSA application in order for the college to receive their results and Student Aid Report electronically.

- **Student Aid Report (SAR):** An official SAR is sent to all students who submit the Free Application for Federal Student Aid. This SAR contains information about a student’s Pell Grant eligibility as determined by the U.S. Department of Education. The College’s financial aid office reads the results of the application electronically as long as the student listed HCC’s school code on the FAFSA application.

- **Income Tax Return (1040A/1040EZ/1040):** If so stated on the SAR, students must submit copies of their and their parents’ income tax returns for the most recent year, and students must complete institutional verification forms.

- **Student Data Form:** Students applying for the Federal Pell Grant, Stafford Loans, College Work-Study, and other need-based financial aid awards are required to complete the Student Data Form. The form is available at the campus financial aid office. Students may access the Student Data form also on the College’s website at www.hccfl.edu. The student will need to click on the New or Prospective Student menu and click on the Financial Aid page. The student should then click on the Forms listed in the menu located in the left margin.

- **Other HCC Financial Aid Forms:** If students receive notification from the financial aid office that other forms are needed, they may access HCC’s financial aid forms from the College’s website. Students must follow the website access instructions listed in the Student Data Form paragraph listed above. They may also pick up the form at their campus financial aid office.

- **Student Loan Request Form:** (optional) Students choosing to borrow a Stafford (subsidized and/or unsubsidized) Loan must complete an Institutional Loan Request Form. They may access the Loan Request Form from the College’s website. They will need to follow the website access instructions listed in the Student Data Form paragraph listed above. They may also pick up the form at their campus financial aid office.

- **Entrance Counseling-Online Session:** All first-time borrowers at HCC or students re-entering the college after two years of non-attendance must complete the federally required Entrance Interview Session. Students are required to complete an Entrance Counseling Session online by accessing the College’s website at www.hccfl.edu. From the main menu, the student should click on “Current Student,” then onto “Financial Aid” which brings them to the financial aid web page. From the financial aid web page, students click on “Counseling” and then onto “Entrance Counseling.” After reading through the information and completing the entrance counseling quiz, students must print the “Entrance Counseling Complete” page and submit a copy to their campus financial aid office.

**Application Deadline Dates:**

- **Free Application for Federal Student Aid (FAFSA):** The student should complete the FAFSA application as soon as possible after January 1 and no later than eight weeks prior to the beginning of the term. The last day to complete the FAFSA application for the 2007-08 academic year is June 30, 2008.

- **Priority Awarding:** Students whose financial aid files are complete by May 15 for the upcoming Fall semester may qualify for additional need-based financial aid awards. Students whose financial aid files are complete by October 15 for the upcoming spring semester may qualify for additional need-based financial aid awards.

- **Stafford Loan Requests:** Students are required to have a successfully processed Student Aid Report and financial aid files completed prior to the financial aid office determining student’s Federal Stafford Loan eligibility. Students are also re-
quired to complete the Institutional Loan Request Form and submit it to their campus financial aid office at least six weeks prior to the beginning of the semester in order to ensure the College’s receipt of the student's loan check by the first week of the semester.

Because financial aid is not always available at the beginning of a semester for those who do not process by the suggested deadline date, students should budget their money to cover the cost of tuition, fees and books until they receive their funds.

**How Financial Aid is Awarded and Distributed**

Students declared eligible for financial aid will receive an award notice from HCC’s Financial Aid Office.

Students awarded Federal Pell Grants, Federal Supplemental Educational Opportunity Grants, federal subsidized or unsubsidized Stafford Loan, Florida Bright Futures Scholarships or institutional scholarships may use them to pay for the cost of tuition and fees at registration. Prior to the last day of drop/add of the semester, Pell Grant and subsidized and unsubsidized Stafford Loan recipients who qualify can go directly to any HCC campus bookstore and purchase books and supplies against their award balance. Maximum book charges are contingent upon the available balance and credit hours enrolled.

After deductions for tuition, fees and book charges are made by HCC, the remaining balance in the students' account is forwarded to their HCC OneCard or other disbursement method as selected by the student. For students awarded on or before the semester's drop/add date, the remaining balance will be available 14 days from the first day of classes. For students awarded after the semester drop/add date, the remaining balance will be available 14 days from the date the College credits their account.

Students who are employed under the Federal Work-Study Program will receive bi-weekly checks from the office in which they work.

Florida Student Assistance Grants cannot be used to pay for tuition and fees at registration. These funds are sent to students during the 4th week of the academic term.

**What are the required credit hours?**

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**How Will Students Know the Awarding Amount[s]?**

Once the Financial Aid Office receives the results of the student's FAFSA, the completed Student Data Form, and other documents requested, the student will receive an official Award Notification Letter. This document will specify the type and the amount of financial aid the student is qualified to receive.

**ATTENTION:**

Withdrawing or dropping courses may have an impact on financial aid. Students may have to repay a percentage of financial aid, and their continued eligibility may be impacted. Prior to dropping or withdrawing from any class, students should consult a campus financial aid office to discuss how this may affect their financial aid.

Students with less than 30 hours and who have not borrowed previously will not receive funds until the 31st day of classes.
Return of Title IV Funds

If students receive Title IV Federal Student Financial Assistance, and if they withdraw, drop out, take a leave of absence, or are expelled prior to completing 60 percent of a semester for which they have been charged, the College must recalculate their eligibility for Title IV funds.

The formula for recalculating eligibility utilizes the following concepts:

- percent of aid earned, and
- percent of aid unearned.

A. The percent earned = the days the student completed divided by the total days in the enrollment period.
B. The percent unearned = 100 percent minus the percent earned.
C. The amount of Title IV Aid earned = the percent earned (A) multiplied by the student's Title IV Aid.
D. The amount of Title IV Aid unearned = the percent unearned (B) multiplied by the student's Title IV Aid.
E. The amount the College must return = the total institutional charges multiplied by the percent unearned (B).

If the College returns the Title IV funds that were credited to a student's account, it will create a charge on the student account for which the student is responsible.

IMPORTANT: The student might also be responsible for paying back to the federal programs any unearned portion of the Title IV Aid that was disbursed directly to the student.

F. The amount the student must return to the federal programs = the amount of Title IV Aid Unearned - the amount returned by the College. However, the student is not obligated to return more than 50 percent of any Pell or FSEOG funds he or she received.

NOTE: Students are obligated to pay the College for any funds returned to the U.S. Department of Education. Students receiving financial aid are advised not to withdraw from any classes prior to discussing how this may impact financial aid. The financial aid office will notify the student with the amount owed and the payment due date.

Standards of Academic Progress

In order to remain eligible to receive Title IV, Student Financial Assistance (SFA) program funds while attending HCC, students must make steady progress toward their chosen academic goals. This requirement is known as the Satisfactory Academic Progress (SAP) requirement.

The SAP policy has three standards that a student must meet in order to remain eligible to receive Title IV, SFA - a qualitative standard, a quantitative standard, and a time standard. At HCC the qualitative standard requires recipients to maintain a cumulative GPA of 2.0. The quantitative standard requires recipients to satisfactorily complete 67 percent of all courses they attempt. The time standard requires recipients to complete their academic program by the time they have attempted 150 percent of the credits required in their programs. Standards of progress evaluations occur at the end of fall and spring semesters.

Students who fail to meet the SAP standards will be placed on probation for one term. If after one probationary term students are not making satisfactory progress, they will lose their eligibility for financial assistance. In order to regain eligibility, students must meet the satisfactory progress standards.
Financial aid pays tuition and fees for the following:

All associate in arts, associate in science and associate in applied science programs

College credit certificates:
- Computer Programming
- Drafting
- Information Technology Management
- Internet Services Technology E-Commerce Support
- Internet Services Technology Web Development Specialist - Designer
- Internet Services Technology Web Development Specialist - Developer
- Medical Office Management
- Office Administration Specialist - Medical Information Coder/Biller: Medical Coder
- Office Management
- Office Management - Human Resource Management
- Office Management - Records Management
- Office Management - Software Applications
- Radiation Therapy Specialist

Postsecondary Adult Vocational (PSAV)
- Advance Water Treatment
- Auto/Collision Repair and Refinishing
- Dental Assisting
- Law Enforcement

Financial Aid Offices
Each HCC campus has a financial aid office and information about financial aid can be obtained from any of them. Normal working hours are as follows: Monday and Tuesday from 8:00 a.m. until 7:00 p.m., Wednesday and Thursday from 8:00 a.m. until 4:30 p.m. and Friday from 8:00 a.m. until noon.
FINANCIAL AID PROGRAMS

Financial aid is available in the form of grants, scholarships, loans, and student employment. Most types of financial aid are based upon financial aid eligibility. Therefore, you must complete an application for financial aid in order to determine the type of financial aid you qualify to receive.

How to Apply
• You must complete the Free Application for Federal Student Aid (FAFSA). Students may apply online at www.FAFSA.ed.gov. Allow three to four weeks to process.
• You must complete HCC’s Financial Aid Student Data Form. The Student Data Form is available at each campus Financial Aid Office. Submit the completed form to your campus Financial Aid Office.
• You must provide your official high school transcript or GED to the campus AR&R Office.
• You must provide any other documents required by Financial Aid.

Who Should Apply?
All students seeking financial assistance should complete a FAFSA application.

When to Apply
You should complete and submit the FAFSA application to the Federal Processing Center no later than eight weeks prior to the start of classes each term.

What Institutional Costs Will Financial Aid Pay?
• Based upon the type of financial aid award you qualify to receive, most financial aid awards will first pay the cost of tuition and fees.
• Except for the Stafford Loans programs, if you have funds available after tuition and fees are paid, you may use a specified amount to purchase books and supplies from HCC’s Bookstore.

Financial Aid Pays for the Following Programs:
• All AA, AS, and AAS programs
• College Credit Certificate programs:
  • Computer Programming
  • Information Technology Management
  • Internet Services Technology E-Commerce Support
  • Internet Services Technology Web Designer
  • Internet Services Technology Web Developer
  • Library Technical Assistant
  • Radiation Therapy Specialist
  • Drafting
  • Medical Office Admin: Medical Rec. Transcript Option 6
  • Medical Office Management Option 4
• Office Admin: Specialist: Medical Info. Coder/Biller: Track 1 Medical Coder
• Office Management Option 3 Track 1
• Office Management Human Resource Mgt. Option 3 Track 4
• Office Management Records Mgt. Option 3 Track 3
• Office Management Software Application Option 3 Track 2
• PSAV programs:
  • Advance Water Treatment
  • Law Enforcement
  • Auto/Collision Repair and Refinishing
  • Dental Assistant

What are the Required Credit Hours?

<table>
<thead>
<tr>
<th>Financial Aid Programs</th>
<th>Minimum Hours Required</th>
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<tr>
<td>Federal Pell Grant ....</td>
<td>Contingent upon eligibility (Most students: 1-12)</td>
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<td>FSEOG ..................</td>
<td>6</td>
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<td>Federal Stafford Loans</td>
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<td>Florida Student Assistance Grant (FSAG)</td>
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<td>HCC’s Presidential Scholarship</td>
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<td>HCC’s Board of Trustees Scholarship</td>
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<tr>
<td>HCC’s Incentive &amp; Need-Based Scholarships</td>
<td>6</td>
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<tr>
<td>HCC’s Athletic Scholarships</td>
<td>12</td>
</tr>
</tbody>
</table>

How Will You Know the Awarding Amount[s]?
Once the Financial Aid Office receives the results of your FAFSA, the completed Student Data Form, and other documents requested, you will receive an official Award Notification Letter. This document will specify the type and the amount of financial aid you qualify to receive.

When Will You Receive the Financial Aid Funds?

Federal Pell Grant
If your Federal Pell Grant award is issued prior to August 28, 2007, the Pell Grant Funds will be used to pay your tuition and fees for the Fall 2007 term. If remaining funds are available, you will be allowed to charge a specified amount for books at an HCC campus bookstore. After tuition, fees, and books are paid from the Federal Pell Grant and if there is a residual balance, these funds will be available on your HCC OneCard within 14 days from the first day of classes of the regular term. See previous page for more information.
If you are awarded the Federal Pell Grant after the term's drop/add date (August 28, 2007), the residual amount remaining after the payment of tuition and fees will be placed on your HCC OneCard within 14 days from the date of your award.

