Background:

- In Fall 2017, the UH System Office investigated the possibility of using a new STAR report as the solution for the regulatory need to identify applicable courses in an eligible program, but after hearing FA officers' concerns about this solution, it was decided instead to wait for the Banner 9 capability to be the permanent solution because Banner 9 would allow for more efficient and seamless FA processing and would electronically block payments of aid in cases where the student’s registered course is not applicable toward the approved degree or certificate program. It was determined that in preparation for the Banner 9 technology, campuses will need to resolve any academic pathway issues or challenges so a smooth implementation of the Banner 9 capability can take place.

- In January 2018, Joy generated and sorted a STAR student success report for a pilot program conducted by Honolulu Community College staff using Spring semester data. The report enabled them to identify current issues/challenges and staff determined ways to resolve the issues so the Banner 9 solution will work more effectively. On July 9, 2018, the group met to discuss the outcome of the spring semester work done by Honolulu CC (see Status/Findings report below).

Pilot Project Summary

As a result of this pilot project, the following recommendations were identified to assist UH campuses in the 2018-19 academic year:

- **Recommendation 1:** In Fall 2018, campuses should request and utilize their campus STAR reports to continue to do as much “clean-up” and preparation as they can before spring registration to make the Fall 2019 implementation as smooth as possible.

- **Recommendation 2:** For the problem categories that can be corrected or improved through corrections/adjustments in academic pathway programming, campuses should work with their appropriate staff to make those changes (e.g., hidden prerequisites, alignment with 4-year transfer, institutional obligation courses, etc.).

- **Recommendation 3:** For the personal choice problem category, the group identified several recommendations:
  
  1) creation of a pop-up window when a student registers to alert them that the course they have registered for is not in their pathway and that this choice may not be counted for financial aid eligibility;
  2) nightly audits should be established to pick up any new changes in registration that have a personal choice course outside of the student’s academic pathway
with an email trigger to alert the student with the same message as the pop-up information;
3) monthly reminders up to a few weeks before initial financial aid disbursement (e.g., May through July for fall semester courses) would also help reduce the number of students who would inadvertently reduce their financial aid eligibility through personal choice courses.
[Note: STAR and IT staff are working on the creation of these technical items in this recommendation.]

**FinAid Pilot HonCC Status/Findings**

**Primary task**
Look through the list, contact students, and make recommendations for possible changes based on our experience

**Status of where we are:**
Looked through list, contacted students, and came up with these possible categories:

- **Hidden - prerequisites**
  - Solution: map out all hidden course/program prereqs and build in learning support so that when students take course it will show as required or needed for program. (Do 18-19 first then go back two years)
  - Status: In Progress

- **Transfer to 4 year colleges**
  - Solution: Align pathway towards courses needed for the transfer degree (pinning project) may be useful in AE or GP.
  - Status: In Progress

- **Institutional Obligation**
  - Solution: when a student takes courses off pathway or not in plan, GPS director reports to the Academic side.
  - Status: Already doing (complete)

- **Students wanting to dual major**
  - Solution: Continue to explain to student that f/a only covers courses required for their major, perhaps we could post to advisor notes to show we talked to student so that f/a can see it.
  - Status: In Progress

- **Repeat courses**
  - Solution: ask to STAR to see if a pop up window would appear when a student repeats a course to say “please check with your counselor.”
  - Status: Ask to STAR

- **Dev ed/Learning Support**
Solution: Let ESL department know about issue with financial aid students taking ESL 24 (not required for ENG 100). ESL department is now aware of situation and how it impacts these students. They commented on a possible idea of embedding ESL 24 in ESL 23 in the future…

Status: done (let ESL department know of issue)

Personal Choice

Solution: Ask to STAR to see if there can be a link next to “add/drop courses” in gps semester box with f/a FAQ’s or if an email could be sent to student if they take a personal choice course.

Status: Request made to STAR to see if a pop up window could have a checkbox where student acknowledges that they read f/a statement

MISC

Solution: depends on situation (ex: COSM 50V taken by some students to meet clock hours to sit for licensure exam. COSM 50V is not a graduation requirement)

Status: Need to further discuss options

Substitutions and Waivers

Solution: Have an internal process approved by VCAA to allow a student who places and/or takes a higher level of math to be able to count towards

Status: Need to further discuss

SOP

We met with Heather in financial aid and created a SOP.

Purpose: To ensure students are aware that financial aid will only pay for classes that is in the student's current major. Financial aid will not cover classes that are taken for another major that the student is not in. Furthermore, taking courses outside their major can jeopardize a student's financial aid eligibility since the credits will count against the student's timeline based on their current major.

Procedure:

Who: Financial Aid and Academic Counseling

Process:

- Financial Aid will continue to email students in July for Fall and December for Spring who have a change in enrollment or do not receive reimbursement due to discrepancy between award and enrollment.
  - Usually there is a lot of foot traffic after this email is sent due to it involving money. F/A will add an additional statement in that email
informing students that if they register for courses not required for their program those courses will not be covered.

- Counselors will continue to advise students during the NSR STAR presentation piece that courses not required for their program will show on the right side of AE and as “not in plan” in GPS Registration.
  - Counselors implement in STAR presentations in October for Advising Month in Spring 2019
- Ask to STAR if there is a way to email the student directly if a student registers for a course off pathway. In discussion now of how many times and when an email will be sent.