Update on Central Financial Aid Office (CFAO)

December 2015
CFAO PILOT

- Pilot project with UHCC Innovation Funds in 2011
- 1-FA Manager and 2-Staff members
- Successful in meeting all outcomes: Increased FA Participation rate, Developed Communication Plan, Aligned start dates for processing and awarding, Reduced workload at campuses
- Proposal to VP Morton and UHCC Chancellors to institutionalize staffing in CFAO
- CFAO approved May 2015
STUDENT AWARDS GRAPH

<table>
<thead>
<tr>
<th>College</th>
<th>AY 2011-12</th>
<th>AY 2012-13</th>
<th>AY 2013-14</th>
<th>AY 2014-15</th>
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<td>UHCC TOTAL</td>
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EARLY AWARDS GRAPH

STUDENT FINANCIAL AID AWARDS FEBRUARY - MAY

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CURRENT FUNCTIONS

- Currently serving 9 of the 10 UH campuses, in varying capacities, with exception of UH Manoa
- UHCC: Processing functions such as ISIR load, communication, tracking, loan notifications, reports
- UHH and WOA: UHF scholarship administration, customized reports to assist with audit compliance
- Open to serving all 10 campuses

-for more info...List location or contact for specification (or other related documents)
Survey of campus FAOs:

- Quality Control
- Better communication
- Automation and Training
- Beyond access and efficiency – Student Success
- Compliance
- Based on these needs - Changes to staffing and reporting structure
STATUS AS OF DEC. 2015

Automation, Efficiency, Training

- Identified processes to adopt using Banner consultation with Strata
  
  Award multi-year scholarship - retention
  
  Package students up to certain % unmet need - retention
  
  Automate re-awarding unspent funds and replace loans with grants
  
  Automate SAP

- Consolidated 7 processing scripts into 1 script for 2016-17

-for more info...List location or contact for specification (or other related documents)

Compliance

▪ Consumer Information Disclosure
▪ Identify pattern and training needs for audit findings
▪ Advocate and support systematized No-Show Reporting

-for more info...List location or contact for specification (or other related documents)

Student Success

- Re-evaluate campus merit scholarship programs using UH and UHCC
  Strategic Directions:

Recruit and build success for low income students (New)

Reduce transfer gap between UHCC and UH 4-year campuses (Gap
highest for Pell students)

-for more info...List location or contact for specification (or other related documents)

Student Success – contd.

- Pell grant for dual enrollment – Experimental Sites Initiative
- FAFSA Completion Initiative – Hawaii P20
- Changes to legislation: Early FAFSA, Prior Prior Year
- Advocate for changes to UH Policies: No Show, Administrative Withdrawal, Refund

-for more info...List location or contact for specification (or other related documents)
STILL TO DO:

- Train campus FAOs on new banner processing script
- Finalize org chart and reporting lines for CFAO
- Identify metrics for compliance and student success initiatives
- Finalize contract with Strata

-for more info...List location or contact for specification (or other related documents)
WHAT DO WE NEED FROM YOU?

- Changes to legislation and early awarding: Expectations for early awarding
- Banner Central – Support for Developer
- Admissions and Records – Support for Centralized Admissions Office
- Advocate for change in policies to help with compliance

No Show, Administrative Withdrawal and Refund

- for more info...List location or contact for specification (or other related documents)
QUESTIONS?

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