*If you drop a class or withdraw from all classes prior to completing 60% of the semester, you will have to repay a proportionate amount of your Federal Pell Grant to the College. Once the Federal Pell Grant is awarded, you are advised to confirm the status of your Federal Pell Grant award at your campus Financial Aid Office prior to changing your course schedule or withdrawing from all classes.

**Federal Stafford Loan**

Students choosing to borrow a Stafford (Subsidized and/or Unsubsidized) Loan must complete an Institutional Loan Request Form. You may access a Loan Request Form from the College's website. You may also pick up the form at your campus Financial Aid Office. All first time borrowers at HCC or students re-entering the college after two years of non-attendance must complete the federal required entrance interview session. Students are required to complete an Entrance Counseling Session online by accessing the College's website, www.hccfl.edu. From the main menu, click on “Current Student”, then “Student Financial Aid” which brings you to the Financial Aid Web page. Next, click on “Counseling” and then Entrance Counseling. After reading through the information and completing the Entrance Counseling quiz, print the “Entrance Counseling Complete” page and submit a copy to your campus Financial Aid Office.

You must be enrolled a minimum of six credit hours and maintain a 2.0 GPA in order to receive a Federal Stafford Loan award.

Hillsborough Community College offers an easy, more efficient way to both complete your promissory note and for the College to receive the disbursement of funds electronically:

- No more endorsing College Stafford loan checks
- Use Stafford Loan funds to directly pay for tuition
- Use Stafford Loan funds to purchase books
- HCC now uses the Master Promissory Note

**How Does the Process Work?**

- The student completes HCC's Loan Request Form.
- The Financial Aid Office transmits the eligible loan amount to the Guarantee Agency.
- The Guarantee Agency sends the student a Promissory Note.
- The student completes and returns the Promissory Note to the Guarantee Agency online.

**How Will My Loan Funds be Disbursed?**

- Loan funds are disbursed to the bursar's office via Electronic Funds Transfer (EFT). HCC receives the funds weekly, beginning 10 days prior to the first day of classes each semester.
- You will receive a Notice of Disbursement from SALLIE MAE once funds are transmitted to HCC. This notice discloses information regarding the date HCC received your loan funds (the disbursement date), your loan amount and any information regarding cancellation. Please review this document carefully.

**How Will I Actually Receive My Loan Funds?**

HCC will credit your student account once funds are received. Your loan funds will be used to pay any outstanding fees before delivery is made to you. Loan funds may be used to pay unpaid tuition, outstanding fees and books/supplies from the bookstore.

First-time borrowers must wait 31 days from the first day of classes to receive their loan disbursements.

- If your loan funds are received by the College prior to the drop/add date, and if funds remain after institutional charges are paid, your balance will be placed on your HCC OneCard 14 days from the first day of classes. This balance check may include grants and scholarships awarded to you by the College.
- If your funds are received by the College after the drop/add date, your loan funds will be placed on your HCC OneCard within 14 days from the date the College credits your account.

**Can I Cancel My Stafford Loan?**

You may cancel the Stafford Loan at any time within 14 days from the date the College credits your student account.

*If you withdraw from all classes prior to completing 60% of the semester, you will have to repay a proportionate amount of your tuition cost to the College. Once the Federal Stafford Loan is awarded, you are advised to discuss with your campus financial aid counselor or manager the probability of having to repay funds if you withdraw from all classes.
Florida Bright Futures Scholarships
If you are a Florida Bright Futures Scholar, your scholarship award will be issued and applied toward your tuition cost during the first week after the drop/add date. Florida Bright Futures Scholars are to contact their campus Financial Aid Office to process a 60-day deferment for the payment of classes. The deferment will ensure that your classes are not deleted. If a deferment is processed and you are receiving the Vocational Gold Seal Scholarship, you are required to pay 25% of your tuition cost by the term’s drop/add date.

Effective Fall 2006, the Florida Medallion Scholarship pays 100% of tuition only to students enrolled in an AA or AS program. Students enrolled in other programs will be required to pay 25% of their tuition.

The State of Florida does not allow the awarding of the Bright Futures Scholarship for the Summer term.

Federal Supplemental Educational Opportunity Grant, and Institutional Need-Based Scholarships
If you are awarded the Federal Supplemental Educational Opportunity Grant and/or one of Hillsborough Community College’s institutional need-based scholarship awards by August 28, 2007 and your tuition and fees are paid, remaining funds from these awards will be issued within seven days from the Summer term’s drop/add date.

Florida Student Assistance Grant
If you are awarded the Florida Student Assistance Grant, your grant funds will be placed on your HCC OneCard within four weeks from the term’s drop/add date. Additional time is needed in order to confirm with the State of Florida your eligibility to receive the grant award.

Federal College Work-Study
Students who enroll for the minimum of six credit hours, have financial aid need, and desire to work on campus may request a position under the Federal College Work-Study program. Students are allowed to work between 10 to 20 hours per week. The pay rate per hour is currently $6.75. Students are paid bi-weekly. Stop by your campus Financial Aid or Career Resource Center for more information.

You must contact the Financial Aid Office prior to withdrawing from classes.

Scholarships
- The College offers Need-Based Scholarships. (Students must have completed a FAFSA application.)
- The College offers Cultural/Arts Scholarships. (Contact the Ybor Campus Dean of Academic Affairs.)
- In order to apply for one of the HCC Scholarships, students must also complete HCC’s Incentive Scholarship Application by the deadline (available at your home campus Financial Aid Office).
- To obtain scholarships from agencies, employers and nonprofit organizations, you must apply for their respective awards.
- Refer to HCC’s website for more scholarship information.

What Happens if You Withdraw?
You must contact the Financial Aid Office prior to withdrawing from classes. The U.S. Department of Education now requires the institution to return a percentage of Title IV funds for all students who stop attending all of their classes prior to completing 60% of the semester. The 60% completion date for Fall 2007 semester is October 28, 2007. This procedure may require you to repay a percentage of a Pell Grant, Federal Supplemental Educational Opportunity Grant, Federal Student Loan, or Florida Academic Competitiveness Grant.

What Options are Available When Fees for Classes are Due and Financial Aid is Still Being Processed?
- If you have submitted the results of the FAFSA and are awaiting an award or corrections by the Financial Aid Office, you may request a 60-day deferment to pay the tuition and fees.
- You are responsible for the immediate purchase of books.

For more information, please see the HCC catalog or visit the HCC website at www.hccfl.edu.

Please contact your campus financial aid office for further information:
Brandon ............................................. 813.253.7835
Dale Mabry ........................................... 813.253.7235
Plant City ............................................ 813.757.2105
Ybor City ............................................ 813.253.7635
FREE APPLICATION FOR FEDERAL STUDENT AID (FAFSA)

APPLY ONLINE – IT TAKES LESS TIME!!!!

- You may begin processing your 2007-2008 FAFSA (Free Application for Federal Student Aid) on January 2, 2007. Please apply online by accessing the Department of Education's FAFSA application website (www.fafsa.ed.gov). Students are advised to complete a FAFSA application online once the required 2006 Federal Tax Returns are completed (for those who are required to file).

- If you do not have a PIN (Personal Identification Number), register now. You will need a PIN access number in order to electronically sign your application online. You may request a PIN number by accessing www.pin.ed.gov.

- Follow the instructions listed on the “FAFSA Start Here – Go Further Tip Card” for completing your 2007-2008 FAFSA application online. Information regarding the type of computer, modem, and Internet software is also provided. Remember to enter Hillsborough Community College's school code (007870) as your first choice of schools to receive your application results. You SHOULD COMPLETE THE FAFSA APPLICATION NO LATER THAN 8 WEEKS PRIOR TO THE DATE CLASSES BEGIN.

- The Financial Aid Office will receive the results of your FAFSA application electronically. You will also have to complete the Institutional Student Data Form and other documents if requested. You will receive an official Award Notification Letter once your financial aid file is complete. This document will specify the type and the amount of financial aid you qualify to receive.

- To ensure that your financial aid file is processed on time, you are advised to complete your FAFSA application by the following dates for the semesters listed below:
  
<table>
<thead>
<tr>
<th>Semester</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>FALL 2007</td>
<td>MAY 15, 2007</td>
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<tr>
<td>SPRING 2008</td>
<td>OCTOBER 15, 2007</td>
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<tr>
<td>SUMMER 2008</td>
<td>MARCH 17, 2008</td>
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</table>

Please contact your campus Financial Aid Manager or Counselor for additional information. For expeditious service, please visit or email your home campus Financial Aid Manager or Counselor.

Office hours are as follows: Monday and Tuesday, 8:00 am to 7:00 pm; Wednesday and Thursday, 8:00 am to 4:30 pm; and Friday 8:00 am to 12:00 pm.

You may also use the option to email your Financial Aid Manager or Counselor at the following addresses:

- Brandon Campus: vperez@hccfl.edu, vrodriguez@hccfl.edu
- Dale Mabry Campus: tbanks@hccfl.edu, delosantos@hccfl.edu, cholmes@hccfl.edu
- Ybor City Campus: cfuentes@hccfl.edu, csantana@hccfl.edu, schaudhrv@hccfl.edu
- Plant City Campus: abirdsong@hccfl.edu

Thank you for giving Hillsborough Community College the opportunity to service your educational endeavors.

Sincerely,

Charlotte Johns-Rich
Director of Financial Aid
Dear Student,

Please read all Financial Aid documents, materials, and notifications. Financial Aid follows Federal regulations through guidelines and procedures. Financial Aid requires students to maintain satisfactory academic progress by maintaining a minimum 2.0 GPA and completing no less than 67% of all courses attempted.

<table>
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<tr>
<th>✓ DATE COMPLETE</th>
<th>FINANCIAL AID PROCESS</th>
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<tr>
<td></td>
<td>If you do not have a Personal Identification Number (PIN), register now. You may request a PIN by accessing <a href="http://www.pin.ed.gov">www.pin.ed.gov</a>. You will need a PIN in order to electronically sign the Department of Education’s Free Application for Federal Student Aid (FAFSA). If you are a dependent student, a parent is also required to apply for a PIN. Note: You are considered independent if at the time you complete the FAFSA you are 24 years of age, married, orphan or ward of the court, a veteran of the armed forces, on active duty, or have children/dependents you provide more than half of your support to.</td>
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<td>Apply online by accessing the FAFSA on or after January 1ST for the academic year that begins in August. Access the application website, <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>. Students are advised to complete a FAFSA application online once the required Federal Tax Returns are completed (for those who are required to file). In order for HCC to receive your FAFSA results, please provide HCC’s school code: 007870. Note: The FAFSA should be completed no later than 8 weeks prior to the date classes begin.</td>
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<td>Follow up with your campus Financial Aid Office within 7 to 10 business days after submission of your FAFSA in order to check 1) Federal Pell Grant and other aid eligibility, 2) check academic progress, and 3) determine what documents are required to be submitted. You can also check requested documents by logging in to Hawken WebAdvisor at <a href="http://www.hccfl.edu/hawknet">www.hccfl.edu/hawknet</a>. Search under Communication and click “My Documents.”</td>
</tr>
<tr>
<td></td>
<td>Complete, sign, and submit all required institutional financial aid documents. Forms may be downloaded at <a href="http://www.hccfl.edu/aid/Forms.html">www.hccfl.edu/aid/Forms.html</a>. Select the academic year you are seeking financial aid assistance. Please submit all documents to your home campus Financial Aid Office to ensure efficient processing.</td>
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<td>Provide transcripts required for financial aid purposes to your home campus Admissions and Records Office. Acceptable forms of transcripts/scores:</td>
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<td></td>
<td>• Official copy of high school transcript of Standard High School Diploma</td>
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<td></td>
<td>• Official GED scores</td>
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<td></td>
<td>• 48 college credit hours from another institution that have been evaluated</td>
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<td></td>
<td>• Ability to Benefit (ATB) - See home campus Financial Aid Office for eligibility</td>
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<td></td>
<td>If you are interested in applying for a Federal Stafford Loan, complete loan request statement. You can download the form at <a href="http://www.hccfl.edu/aid/Forms.html">www.hccfl.edu/aid/Forms.html</a>. Select the academic year you are seeking financial aid assistance. You must be registered in at least 6 credit hours. Returning students must complete at least 67% of all courses attempted and maintain a 2.0 GPA in order to have the loan processed.</td>
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<td>If you are submitting a Federal Stafford Loan Request Statement and you are a borrowing for the first time at HCC or reentering HCC after two years of non-attendance, you need to complete the Entrance Counseling at <a href="http://www.hccfl.edu/aid/counseling.html">www.hccfl.edu/aid/counseling.html</a> and print the quiz results.</td>
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<tr>
<td></td>
<td>If you are submitting a Federal Stafford Loan Request Statement and transferring to HCC, in the process of choosing a new lender, or are a past borrower and want to change the lender, then a new Master Promissory Note (MPN) has to be completed at <a href="http://www.hccfl.edu/aid/counseling.html">www.hccfl.edu/aid/counseling.html</a>. Make sure you read and understand all of your rights and responsibilities before you sign the MPN.</td>
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<td>Activate your HCC One Card at <a href="http://www.hcconecard.com">www.hcconecard.com</a> and choose a refund preference in order to receive your financial aid refund. Tuition and any book charges will be deducted from your financial aid award for the term after the drop/add period is over and if any funds remain, a refund will be disbursed to you based on your refund preference 1) HCC One Card, 2) check mailed to student, 3) electronic deposit into student’s checking account.</td>
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</table>

OPTIONS TO PREVENT CLASSES FROM BEING PURGED FOR NONPAYMENT:

- Apply on time: Submit FAFSA at least two months before classes begin to determine eligibility.
- Deferment: See home campus Financial Aid Office to determine eligibility for a deferment.
- TIPS: Interest free monthly payment plan; enroll online www.hccfl.edu/tips/.

Thank you,

Financial Aid Office

11/22/06
Attending college is an investment in your future. To help you manage that investment, there are a variety of financial options you should explore. As a Hillsborough Community College student, you may be eligible for grants, scholarships, loans, work-study and a payment plan. The HCC Financial Aid Offices are available to assist you as you make the most important investment in your future - let us help! Just click on any of the topics listed below for more information.

- Who is eligible for Financial Aid?
- How much Financial Aid can I receive?
- How do I apply for Financial Aid?
- Who can I contact for help with financial aid questions?
- Where can I get the forms necessary to apply for Financial Aid?
- I have my Financial Aid Award Notice, what do I need to do next?
- What if I stop attending or withdraw from all my classes?
- What are Standards of Academic Progress?
- Is a Tuition installment Plan available to me?
2007-2008

Timeline for Students to Expect the Awarding of Financial Aid

Students who submit all of the requested financial aid documents to the campus Financial Aid Office (FAO) within the months noted below, may expect to receive the financial aid award by the subsequent months also noted below.

> Students must submit all request documents by the last date of classes enrolled within the academic year.

> Last date to complete the FAFSA for the current year is June 30th or within 30 days from the last day of classes for the term, whichever occurs first.

> Students must have enrolled for at least 6 credit hours prior to the processing of the Stafford Loan award.

<table>
<thead>
<tr>
<th>For Upcoming Financial Aid Year – Fall Term 2007 to begin in August 2007:</th>
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<tbody>
<tr>
<td>Month all Requested Documents are Submitted to FAO</td>
<td>Expected Month Financial Aid is Awarded</td>
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<tr>
<td>January</td>
<td>May</td>
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<td>December</td>
<td>January (third or fourth week)</td>
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<tr>
<th>For previous Fall (2007) and/or Spring (2008) Terms:</th>
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<tbody>
<tr>
<td>Month all Requested Documents are Submitted to FAO</td>
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<td>April</td>
<td>May (third or fourth week)</td>
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<tr>
<th>For previous Spring (2008) and/or Summer (2008) Terms:</th>
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<tbody>
<tr>
<td>Month all Requested Documents are Submitted to FAO</td>
<td>Expected Month Financial Aid is Awarded</td>
</tr>
<tr>
<td>May</td>
<td>June (third or fourth week)</td>
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<td>June</td>
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<td>August</td>
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Future correspondences from District Financial Aid Office will be sent to students through their respective HCC Hawknet email accounts.

You also can check the status of your Financial Aid or what forms are required to be submitted:

- Go to the college’s HawkNet website: [http://www.hccfl.edu/hawknet](http://www.hccfl.edu/hawknet)
- On the next screen, click onto the “Login” link
- You will use the same user I.D. and password that you use to log on for on-line registration.

Once you log in, you may review the heading descriptions noted below to retrieve the following information:

1. Financial Information –
   - **Financial Aid Status by Year**
     - This link allows you to view your financial aid award by year.
   - **Financial Aid Status by Term**
     - This link allows you to view your financial aid award by term and your FA Standards of Academic progress (SAPI) results.
   - **Financial Aid Award Letter**
     - Allows you to view your Financial Aid Award by term and year.
   - **HCC Financial Aid Information Page**
     - This link provides all the documents needed to submit to the Financial Aid Office to complete your file.

2. Communications –
   - **Click on My Documents**
     - You will see the documents outstanding to complete your financial aid file.
     - For academic year 2007-2008, the outstanding documents will have the year noted with the description of the form (i.e. Student Data Form 07/08)
     - The “Status” column will indicate “Not Rec’d” and the “Due Date” column will read “ASAP”
     - Once the documents are received, the “Status” column will display the date the Financial Aid Office received the forms.

3. Below is a sample of the WebAdvisor screen for your review
Need access on the Financial Aid Office’s webpage
Log on to:
http://www.hccfl.edu/aid/0708forms.html

The following forms are available for students to print, complete, and submit to your campus Financial Aid Office:

- Student Data form
- Independent/Dependent Verification form
- Worksheet A,B,C
- Stafford Loan Application
- Institutional Scholarship Application
- Child Care Application

You may also complete the Stafford Loan Entrance and Exit Counseling Sessions by accessing the Financial Aid Website.

You are encouraged to seek additional information regarding other Financial Aid Information:

- How to Apply for Financial Aid
- Types of Financial Aid Programs
- Financial Aid Cost of Attendance Budgets
- Financial Aid Information Links
- Tips for Youths who were in the Foster Care Program
- Financial Aid Questions and Answers (referred to as FA Q&A)
- Cost of Tuition and Fees
www.hccfl.edu/hawknet

Don’t Waste Time Waiting in Line!
We’ll show you the money online with HAWKNET.

Students will begin receiving correspondence from HCC’s District Financial Aid Office through their Hawknet account. Each student is issued a free email account, which can be accessed at www.hccfl.edu/hawknet. Click on “Hawknet/WebAdvisor” then on the next screen, click onto the “Login” link. You’ll log in by using the same ID and password you use for online registration.

HILLSBOROUGH COMMUNITY COLLEGE

Need FA Forms?

Go to www.hccfl.edu/aid/0708forms.html for Student Data form, Independent/Dependent Verification form, Worksheet A, B, C, Stafford Loan Application, Institutional Scholarship Application, and Child Care Application. You may complete the Stafford Loan Entrance and Exit Counseling Sessions at this site.

Find further details about financial aid at www.hccfl.edu/aid.
FINANCIAL AID DISTRIBUTION INFORMATION
FALL 2007

FOR STUDENTS WHO ARE NOT ON FINANCIAL AID SUSPENSION

TUITION:
For students that qualify for the Federal Pell Grant award, the grant will first be credited toward your outstanding tuition cost for the FALL 2007 Term. If you do not qualify for the Federal Pell Grant and processed a Federal Stafford Loan, the loan funds will be used first to pay your FALL 2007 tuition. The available Pell & Stafford Loan balances are contingent upon you not being placed on Financial Aid Suspension at the end of the Spring 2007 Term or your last enrollment at HCC. The amount on your Award Notice for the Pell Grant will decrease if you will not enroll for 12 or more credit hours. Visit your Financial Aid Office to inquire about your actual Pell Grant Award.

BOOK CHARGES:
If Federal Pell Grant or Stafford Loan funds are available after tuition and fees are paid for the FALL term, and the funds are available by August 13, 2007, you may qualify to charge the purchase of your books from your Pell Grant or Stafford Loan accounts. For those who qualify, you may purchase books at HCC campus Bookstore beginning on August 15, 2007 to August 28, 2007. THE LAST DATE YOU MAY CHARGE BOOKS IS TUESDAY, AUGUST 28, 2007.

The maximum amount you may charge if funds are available is contingent upon your enrollment status:
- Up to $650.00 with 12 or more credit hours, or
- Up to $500.00 with 9 to 11 credit hours, or
- Up to $325.00 with 6 to 8 credit hours.

If you are enrolled for less than 6 credit hours, contact your campus Financial Aid Office to determine your eligibility to charge books. IF YOUR ENROLLMENT CHANGES AFTER BOOKS ARE CHARGED, YOU MAY OWE A BALANCE BACK TO THE COLLEGE. PLEASE CONTACT YOUR FINANCIAL AID OFFICE FOR ASSISTANCE.

BALANCE CHECKS:
✓ Students will receive financial aid refunds from their HCC OneCard. The HCC OneCard is your debit card which will be credited with the available credit balance from your student account. To receive your refund you must activate your HCC OneCard online at www.HCCOneCard.com.

(See reverse side for more information)
As a Bright Futures Medallion Scholarship* recipient, you are now eligible to get 100% of your tuition and fees paid at HCC starting this Fall.

You must be enrolled in an associate degree program to qualify.

*Students who earned at least a 3.0 GPA in high school with either a 970 SAT or 20 ACT test score are eligible to receive this scholarship.

Contact any HCC Financial Aid Office for details. Office hours are 8:00 a.m. to 7:00 p.m. Monday and Tuesday; 8:00 a.m. to 4:30 p.m. Wednesday and Thursday; and from 8:00 a.m. to noon on Friday.
HCC Students Get $300,000 More in Bright Futures Scholarship Money

HCC students received $933,124 in Bright Futures Medallion Scholarship awards this Fall, an increase of $335,432. The amount awarded to 1,132 students is a 56 percent increase over the Fall 2005 term. In addition, thanks to recent legislation, the program now pays 100 percent of tuition and fees for students seeking an associate degree at a community college, up from 75 percent.

Florida Medallion Scholarship awards comprised 92.25 percent of the Bright Futures Scholarship awards, with the Florida Academic Scholarship and Gold Seal Vocational Scholarship portions being 3.75 percent and 4 percent respectively.

HCC's Financial Aid Office expects to exceed the 2005/2006 awards by approximately $650,000, a significant increase from the Florida Bright Futures Scholarship program.

In August, the Financial Aid Office collaborated with the Marketing Department to send over 1800 postcards to eligible Hillsborough County School District graduates to alert them to this policy change and to invite them to pursue their first two years of college at HCC.

To be eligible for a Florida Medallion Scholarship, high school graduates must have at least a 3.0 grade point average and either a 970 SAT or 20 ACT test score and complete a Florida financial aid application during their senior year (after December 1 and prior to graduation). Students may apply online at www.FloridaStudentFinancialAid.org.

Please contact any HCC financial aid office for additional information or go to www.hccfl.edu.

Honors Institute students Michael Freincke and Kate Lamm pose with Lauren Grinstead, honors enrollment development coordinator (center), to show off their face art acquired during the Institute's annual university tour. Thirty-four HCC Honors Institute students visited the University of West Florida to learn more about its honors program.

Contact Dr. Lydiah Lyons, director, at 253.7894 or Lauren Grinstead at 253.7986 for information about the program.
Ms. Barker,

Thank you for taking the time to complete the Financial Aid Survey.

We appreciate you expressing your concerns of the current processes for completing the FA forms at HCC.

The Financial Aid Office’s procedure that prohibits the dropping of financial aid forms was implemented to eliminate the possible misplacement of the forms. The college is exploring other options for improved technical means of competing and sending the Financial Aid Forms online. We are anticipating enhancing the online completion of forms by the next academic year.

However, students are able to fax or scan the completed form for sending via email as an attachment to the campus Financial Aid Counselor or Manager. The Plant City Financial Aid Manager is Ann Birdsong, email address of ebirdsong@hccfl.edu, and the FA Counselor is Kay Hecksher, email address of khecksher@hccfl.edu. You are welcome to contact Mrs. Birdsong or Mrs. Hecksher by email if you so desire. Also, the Plant City fax # is 757-2164.

Thank you once again for taking the time to bring this matter to our attention.

Charlotte Johns-Rich
Director of Financial Aid
Hillsborough Community College
### Financial Aid Objectives and Measurements

<table>
<thead>
<tr>
<th><strong>Objectives:</strong> General objectives for the Financial Aid Process</th>
<th><strong>Metrics:</strong> How we measure performance and improvement (suggested)</th>
</tr>
</thead>
</table>
| 1. **Increased Volume** – FA group does not feel that increasing volume of aid is an objective. All applicants are processed by deadlines. | Percentage of students receiving financial aid  
Award dollars per student per term  
Students awarded per term |
| 2. **Improve Student Experience** –  
  a. Ease of the process for students  
  b. Online vs. Longline | Satisfaction survey  
- 90% Good or higher rating  
- Wait time  
- Percentage of student documents submitted online  
- Percentage of award notifications submitted online |
| 3. **Efficiency/Cycle time** –  
  a. Length of time required to process a request and award aid to a student.  
  b. Staffing required to support a given level of aid | - Percentage of students selected for verification  
- Average time required for award notification (receipt of first document to award notification)  
- Ratio of FA staff to award dollars and award recipients |
| 4. **Accuracy** –  
  a. Compliance with Federal and HCC policies  
  b. Lost records | - Volume of policy violations  
- Volume of award corrections  
- Volume of lost documents |
Biggest Process Problems:

- Students turn in documents late increasing peak period work
- Incorrect documents, i.e., wrong tax return
- Incomplete documents, i.e., missing signatures
- Most documents must be submitted in paper form
- Most notification to students is in paper form
- Visits to Campus FA to get applications which are available on line
- Confirmation phone calls (I accept the award)

*HCC will move to electronic notification via Hawk net when link
to disclosure statement is in place – fall 2008*

Process Maps for Types of Aid

1. Grants
2. Loans
3. Bright Futures
4. Honors
5. HCC? – Arts, Music, Drama, etc
6. Athletics
7. Child Care
8. HABSE/Fortune Foundation
9. Institutional

Note: HCC Foundation Scholarships are not administered by Financial Aid
Financial Aid

Major Process Steps

1. Application
   A. All applicants for grants and scholarships must complete FAFSA
   B. Scholarships and Loans each require applications in addition to the FAFSA application

2. Validation - Review application information and supporting documents for consistency
   A. Verification - Collect and validate additional information for students selected for Verification
   B. Ensure receipt of all required documents

3. Award Aid
   A. Computation - Compute award amount
   B. Notification - Notify student
   C. Transmittal - Perform financial transfers

4. Monitor - monitor for Satisfactory Academic Progress

5. Report - Internal and External reporting
### Financial Aid - Grants

<table>
<thead>
<tr>
<th>FAFSA</th>
<th>HCC FA</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dept of Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAFSA Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student and selected schools are sent copy of Student Aid Report (SAR)</td>
<td>HCC Receives SAR (SAR)</td>
<td>Current and Future Students</td>
</tr>
</tbody>
</table>

1. Prospective student completes FAFSA

2. Dept of Education sends SAR to student and selected schools.

3. Applicant is mailed a Notification of Documents Required.
   - Only the Student Data Form is required for Students not selected for verification.
   - Students selected for verification are asked for:
     - Proof of Citizenship
     - Tax Return

4. Campus FA Office reviews student documents:
   - Accepts complete documents, updates IRQ.
   - Incomplete documents are returned to student with Document Checklist indicating missing documents.
   - Process continues until all documents are received or the student's last date enrolled for the academic year.

5. Dist FAO executes the process to auto package Federal Pell Grant awards. The campus FA Manager or Counselor extract the students auto packaged in PKCR, print the Award Notices, confirm accuracy of award, and forward the Award Notice to the student.

6. Define process required for email award notification
# Financial Aid - Loans

<table>
<thead>
<tr>
<th>Loan</th>
<th>FAFSA</th>
<th>HCC FA</th>
<th>Student</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Process Steps</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1. Prospective student completes FAFSA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2. Dept of Education sends SAR to student and selected schools.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3. HCC sends student letter acknowledging receipt of SAR.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4. Applicant completes Stafford Loan Request Form. FA completes FMF screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5. Student completes Entrance Counseling (online, results entered in LEEI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6. Lender indicated, amount requested and certification date entered - LAPD</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7. Loan applications sent to Sallie Mae - LAPX Process</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8. Student completes Promissory Note (online)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9. District FA queries Sallie Mae and lists students who have not completed Promissory Note. Pending status until Promissory Note is received.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10. Campus FA files notification letter and list for students who have not completed the Promissory Note.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11. Loan $ are transferred weekly to HCC and credits student accounts - ARAI. Non Sallie Mae loans are paper based - not electronic.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>12. Exit Interview - Students must complete Sallie Mae Exit Interview when they are within 6 credit hours of graduation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- A Fatal Hold is placed on the student account if they do not complete the Sallie Mae Exit Interview. Students are not given transcripts or diplomas.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- Exit Interview Counseling Form is filed and entered in LEEI.</td>
</tr>
</tbody>
</table>

**Student Loan Network**
- Stafford Loan Request Form
- Aid Private Student Loan
- Federal Plus Loan
- FELP
- Subsidized
- Unsubsidized

**HCC Receives SAR SSRY**
- Student and selected schools are sent copy of Student Aid Report (SAR)

**HCC Sends student Notification of Documents Required**
- Current and Future Students

**Loan Calculation**
- Enter eligible amount in AIDE
- We all done included and completed?

**Auto Package**
- Lists all complete files for applicants
- Award amount entered in PKCR

**Award Notification**
- Letter
- Published in WebAdvisor (target date 8/2003)
- Notified via HawkNet

**Student must complete Entrance Counseling**
Financial Aid – Scholarships - BF

<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLDOE Ofc of Student Fin Assistance - Bright Futures Application - Bright Futures status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bright Futures, State of Florida D/B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bright Futures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Registers at HCC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Datatel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HCC Sends student Notification Letter Or BF HCC Not Listed Letter</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Bright Futures**

1. Student Application is submitted to State of Florida - if student indicates HCC (232) application is downloaded and Datatel is updated.

2. When student registers HCC sends a notification letter to the student and marks Datatel for No DeReg.

3. Bright Futures eligible students who do not indicate HCC but register at HCC are sent a letter asking them to add 292 to their BF application.(BF – HCC Not Listed)

4. Students must prove Florida residency to receive BF.

5. BF cannot be used for remedial courses.
<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honors Program - Dr Lyons</td>
<td>Verifies student has completed FAFSA</td>
<td>Updates Datatel and prepares spreadsheet for bookstore</td>
<td></td>
</tr>
<tr>
<td>- Processes all applications for Honors Scholarships: Honors Presidential Honors Board of Trustees</td>
<td>Book Store Spreadsheet</td>
<td>Award Letter</td>
<td></td>
</tr>
<tr>
<td>- Sends list of Recipients to Virginia Perez</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 12 Credit Hrs and $650 Books</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Honors Program**

1. Application is submitted to Honors Program - Dr Lyons. Recipients are listed and forwarded to Campus FA - Virginia Perez.
2. Campus FA/Virginia Perez verifies that student has completed FAFSA. If not a notice is sent to the Honors program (Dr Lyon's Asst).
3. Campus FA updates Datatel.
4. Campus FA prepares a spreadsheet for HCC Bookstore listing award recipients.
5. Funds transferred after Drop/Add.

Notes: 100 + recipients
<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Program Coordinator – each scholarship has a coordinator</td>
<td>- Processes all applications for Scholarships</td>
<td>- Sends list of Recipients to District FA</td>
<td>- Award amounts vary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Current and Future Students</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Application is submitted to Program Coordinator</td>
<td>Candidates are listed and forwarded to District FA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. District FA determines which students qualify and notifies the appropriate program coordinator.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 District FA updates Datatel</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Students can only receive One Institutional Scholarship</td>
<td></td>
</tr>
</tbody>
</table>
### Financial Aid – Scholarships - Athletics

<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HCC Athletics Scholarship Program</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scott Keller</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinates awarding and administration of HCC Athletic Scholarships:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Sends list of Recipients to Thomasine Banks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Up to 15 Credit Hrs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Up to $350/semester for Books</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Student Athlete**

**Athletic Scholarships**

1. Scott Keller coordinates all athletic scholarships. Recipients are listed and forwarded to Campus FA – Thomasine Banks.

2. Campus FA updates Datatel.

3. Campus FA prepares a spreadsheet for HCC Bookstore listing award recipients.

4. Bookstore returns spreadsheet with actual charges weekly.

Note: 80-100 recipients
## Financial Aid – Scholarships – Child Care Scholarships

<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application is submitted to Campus FA – Thomasine Banks</td>
<td></td>
<td></td>
<td>Current and Future Students</td>
</tr>
<tr>
<td>- Processes all applications for Scholarships</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Verifies qualifications</td>
<td>Campus FA verifies qualifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Off Campus facilities require Professional License</td>
<td>Copy of Professional License</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- $500 per term</td>
<td>Child Care Coordinator’s signature</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Campus FA updates Datatel</td>
<td>Award Notification</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Notifies student</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Child Care Scholarships

1. Application is submitted to Campus FA – Thomasine Banks
2. Campus FA verifies which students qualify.
3. Campus FA updates Datatel – AIDE and sends student notification

Note: 55 scholarships
<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>HASSE/FO RTUNE FOUNDATION</td>
<td></td>
<td></td>
<td>Current and Future Students</td>
</tr>
<tr>
<td>District FA – Charlotte Johns</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Processes all applications:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Sends list of Recipients to Virginia Perez</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 15 Credit Hrs and $650 Books</td>
<td></td>
<td></td>
<td>Fortuna Foundation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. Application is submitted to Dir FA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recipients are listed and forwarded to Campus FA – Virginia Perez</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Campus FA verifies that student has completed FAFSA. If not a notice is sent to the Dir FA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 Campus FA updates Datatel</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4. Campus FA prepares a spreadsheet for HCC Bookstore listing award recipients</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Award Letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bookstore Spreadsheet</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Current and Future Students</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fortuna Foundation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. Application is submitted to Dir FA</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Campus FA verifies that student has completed FAFSA. If not a notice is sent to the Dir FA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 Campus FA updates Datatel</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4. Campus FA prepares a spreadsheet for HCC Bookstore listing award recipients</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Award Letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Bookstore Spreadsheet</td>
</tr>
</tbody>
</table>
## Financial Aid – Scholarships – HCC Institutional

<table>
<thead>
<tr>
<th>Scholarships</th>
<th>HCC FA</th>
<th>Student</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCC Website</td>
<td>Campus FA</td>
<td>Student Action</td>
<td>HCC Institutional</td>
</tr>
</tbody>
</table>
| HCC Scholarship application available for download | - Advises student on qualification | - Minority  
- African American  
- Asian/Pacific  
- Hispanic  
- Native American | 1. Student must complete FAFSA |
| Campus FA | - Can Provide Application form | - HCC Need Based  
- Disabled Students  
- Florida Migrant Worker  
- First Generation | 2. Student must complete HCC Scholarship Application Must submit to FA by (May 18, 2007) |
| - Completes Form | - Determines award amount | | 3. Campus FA advises student on qualification |
| - Creates spreadsheet with all applicants | - Enters into AIDE | | Campus completes forms, creates a spreadsheet with all applicants and forwards both to District FA |
| - Forwards to District FA | | | 4. District Verifies eligibility and selects recipients. Enters information in AIDE |
| District FA | | | 5. Sends Congratulations Letter to recipients |
| - Verifies eligibility | | | Sends letters to applicants who do not qualify and out of money notification |
| - Selects recipients | | | Notes:  
SCTM?  
Fund transfers? |
<table>
<thead>
<tr>
<th>Good professors that are enthusiastic about sharing knowledge</th>
<th>The one area that could use the most improvement is the use of the Internet to conduct business. Applying for admission, submitting forms and other tasks should be available to students online. This would GREATLY cut down on the amount of time a student spends on these tasks. The HCC website has improved greatly, but is still rather broad. (Submitting financial aid forms online would drastically cut down on wait times in the office during peak periods.) Incorporating the use of the Internet in correspondence between the College and student would make HCC more consumer friendly and appealing to prospective students. It's worth the investment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very supportive staff and resources</td>
<td>Quality of instruction was decent.</td>
</tr>
<tr>
<td>Limited availability of class sizes.</td>
<td>Parking needs to be expanded in some areas. (Brandon Student Parking, Ybor City)</td>
</tr>
<tr>
<td>Instructors were very professional and responsive to student needs.</td>
<td>Very satisfied with my experience at HCC. Keep up the great work!</td>
</tr>
<tr>
<td>Greatest strength is the exceptional teachers: Sociology: _____, English: Prof. _____, Calculus: _____. The counseling and career center are very helpful as well.</td>
<td>(Financial Aid staff could be extremely difficult.) The cashiers office has to be the worst staff at HCC! Also, the transfer department has yet to transfer my transcripts to USF (3 requests later). Your Faculty is the best!</td>
</tr>
<tr>
<td>I was in the Dental Hygiene program. It was a great program in a convenient location being that the next closest schools were in Orlando &amp; St. Pete. The teachers in the program were very knowledgeable.</td>
<td>Food services, parking</td>
</tr>
<tr>
<td>Having several subject matter experts.</td>
<td>1) Screen for Police Academy more effectively, 2) Help with placement after graduation, 3) Help with application process, 4) Ensure those who apply for the Academy can be able to pass the application process at L.E. Agencies.</td>
</tr>
<tr>
<td>My experience with HCC was great. I had a chance to attend all the campuses and it was great. HCC is definitely a hands on college, the instructors are readily available. I have 3 children attending now and just hope they utilize all the campuses and online classes to their advantage to get in and get done.</td>
<td>I really can't say anything negative.</td>
</tr>
</tbody>
</table>
By having better trained staff
get more manpower. Too many students, too little one on one time, no privacy.
decrease the wait time
it is perfect
on a case by case basis, inform students that may be eligible for addtnl school funded
financial aid
More staff, more communication, better attitude of reps
There is one lady who is always being smart and mean. She is very rude and she needs
customer service training. I feel that more professional and courteous staff need to be put in
place.
answer the phone
decrease amount of time students have to wait to recieve help. Also hire more help at
times it seems like their is only one or two staff to assist students; while more than several
students are waiting to be seen!
eliminate waiting times or shorten waiting times.
dont really get this part?
Have more people in the office to help and have the forms on-line available when needed.
Don't make us wait a month until the form is available on line!
GET A NEW STAFF except for Ms. Cesear
Show me the way to get other financial help.
Ybor Campus people are unfriendly and treat students really bad. When I go to there, I
feel like I am soooo poor a!ad have to beg them to help. However, students workers are all nice
and helpful at Finacila Aid Office at Ybor.
The wait is a nightmare.

CAMPUS = MacDILL CENTER
Clear it up in less time than May 2007 til now..........Still waiting.
The wait time is too long. Post better information on the HCC Web site so students have
all the necessary documents. I saw many students waiting for their appointment for almost 2
hours, only to be told they didn't have all the appropriate documents. Why not automate the
appointment process, much like the online registration for classes.
nothing
manners, customer friendly attitude, anything positiive
again get more people who know what they are doing.

CAMPUS = SUNPOINT
The services I have been provided are top notch and I can't think of any recommendation
to improve.
They have a problem with answer the phone and returning emails..I sent an email and it
toke of a month to get one back. By that time classes had already started.

CAMPUS = OTHER
HILLSBOROUGH COMMUNITY COLLEGE
FINANCIAL AID: Service Satisfaction Survey

The purpose of this survey is to improve financial aid services to students. Please complete this survey. You may save as a word document and forward to District Financial Aid Office as an email attachment. You may email the survey to cjohns@hccfl.edu. Your input and candid responses are appreciated.

Directions for use: Please place an "X" in the box next to your responses.

1. Which financial aid office did you visit?
   [ ] DM       [ ] YC       [X] PC       [ ] BR       [ ] District

2. What was the reason for your visit (check as many as apply)?
   [X] To apply for aid
   [ ] To check the status of my aid
   [ ] To confirm my receipt of aid
   [ ] To get scholarship information
   [ ] To confirm my ability to charge textbooks

3. How many times did you go to the financial aid office before receiving your award? NA – have not received my award yet.
   [ ] 1        [ ] 2-3     [ ] 3-4     [ ] 4-5     [ ] more than 5

4. What type of financial aid are you seeking (check as many as apply)?
   [ ] Pell       [X] Loan    [X] Scholarship    [ ] Stafford    [ ] Work study

5. How did you complete the Free Application for Federal Student Aid (FAFSA) Application?
   [X] on-line            [ ] on paper

6. When did you complete the FAFSA Application?
   [ ] January - May.       [X] June - July       [ ] August - December

7. Did you understand the financial application process?
   [X] Yes             [ ] No

8. Did the financial aid office assist you in applying for aid?
   [ ] Yes             [X] No

9. The college is required to release Pell Grant remaining balance checks 14 days from the drop/add date for the semester. If you were awarded the Pell Grant prior to the drop/add date and you qualified for a Pell Grant balance check, when did you receive your check?
   [ ] within 14 days from drop/add date
   [ ] three to four weeks after drop/add date
   [ ] more than six weeks after drop/add date

10. If your Pell Grant was awarded after the semester's drop/add date and you qualified for a Pell Grant balance check, when did you receive your check?
    [ ] within 14 days from the date of your award
    [ ] three to four weeks after the award date
    [ ] more than six weeks after the award date

11. Did you access the Financial Aid Forms from the college’s website?
    [X] Yes             [ ] No

12. How can the financial aid office serve you better in the future?
    All forms should be available and be able to be submitted (once completed) online. If that is not an option, then the forms should be able to be emailed or faxed to the financial aid office.
    Forms should also be able to be dropped off, without having to wait and meet with an advisor.
    I attempted to drop off a Student Data Form to the financial aid office in Plant City. I waited over 20 minutes, and then had to leave to pick up my toddler from school. The information desk said they were not allowed to take my form. So, I am going to mail it in. How silly is that? At my orientation...
for nursing, the program director told us that there are a lot of scholarships available to students, and often not enough students apply for all the aid available. I have gained insight as to why that may be happening.

[Optional] If we may be of assistance to you now, please provide your name and a phone number or e-mail so that we may contact you to discuss your financial aid needs.
Melinda Barker  (813)685-5707  mindybarker@aol.com

Date completed:  August 10, 2006.
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MINUTES
HCC ADMINISTRATIVE SYSTEMS ADVISORY COUNCIL (ASAC)
July 12th, 2007

Meeting time: 2:00 pm to 4:00 pm
Location: DAO 814
Attendees: See attached sheet

I. Imaging update. (4th pilot week)
- Staff adapting very well. 30,000 documents up to now
- 3 weeks scanning in the back and 1 week in front window
- Metrics are being recorded for this project in an attempt to quantify the progress
- Analyzing performance. Large queues reduce performance on the system.
  Testing is planned to see if more queues used at the same time deteriorate the system performance.
- Laurie Saylor (PDWS) made a draft training document
- People from other campuses are coming to DM to be trained (hands on).
  Probably roll out 1st week of August.
- Next week a test will be made to check if what we received is the same as we sent
- Documents are fully indexed (but not separated into historic and current documents)
- We going to hit around half million pages by September.

II. Administrative Systems Request Form revision
- Form and procedure explanation
- System Agents review, then to OIT for magnitude evaluation, then back to originator, pass to director/VP then to ASAC for prioritization and if base Colleague code change is necessary, the President’s signature required. It will be done electronically.

III. Dr. Stephenson’s signature on request form for Datatel code changes
- Customization including core code modification require President’s signature
- Xmnemonics/queries/report/i-descriptor will not be considered customization
- J. Inman said Envisioned process will convert when moved to R18.

IV. Impact of the addition of a new campus to Datatel
- South shore (Sun Point) was included in Brandon, but as of summer 2007 it has been changed to location 50
- South Shore (Sun Point) campus separation will require major modifications. System agents have a big responsibility
The college is responsible for sending the State of Florida a detailed report on students that could have received the Florida Student Assistance Grant if additional funds were allocated to the college. The benefit to HCC would be increased funding level for the institution and additional students would be able to be awarded. This is an enhancement request to the XFF3 mnemonic.

1. Add a third selection criteria for otherwise eligible
   A. In order for the process to select the student they must be Pell Grant eligible. The user will input the EFC cutoff
   B. The student must have "IN" state residency found in "Students" STU.CURRENT.RESIDENCY.STATUS
   C. The student must be enrolled in at least 6 credit hours
   D. The student must have an available unmet need (CS.NEED)
2. Once the process evaluates the conditions above then the process will create a "SAVELIST"
3. The user will be able to input the SAVELIST" name to create a report similar to Option 1 & 2 but it will create a "C99" code instead of "D00"
Date: July 2, 2007

To: Kenneth Ray

From: Charlotte Johns-Rich

Re: Financial Aid Project Requests

The Financial Aid Office is submitting two Project Requests for OIT custom program development.

Project Request FA002

- As the college is moving toward more flexible scheduling, the Financial Aid Office needs a computerized process to certify the credit hours that commenced at the time financial aid funds are transferred to the students’ accounts. The enclosed copy of the 2006-2007 Financial Aid Handbook, Chapter 2 page 4-29, specifies, “Before disbursing FSA funds, a school must first make sure that the student is eligible to receive them”. Furthermore, schools “… must also ensure that the student has maintained continuous eligibility before you disburse the loans”.

- During the Summer Terms, the enrollment confirmation process was extremely challenging and time consuming for the District Financial Aid staff. The confirmation process is manual and too susceptible to human error that may result with a negative audit review. This dilemma was only a concern during the Summer term. However, the Fall 2007 schedule also reflects several classes, particularly Distant Learning & Computer Application courses, starting after the regular start date of 8/22/07 for the term. (Enclosed are copies of a few pages from the Fall 2007 Course Schedule hi-liting a sample of these classes.)

- Therefore, Financial Aid Project Request, FA002, custom program will serve the purpose to confirm the start date of classes prior to disbursing the Title IV Financial Aid funds.

Project Request FA003

- Hillsborough Community College’s annual allocation for the Florida Student Assistance Grant (FSAG) is substantially lower than 4 Florida Community Colleges that are of similar student population (noted with a “*” symbol by amount) and 4 other Community Colleges that enrollment volume is under our college (noted with a “#” symbol by amount). The following are schools 2006-2007 allocations in descending order for comparison to HCC’s funding level:
  - Broward Community College $5,215,537*
  - Valencia Community College $4,573,949*
  - Florida Community College – Jacksonville $4,333,091*
  - St. Petersburg College $3,213,888*
  - Palm Beach Community College $2,450,031#
  - Daytona Beach Community College $2,444,580#
  - Tallahassee Community College $2,433,722#
  - Santa Fe Community College $2,318,540#
  - Hillsborough Community College $1,814,284

162
(See attached copy of the 2006-2007 FSAG Allocation report to compare funding levels for all Florida schools.)

- The increase of schools' allocations is contingent upon their ability to report "Otherwise Eligible Students". These are students who could have received the FSAG award if additional funds were available. Currently, HCC is currently manually completing this report on the State's website and does not result in a substantial increase of the college's allocation.

- Hillsborough Community College have an opportunity to increase FSAG funding levels and provide more financial aid awards to students in 2008/2009 by submitting the "Otherwise Eligible Students" report by batch process.

- Therefore, FA03 is being submitted to automate the process of reporting "Otherwise Eligible" FSAG students to the Florida Department of Education.
<table>
<thead>
<tr>
<th>Institution</th>
<th>Full-time E&amp;R</th>
<th>Part-time E&amp;R</th>
<th>Total E&amp;R</th>
<th>PELL</th>
<th>MPEC</th>
<th>Supplemental Assistance</th>
<th>TOTAL</th>
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<td>Brevard Community College</td>
<td>1,532</td>
<td>$2,372,066</td>
<td>1,352</td>
<td>$1,455,975</td>
<td>1,623</td>
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<td>924</td>
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<td>851</td>
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<td>1,036</td>
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<td>$1,290,934</td>
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<td>Miami Dade College</td>
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<td>$113,628</td>
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<td>868 $ 618,106</td>
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<td>Pensacola Junior College</td>
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<td>St. Johns River Community College</td>
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<td>31,147</td>
<td>$26,836,582</td>
<td>39,869 $ 26,137,530</td>
</tr>
</tbody>
</table>

**SU T TOTALS**

| Public Vo-tech TOTALS | 30,444 $ 263,402,361 | 33,374 $ 43,041,482 | 107,177 $ 142,044,897 | 27,107 $ 21,483,922 | 1,229 $ 523,396 |
Recommendations from outcome of Financial Aid Survey
  - Install Online Integrated FA Forms system
  - Install Imaging for non FA Forms
  - On-going Customer Service training and enhancements
  - Improve On-line FA Services to students using Hawknet and FA Webpage
  - Integrate FA into the campus Call Centers
620: The financial aid department is the biggest piece of trash in the world!
623: Ybor...Maybe get counselors who really want to be there and not worry about who is doing more than the other. Again this is an area that an appointment should be made. Some student have a greater situation and the follow through is not a matter of minutes because more information is needed. Thank you.
635: This question seems to suggest that there is no problem with that department, and that there is not a waiting time of more than four hours during registration season. First, if you want to know what to do, I would suggest to make ALL the employees more polite. Second, make them understand that they are to serve people, not destroy people lives, and third hire more people for that department.
640: nothing
657: friendly personel
677: Very unhelpful, and rushed. Had to find own financial aid. Also, during registration office is very busy. maybe being able to submit applications or paperwork by fax/e-mail.
678: They asked if I could have my papers in at a certain time which I gave it earlier than requested. But they took forever because they forgot to submit it then they put the wrong information and got me mixed up with another student. No one ever called me back when I called and tried helping resolve the problem. I felt like I was a bother.
694: Well I had a really bad experience with financial aid because they said that all of my paperwork was turned in then when I went to start class they needed something else and instead of them contacting me when I turned my paper in 4 months in advance they didn’t say anything I had to come and see what the problem was and that’s not right when I did ask them was everything turned in then when I emailed different people from the F.A office no one returned my emails or any of that and because its not their money I don’t think they care. I wish that they would get their operations together cause they are starting to piss me off I’m thinking about not coming back to HCC and just go somewhere else.
701: They need more financial aid advisors and extended hours.
710: Let you sign up a week ahead a time for an appointment
711: More friendly staff. I’m sure they are overwhelmed, but I just felt like I bothered them when I asked questions, and the wait time is ridiculous.
712: they have to tell you all you need to get the F.A and not the every time you show up they have a ew issue
723: Nothing the Financial Aid Services are fine.
731: I think the process need to be a little bit faster.
732: The wait time in this office is very long too.
735: They could not be so rude and short with people who are just looking for a little help with a smile!
736: The wait is too long and appointment cards get distributed very quickly. It’s unfair. The people there are also rude.
744: They need more staff because you end up having to wait all day to speak to someone
749: faster
754: the financial aid services is good, but they can improve by been a little more nice with the people.
762: They could improve with the response time to applications and messages left at the financial aid office.
142: More staffing to help because the student population is growing! Have someone to answer phones so the staff doesn't hang up on the students. Have people in financial aid that know what they are doing and don't misplace forms. Have people make sure the students do not leave without the correct forms to ensure they aren't visiting the financial aid three and four times before classes begin.

146: Hire a whole new group of people. No one answers the phone, it takes forever to be seen unless you arrive first thing in the morning, and sometimes the information they give is wrong or partial (meaning yet another visit).

147: I am just trying to get financial aid for spring and I have yet to actually hear from anyone about it, as to what the status or anything. I think if some kind of communication could be set up if they aren't able to return emails because of being busy, if I can know whether they received the report and whether or not it is being processed, and maybe give a ball park time frame when funds are disbursed into the account. I understand they send something when its done, but it feels like we have to be kept waiting and some kind of report even as an email would be helpful along the process so we know what is happening.

154: financial aid and the advising office are very good

160: I lost funding from an HCC needs scholarship directly because of [a staff member's] inattention to detail. [The staff member] refused to follow up with me or tell me why/how the funding was discontinued. TRAIN YOUR EMPLOYEES...HIRE EMPLOYEES THAT GIVE A DAMN

162: Allow more online services to eliminate the long waits in the financial aid office; offer more scholarships that are merit based and not just financial need.

165: The check-in process is acceptable to control flow. However, the other woman at the front desk does not have any new information and can hardly speak English. She did not help me and could not understand what I was asking. I had to come back another day and speak with someone in the offices.

175: actually answer the phone, and let you know what forms you need, so you don't have to return 3 times with the same information and still no answers, plus the hours of operation need a bit of extension for those who would like to benefit from there services...just work all day everyday.

179: I was unable to go to school to have a question I needed answered, so I called financial aid dpt. at DM campus on a Friday morning 11/02/07 at 10:15. After answering the appropriate questions to get to the Financial aid dpt. I was placed on hold. I held for 45 minutes and NOBODY answered the phone AT ALL!!!! SO I called back and waited another 15 minutes. Stupid me. Talk about frustrated. I would suggest that if there is a way to call into the department, PLEASE have someone available to answer the phone. Then when I arrived on Tuesday, I was very angry, and it is difficult not to express my anger to the innocent person who is trying to help me out.

181: The ladies look like you are giving them trouble, or that they are too busy for you. I understand their job is hectic, but it is their job. They should look more available to help the student. Half time they do not even look at me when I am talking.

200: change the staff which seems to have gotten used to their jobs and treat people really bad. I think HCC should put cammeras in the different financial aid centers so they could see how some of the staff are really rude and disrespectful.

201: Could improve it with more personal to attend us.
the financial aid office is very unorganized. every semester i have attended hcc, they have made a mistake with my financial aid. i have had to make several visits to campuses, send several emails, and make several phone calls to try and rectify the mistakes they have made. the staff in the financial aid office is very unprofessional and at times i would say they are rude. i have taken it upon myself to find other means of financial aid for school.

this is the worst department at hcc. they never answer phone calls, they dont do what is need to actually help students and i feel like im being cheated for my money. i applied for financial aid because i dont have the money for school and my parents cant afford to pay for my classes, but hcc financial aid department are always messing up my papers. especially at the dale mabry campus. [a staff member] is horrible. she never knows what shes talking about and she is always giving out the wrong information. i hate having to go through the process of having to apply and register for classes because the financial aid department stresses me out and i feel like my financial issues never gets resolved! this department needs major help!

answer their phones and not let them just ring. when a person goes in that actually owns something(such as a house), they need to look at that person as one that may also need assistance. they actually laughed at me because i have a house, a job, etc. they seem to only look at the age & color of a person initially.

it would be nice if hcc actually explained the process to their students. btw, people in the financial aid office at the dale mabry campus are not helpful at all. i tried going into the office to get some help with my tuition and the lady that "helped" me had a scowl on her face the whole time and just threw some paperwork at me. she made me stand up at the counter, she didn't even take me to the back to sit down and discuss some possibilities to help me afford my classes. i still have to pay for my classes all by myself because of [a staff member] in the office.

less wait time; answer questions by phone

i think they have good services for all of the students. the staff is very nice and helpful.

the people their could at least pretend to be glad they have the opportunity to help students that could not otherwise afford to attend college.

speed up wait times. make things more accessible online

financial aid services needs to be more organized. the computer system is not correct, and is causing students to not receive funds. when i've had specific questions, they get answered, but the process of what forms are required is not explained fully. i always end up having to visit the office 4 times instead of just handling everything at once. the staff would not be nearly as swamped and stressed out if they fully assisted students in one visit.

i think the financial aid office is sorely lacking in staff. this is one of my biggest complaints since starting hcc. the wait is always extremely lengthy. the staff is rude and impatient and act as if the students are wasting their time. i often see a room full of students waiting while the staff is walking around joking and talking. when staff is finally available usually a fast and useless answer is given and there doesn't seem to be anyone to go to for satisfactory answers.

need more advisers

the staff checked the extra documents i submitted but did not say if they are the right documents or not. weeks later, i received a letter stating that the documents submitted are not the
## Comparison of Financial Aid Awards

For Academic Year 2006-2007

<table>
<thead>
<tr>
<th></th>
<th>Hillsborough C.C.</th>
<th>Florida CC Jacksonville</th>
<th>Valencia C.C.</th>
</tr>
</thead>
<tbody>
<tr>
<td># Number of Federal Pell Grant Awards</td>
<td>6,327</td>
<td>6,519</td>
<td>7690</td>
</tr>
<tr>
<td>Total Amount of Fed. Pell Grant Awards</td>
<td>$13,667,370.00</td>
<td>$13,473,062.00</td>
<td>$16,685,556.00</td>
</tr>
<tr>
<td># of Stafford Subsidized Loans</td>
<td>2,203</td>
<td>4,282</td>
<td>2,872</td>
</tr>
<tr>
<td>Total Amount of Stafford Subsidized Loans</td>
<td>$5,006,564.00</td>
<td>$10,318,624.00</td>
<td>$6,343,818.00</td>
</tr>
<tr>
<td># of Stafford Unsubsidized Loans</td>
<td>2,131</td>
<td>1,943</td>
<td>1,768</td>
</tr>
<tr>
<td>Total Amount of Stafford Unsubsidized Loans</td>
<td>$6,126,906.00</td>
<td>$5,308,760.00</td>
<td>4604865</td>
</tr>
<tr>
<td>HILLSBOROUGH C.C.</td>
<td>FLORIDA CC JACKSONVILLE</td>
<td>VALENCIA C.C.</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>1. Receiving &amp; sending FA FAFSA results (referred to as ISIR records)</td>
<td>FA Staff #1 (Tia Vickers) FA Staff #2 (Naxaree Wms)</td>
<td>FA Staff #1 (i.e. Jane) OIT Staff (i.e. Mack)</td>
<td></td>
</tr>
<tr>
<td>2. Batch Packaging &amp; Tracking &amp; NSLDS Transfer Monitoring</td>
<td>FA Staff #1 (Tia Vickers)</td>
<td>FA Staff #1 (i.e. Jane) FA Staff #2 (i.e. Joe) OIT Staff (i.e. Mack)</td>
<td></td>
</tr>
<tr>
<td>3. Annual Set-up of Financial Aid system</td>
<td>FA Staff #1 (Tia Vickers)</td>
<td>FA Staff #3 (i.e. Jason)</td>
<td></td>
</tr>
<tr>
<td>4. Reporting of ISIR records to DOE for Pell Grant &amp; ACG payments</td>
<td>FA Staff #1 (Tia Vickers)</td>
<td>FA Staff #1 (i.e. Jane) OIT Staff (i.e. Mack)</td>
<td></td>
</tr>
<tr>
<td>5. Retrieving of FA data necessary to complete Financial Aid Federal &amp; State Reports</td>
<td>FA Staff #1 (Tia Vickers) OIT Staff (James Maytas)</td>
<td>FA Staff #4 (i.e. Julie) OIT Staff (i.e. Mack)</td>
<td></td>
</tr>
<tr>
<td>6. Analysis of Standards of Academic Progress</td>
<td>FA Staff #1 (Tia Vickers)</td>
<td>FA Staff #4 (i.e. Julie)</td>
<td></td>
</tr>
<tr>
<td>7. Electronic certifications &amp; disbursements by batch for Stafford Loan programs</td>
<td>FA Staff #1 (Tia Vickers) OIT Staff (Lanny Russell)</td>
<td>FA Staff #3 (i.e. Michelle)</td>
<td></td>
</tr>
<tr>
<td>8. Imaging System</td>
<td>FA Staff #1 (Tia Vickers) OIT Staff (James Maytas)</td>
<td>FA Staff #1 (i.e. Mary) OIT Staff (i.e. Mack)</td>
<td></td>
</tr>
<tr>
<td>9. Testing of FA Patches from Software Vendor</td>
<td>FA Staff #1 (Tia Vickers) FA Staff #2 (Le Joe) FA Staff #3 (i.e. Jason)</td>
<td>FA Staff #1 (i.e. Mary) OIT Staff (i.e. Mack)</td>
<td></td>
</tr>
<tr>
<td>10. Submission of State of FL DOE Awarding, Disbursement and Progress Reports</td>
<td>FA Staff #1 (Tia Vickers) FA Staff #3 (BR FA Manager)</td>
<td>FA Staff #1 (i.e. Jane) FA Staff #2 (i.e. Joe) FA Staff #3 (i.e. Jason) FA Staff #4 (i.e. Julie)</td>
<td></td>
</tr>
<tr>
<td>11. Reconciliation of FA Disbursements</td>
<td>FA Staff #1 (Tia Vickers)</td>
<td>FA Staff #1 (i.e. Jane) FA Staff #2 (i.e. Joe) FA Staff #3 (i.e. Jason) FA Staff #4 (i.e. Julie)</td>
<td></td>
</tr>
<tr>
<td>12. Development of Custom Programs and Queries</td>
<td>FA Staff #1 (Tia Vickers) OIT Staff (James Maytas)</td>
<td>FA Staff #1 (i.e. Jane) FA Staff #3 (i.e. Jason)</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL FA TECHNICAL SUPPORT**

<p>| 5 | 5 | 6 |</p>
<table>
<thead>
<tr>
<th><strong>APPENDIX B1: GRADUATED STUDENT COMMENTS</strong></th>
<th><strong>Graduating Student Survey Comments</strong></th>
<th><strong>Improvements</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Smaller Classes</strong></td>
<td>Improving the distance learning by having a better College Web Site and also with more instructors' interaction online by posting notes and power point slides that support the web Course.</td>
<td></td>
</tr>
<tr>
<td><strong>Excellent Professors - Helped with smooth transition to USF - I had a wonderful experience at HCCI</strong></td>
<td>Offer more classes at the smaller campuses.</td>
<td></td>
</tr>
<tr>
<td><strong>The classes at MacDill are easier and teachers more lenient than at 4 year universities. This helped me increase my GPA quickly.</strong></td>
<td>Advising needs to improve in all aspects: advisors need to advise students quickly w/o a several hour wait. They also should know their jobs better. I saw an advisor who told me I wouldn't graduate on time but when I saw another advisor, she told me I was ready to graduate. Also, many of the classes are too easy and do not prepare students for a four-year university.</td>
<td></td>
</tr>
<tr>
<td>I enjoyed your caring staff/teachers helped with getting my AA in a timely manner.</td>
<td>Make at least one location a four year college.</td>
<td></td>
</tr>
<tr>
<td><strong>Excellent Instructors - particularly ____ of Hillsborough County Fire Department</strong></td>
<td>More funding for the Fire Science Program. The facilities were run-down &amp; required upgrading.</td>
<td></td>
</tr>
<tr>
<td><strong>Diversity of Classes</strong></td>
<td>I have attended 3 colleges (including HCC). I have a BS &amp; AS and HCC is the worst run/unorganized college I have encountered.</td>
<td></td>
</tr>
<tr>
<td><strong>The registration process is good. I also think that they do a good job getting financial aid distributed.</strong></td>
<td>More computer training in basic computer use, like Excel, Access, Word and Power Point</td>
<td></td>
</tr>
<tr>
<td><strong>I had an overall excellent experience at HCC</strong></td>
<td>Could not think of one at the moment.</td>
<td></td>
</tr>
</tbody>
</table>
**Former Student Survey, 2005**

<table>
<thead>
<tr>
<th>Good professors that are enthusiastic about sharing knowledge</th>
<th>The one area that could use the most improvement is the use of the internet to conduct business. Applying for admission, submitting forms and other tasks should be available to students online. This would GREATLY cut down on the amount of time a student spends on these tasks. The HCC website has improved greatly, but is still rather broad. (Submitting Financial Aid forms online would drastically cut down wait times in the office during peak periods. Incorporating the use of the Internet in correspondence between the College and student would make HCC more consumer friendly and appeal more to prospective students. It's worth the investment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of instruction was decent.</td>
<td>Parking needs to be expanded in some areas. (Brandon Student Parking, Ybor City)</td>
</tr>
<tr>
<td>Instructors were very professional and responsive to student needs.</td>
<td>Very satisfied with my experience at HCC. Keep up the great work!</td>
</tr>
<tr>
<td>Greatest strength is the exceptional teachers: Sociology: , English: Prof. , Calculus: . The counseling and career center are very helpful as well.</td>
<td>Financial Aid staff could be extremely difficult. The cashiers office has to be the worst staff at HCC! Also, the transfer department has yet to transfer my transcripts to USF (3 requests later). Your Faculty is the best!</td>
</tr>
<tr>
<td>I was in the Dental Hygiene program. It was a great program in a convenient location being that the next closest schools were in Orlando &amp; St. Pete. The teachers in the program were very knowledgeable.</td>
<td>Food services, parking</td>
</tr>
<tr>
<td>Having several subject matter experts.</td>
<td>1) Screen for Police Academy more effectively, 2) Help with placement after graduation, 3) Help with application process, 4) Ensure those who apply for the Academy can be able to pass the application process at L.E. Agencies.</td>
</tr>
<tr>
<td>My experience with HCC was great. I had a chance to attend all the campuses and it was great. HCC is definitely a hands on college, the instructors are readily available. I have 3 children attending now and just hope they utilize all the campuses and online classes to their advantage to get in and get done.</td>
<td>I really can't say anything negative.</td>
</tr>
<tr>
<td>Very strong Nursing program</td>
<td>Financial Aid is horrible. For the size of the HCC (student population) they are inadequate. Registrar is terrible. The lines are horrendous, the employees are sometimes rude.</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The teachers were great. They all pushed me to learn</td>
<td>Fire ___ and replace him with someone who's concerned with the development of the EMS program and the education of individual students. ___ is more concerned about accreditation than curriculum. It is the epitome of nepotism and cronyism. Very unorganized, unfair, biased and unprofessional.</td>
</tr>
<tr>
<td>The biggest strength of my experience at HCC was the small class size with the one on one of the teacher. It gave me a greater understanding of the subject I was studying.</td>
<td>The books could be a lot cheaper. There are a lot of people that have to pay for school. Lowering the book prices or even having more opportunities available so that students can rent books or even borrow them for a couple of days for testing purposes.</td>
</tr>
<tr>
<td>Quality of instructors, Academic Advisors</td>
<td>I would have more socials or gatherings throughout the semester to celebrate little things and for the student to get to enjoy some food and entertainment with their fellow classmates.</td>
</tr>
<tr>
<td>Optic tenary is very good.</td>
<td>None</td>
</tr>
<tr>
<td>Wide array of courses &amp; studies</td>
<td>The number of instructors &amp; facilities needs to be increased &amp; expanded. More &amp; better equipment.</td>
</tr>
<tr>
<td>It's a good place to begin your education but not necessarily to be what you want.</td>
<td>People who want to get in the nursing program should be told that you must get A's in all classes to even be considered for the program. The way HCC does the acceptance for the nursing program sucks.</td>
</tr>
<tr>
<td>The Fire Academy is an excellent course</td>
<td>Make it easier for students to get into medic school, especially if they have finished EMT and Fire School.</td>
</tr>
<tr>
<td>Clean and quiet campus (Plant City &amp; Brandon)</td>
<td>Attitudes in administrative staff. (Plant City)</td>
</tr>
<tr>
<td>Small class sizes &amp; attentive staff.</td>
<td>Organization of financial aid office &amp; its availability to students.</td>
</tr>
<tr>
<td>Both the Ybor and Brandon Campus had a few phenomenal professors that truly cared and wanted to see their students excel. Professor ____ is an amazing professor.</td>
<td>The counselors, advisors on the Plant City campus severely lacked organizational skills.</td>
</tr>
<tr>
<td>Class size is personable</td>
<td>Instruction and education are overall weak.</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>Excellent technology resources. I relied heavily on the computer labs, and I am glad that they are there.</td>
<td>Could use more secluded outdoor spaces for quiet study.</td>
</tr>
<tr>
<td>Good &amp; efficient for getting young students through general undergraduate requirements. 2) provides flexible schedule for working students, 3) good for young students making a transition to more challenging 4 year colleges. 4) Overall, satisfied with HCC experience but can improve.</td>
<td>1) education level needs to be more challenging 2) need better teachers, who are able to teach students at a higher level 3) registration staff needs vital improvement 4) Advisors need to pay closer attention to students &amp; detail 5) records, transcripts &amp; correspondence at HCC are very, very poor. 6) nearly impossible to get anyone on the phone to speak to.</td>
</tr>
<tr>
<td>I spent a true enjoyable moment at HCC, particularly with instructor _____ and coordinator _____ who were very helpful to all students during the learning period.</td>
<td>I have no suggestions for improvement</td>
</tr>
<tr>
<td>Fire school is solid from top to bottom. Very easy to register and progress as it is set-up.</td>
<td>Needs more and newer equipment, trucks have many problems, some equipment is unsatisfactory.</td>
</tr>
<tr>
<td>Convenient for working adults</td>
<td>The preparation for nurses to be on the job could be better. Clinical groups should be 6 rather than 12. that is too much for one instructor and most floor nurses can't be bothered with a student. ____ is wonderful.</td>
</tr>
<tr>
<td>There are some amazing professors here at HCC. I was lucky to have such great teachers early on in my education.</td>
<td>The college could do a better job with helping students transition to a four year institution. The advisors often don't know what is required for certain four year or graduate degrees.</td>
</tr>
<tr>
<td>____ went above and beyond to accommodate me for testing!</td>
<td></td>
</tr>
<tr>
<td>Accounting program</td>
<td>Food service</td>
</tr>
<tr>
<td>Overall cost and ease of use of college website. Credit hour cost is very reasonable for in state residents.</td>
<td>Financial aid and other administrative services had issues. Long wait times and conflicting answers to questions at times, as well as a general feeling of too much bureaucracy. On balance, the website was helpful and ability to complete certain tasks online was an improvement.</td>
</tr>
<tr>
<td>There are many Health degrees you can receive @ HCC</td>
<td>Financial Aid, Parking, more staff (assistants to teachers)</td>
</tr>
<tr>
<td>It gave me a chance to meet new people and mature as a college student</td>
<td>Go back to school and finish what I started at HCC</td>
</tr>
</tbody>
</table>
### Former Student Survey, 2005

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Suggestion/Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the overall HCC is great and I hope I can come back this Spring.</td>
<td>Sent catalogs home to those that have not signed in for more than 2 semesters.</td>
</tr>
<tr>
<td>Most of the professors are outstanding. I love the small classes and individual help when needed - unlike traditional universities</td>
<td>More class selection for grown working people is desperately needed. You would move people through to graduation if more class options were available (This includes bookstore hours being extended)</td>
</tr>
<tr>
<td>Strong never quit attitude from teachers to students</td>
<td>Need a Gym on Ybor Campus to train the Body as well as the Mind.</td>
</tr>
<tr>
<td>The Ybor City Campus have an excellent Math department</td>
<td>Reaching at reading</td>
</tr>
<tr>
<td>The Success center</td>
<td></td>
</tr>
<tr>
<td>Instructors are excellent and their availability is wonderful</td>
<td>Parking Garage for ease of parking, Better system of financial aid to cut down the long lines and waiting time.</td>
</tr>
<tr>
<td>Multiple locations made going back to college easier</td>
<td>The HCC main campus bookstore could use some work. Rental services were convenient and store had many supplies available for sale. Problem lies however with the staff, personnel running bookstore are not friendly, there are never enough available for assistance, and long lines make the visit a horrible experience.</td>
</tr>
<tr>
<td>The college was excellent. All my professors (except couple of them) were wonderful and were into students improvement. They were very assessable. The tutoring center was very helpful too.</td>
<td>Expansion of the tutoring center employing more tutors to help students as many are older students returning back to school.</td>
</tr>
<tr>
<td>There are for the most part pretty good teachers at HCC.</td>
<td>(Get people in your financial aid and advising departments that care about the students and don't give out wrong information)</td>
</tr>
</tbody>
</table>
## APPENDIX B2: FORMER STUDENT COMMENTS

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small intimate classes, convenient locations, mostly good instructors, online courses, good student activities (on campus)</td>
<td>Knowledge of staff (where to go for what, etc) administration process, HCC Website (Not Hawknet) - More Information, better navigation, up to date info, more options for students needs to be revamped, brought to college level, Renovate Ybor Campus! Classrooms, bathrooms, seating, book buying/availability</td>
</tr>
<tr>
<td>College and Professors did very well accommodating needs of the working class; i.e. web based &amp; online classes</td>
<td>Increase evening classes for technology type courses, Improve/expand parking.</td>
</tr>
<tr>
<td>Affordable</td>
<td>Improve on career placement after degree</td>
</tr>
<tr>
<td>I love the computer lab at the Plant City Campus. I like the tutor service at both, Dale Mabry and Plant City campuses. The one thing that I miss most at HCC is the availability of professors and small class sizes.</td>
<td>Teachers need to show more respect to students and treat them as adults.</td>
</tr>
<tr>
<td>Close to home, small classes - most instructors excellent</td>
<td>If I were the person in charge of improving the quality the first thing I would start with, is noise discipline in the library. The staff are the biggest violators!! I also think I would improve on career counseling &amp; academic advising. When I was there, I took classes that I didn't need.</td>
</tr>
<tr>
<td>IT classes, Online courses, Computer labs</td>
<td>Long lines at registration some windows closed at peak hours.</td>
</tr>
<tr>
<td>Clean facilities</td>
<td>Administration.</td>
</tr>
<tr>
<td>Accessible, great instructors</td>
<td>Hawknet is terrible. Had to escalate to top College Management to even get acknowledgment of problems I was having. Ridiculous support via phone. Problems still not resolved last time I checked Hawknet.</td>
</tr>
<tr>
<td>Professors were great</td>
<td>Registration</td>
</tr>
<tr>
<td>Great choices of subjects &amp; times especially for working students</td>
<td>HCC could improve by having more parking, a fuller registration office to process students.</td>
</tr>
<tr>
<td></td>
<td>Parking</td>
</tr>
<tr>
<td></td>
<td>Better ventilation at science classrooms</td>
</tr>
<tr>
<td>HCC offered the courses I needed to complete my undergrad requirements for USF</td>
<td>Can be more helpful when helping a student get into their desired program. All I got was a denial letter and no assistance on how to overturn it or get into the firefighter program.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>For the most part, my teachers have been very informative and knowledgeable in their field.</td>
<td>The Advising/Counseling center is ridiculous, because students are not allowed to make appt. You have to wait almost 3 hrs to see someone. Never ever did they have any helpful knowledge. I had holds that wouldn't go away because my transcripts keep getting lost. One of my courses somehow switched my registration to &quot;audit&quot; and the advisor was so unhelpful, the hassle so frustrating I just took the class over at USF. That dept. needs some serious organization.</td>
</tr>
<tr>
<td>Don't have any, very unhappy w/this school</td>
<td>Learn how to study more after a 50 hour work week.</td>
</tr>
<tr>
<td>Instructors were well educated &amp; lessons were meaningful &amp; well planned</td>
<td>Need math teachers that help like , others run through the course too fast to explain what's going on. Two of my classes didn't cover the entire chapters in the books &amp; we still had to take the test.</td>
</tr>
<tr>
<td>Excellent Instructor. ( )</td>
<td>The financial aid office needs more people in it. The department that are willing to help are not just there for college (paycheck). Lines are too long, not everyone can wait 3-7 hours to be seen. School does not focus on students who have been out of high school for a while. We may have decent jobs that pay OK but that does not mean we can afford to pay out of pocket for everything. We have goals of being college grads too.</td>
</tr>
<tr>
<td>Excellent Instructor. ( )</td>
<td>Financial aid (Ybor)</td>
</tr>
<tr>
<td>The registration system. We had to make long lines and schedule for students that are most adult of 30 years. It needs to go assist after work.</td>
<td>The parking is big trouble any time.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Learned to work with others well and realized my career goal after attending HCC.</td>
<td>The counselors were not very helpful &amp; need to be more one on one with students.</td>
</tr>
<tr>
<td>One educator stands out to the ideals and following of consistencies of nations. His higher status of allegiance, accordance of honor, in teaching and securing the City of Tampa and the adherence of his duties are to be admired as much as praised and admired.</td>
<td>Such as ___ being absent from scheduled classes. There should be a more manageable way to handle the finesse of the security class. He is too debase for HCC and needs to be more attentive at his classroom.</td>
</tr>
<tr>
<td>Well organized, strong teacher</td>
<td>None</td>
</tr>
<tr>
<td>Well it could help me get a good degree to have a successfully good job.</td>
<td>Well, I already finish my beginning classes, prep classes so I will need more time.</td>
</tr>
<tr>
<td>My overall experience was very good. I had excellent professors , and my favorite was __. She should be recognized for not only teaching but caring that the students learn.</td>
<td>One improvement could be that the electives offered at the Dale Mabry Campus be offered at all campuses as well as the possibility of providing the nursing program at the Brandon Campus. I and many others have had to drive 60 miles round trip to get classes that are more exciting and not just required especially electives. My only bad experience was my Anthropology professor who ran the class like a Gestapo of Hitler and should be banned from teaching.</td>
</tr>
<tr>
<td>Academically everything is good, but there is still room for improvement.</td>
<td>A little bit of improvement in all areas can help, especially in some of the health departments where the intake is difficult.</td>
</tr>
<tr>
<td>Organized classes, reasonable class size.</td>
<td>Time available to talk to advisors. Waiting too long.</td>
</tr>
<tr>
<td>Overall, the instructors were great, especially, __. They made my time there more fun. Tell them I said so too, if you get a chance. GO BULLS!</td>
<td>Your VA system stinks. By delaying sending our enrollment info in until after the Add/Drop date, we have to wait up to 3 months to get paid. We live off of this money. I went almost 3 thousand dollars in debt, and paid about $400 in interest because of this. Your system cost me at least $400 per semester. Thanks from a VET. PS Call Manatee Community College in Venice to learn how to treat VETs right.</td>
</tr>
</tbody>
</table>
**Former Student Survey, 2005**

<table>
<thead>
<tr>
<th>Most of the teachers I had were very helpful with teaching and answering questions. I loved the relaxed atmosphere I got at the Brandon Campus.</th>
<th>I don't think it is fair that a person that works 40 hrs a week, takes care of a family, and juggles college with average grades gets beat into the nursing program by a student straight out of high school that gets straight A's, does not work, or have a family. It is only logical that student would have a better grade on average, they should. Moms struggling to better their future and that of their children should also get that opportunity.</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>The people that really wanted education can't get it due to financial Aid issues.</td>
</tr>
<tr>
<td>Very good teachers and/or professors. The layout of the campus is &quot;user friendly&quot; for the most part.</td>
<td>Parking issues should be addressed. Also the process in which students pay for tuition could be more accommodating. Because I have Florida Prepaid I cannot pay over the phone - I have to take time to go to the bursar's office and wait for 1 or more hours to pay tuition fees.</td>
</tr>
<tr>
<td>Faculty is great.</td>
<td>Parking could be better. I wish more classes were offered online as I have a 1-yr old and am unable to work &amp; attend school.</td>
</tr>
<tr>
<td>I enjoyed the education classes offered.</td>
<td>So far I have had a good experience in the science department and with a particular calculus teacher at Brandon</td>
</tr>
<tr>
<td>At the time I was enrolled I encountered many problems with the registration for the courses at the beginning of many semesters. The automated system at the time was very conflictive with classes chosen and payments made. We also need a better structure with the counseling department. Many times I had been given incorrect information.</td>
<td>Long wait times for advising, registration and cash registrar.</td>
</tr>
<tr>
<td>HCC did a good job on my English.</td>
<td>On-line/distance learning classes were available.</td>
</tr>
</tbody>
</table>
My favorite aspect of the education at HCC is the thoroughness of my instructors. All of my classes were taught with attention to detail instead of the typical skimming through, that is done in many high schools.

Small classes - location

Overall, the strength of HCC lies in the quality of its teachers. I felt that the teachers were excellent and very interested in their students.

Offer more night classes

Better selection of classes & time. I know this is wishful thinking, but replacing the would be a vast improvement. In my opinion, she is only interested in helping students who do exactly what she wants them to do and who suck up to her. My experiences with her were by far my worst at HCC.

Registration process was horrible:

Writing lab was great.
Financial Aid Survey Results
Data primarily based on daytime population and peer groups at HCC Dale Mabry.
Sample Size: 168 people

Age Range
(16-20 yrs) 64 people (21-25 yrs) 63 people
(26-35 yrs) 30 people over 35 years: 11 people

Gender
Male: 73 Female: 85 N/A: 10

Average Years Attended
159 people: 1.96 years
5 people: 6 months or less
4 people: first semester

Students with Dependents
Without dependents: 112 people
With dependents: 42 people
No Answer: 14 people

People who waited more than one hour
Yes: 138 No: 30

People who felt wait was worth service received
Yes: 58 No: 110
SUMMARIZED COMMENTS

Time
- Too long a wait.
- Insufficient staff.
- More efficient process for student sign in
- Appointments should be seen promptly
- Better organization is needed.

Staffing
- Rude staff.
- Better trained staff. (Paperwork is often lost = duplication of effort by student)
- Receptionist to keep things organized.
- More staff is needed.
- More staff during peak times.
- Need the opportunity to talk with a manager/supervisor.
- Better organization is needed.

Facilities/Accommodations
- Larger facility.
- Need computers to make it more like Advising
- Toys for children of students to help make wait easier.
- Concession needed.
- Paperwork is often lost = duplication of effort by student

Communications
- Need people to answer the phones
- Need to answer email questions
- Should be able to make appointments on line
- Easier to use website
- Better organization is needed.

Comparisons
- Ybor City & Brandon operations are better
- USF is better

Other
- I knew what to do, did it, and had no problems.
- It's fine.
FINANCIAL AID SURVEY

- Explanation why visit FAO more than 3 times prior to receiving FA awards to:
  - 123 Check on status of Pell or Loans
  - 116 Told Different Info to submit on each visit
  - 107 Given incorrect information
  - 50 Check status of Appeal
  - 49 Other concerns

(able to select more than one category)
Summary of students' write-in comment responses:

- Front counter staff needed to answer basic questions
- Financial aid forms and files lost and had to re-submit the forms or submit same documents on multiple occasions
- Given wrong information
- Loan funds returned in error
- Unprofessional customer service
- FA staff appears to be unorganized and not attentive to students' concerns
- Incorrect SSN & Duplicate FA File
- High School Transcript misplaced
- Wait too long
- Frustrated with having to drop off forms
Financial Aid Services

The percentage of respondents who expressed satisfaction with Financial Aid Services was the third lowest among the campus services on the 2007 survey although the percentage increased from 64.5% in 2005 to 67.7% (a 3.2% increase). The satisfaction ratings varied dramatically across the campuses. The percentage who were satisfied or very satisfied was lowest at the Dale Mabry campus (54.5%) while 82.8% of the Plant City respondents expressed satisfaction with these services. Only 62.1% of the District Office respondents were satisfied or very satisfied with Financial Aid Services.

Table 30

<table>
<thead>
<tr>
<th>Location</th>
<th>Number of Respondents</th>
<th>% of Respondents Who Expressed an Opinion</th>
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</thead>
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<td>S</td>
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<td>Financial Aid Services</td>
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<td>130</td>
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<tr>
<td>Brandon</td>
<td>7</td>
<td>20</td>
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<tr>
<td>Dale Mabry</td>
<td>5</td>
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<td>Ybor City</td>
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<tr>
<td>Other</td>
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</tbody>
</table>

Chart 28

Satisfaction with Financial Aid Services
Satisfied + Very Satisfied by Location - 2007