FINANCIAL AID OFFICE 2013-2014 ASSESSMENT REPORT

MISSION

The Financial Aid Office provides opportunities for students to participate in higher education by assisting students to find, apply for, and maintain eligibility for financial aid. The Financial Aid Office also works with campus and community resources by providing financial aid training and forming partnerships to assist students to seamlessly enter school and successfully progress toward graduation and eventual employment. The office ensures timely and accurate processing of financial aid applications, while striving to be in compliance with institutional, system-wide, state and federal regulations.

GOALS

- Decrease processing time from point of application to financial aid award through making processing more efficient.
- Increase off campus service learning work study opportunities.
- Increase opportunities for students to be exposed to financial literacy information.
- Increase collaboration with Academic Advising to ensure students are aware of requirements for academic progress and program completion, and to assist those that are in jeopardy of progressing towards program completion.

DEPARTMENTAL DASHBOARD

- In 2008-09, the unduplicated headcount reported on the annual FISAP was 1424 students. For the 2012-13 year, the number increased to 2460.
- In 2008-09, the total number of student receiving financial aid was 505 (35% of the unduplicated headcount). For 2012-13, the number increased to 1238 (50% of unduplicated headcount).
- In 2008-09 the total amount of Federal financial aid disbursed to students was $2,617,112 of which $774,536 was in Grant aid and $1,842,576 was in Loans. For 2012-13 the total amount of Federal financial aid disbursed to students was $7,528,045 of which $2,953,599 was in Grant aid and $4,574,446 was in Loans.
- The Cohort Default rate for the past three completed years is 10.40% (2009), 5.70% (2010), and 4.70% (2011).
Student Learning Outcome 1

Increase competence of Service Learning students trained in the FAFSA. After training in the FAFSA, 100% of the Service Learning students will score 90% or above on the post-test measuring their understanding of basic financial aid concepts. Training is necessary to ensure that Service Learning students are competent in financial aid in order to assist high school students and parents in FAFSA Nights.

Methods and Measures

In Spring 2014 semester, all Service Learning students in the Financial Aids office will participate in a workshop led by an experienced UHWO financial aid officer. A pre-test of their knowledge of financial aid will be administered. After training a post-test will be administered. Pre-tests and post-tests will be scored.

Findings

In October 2013, 20 Service Learning students went through training by the Financial Aid Office. A draft test was created to pre-test and post-test the students. The average pre-test score was 8.8 and the average post-test score was 9.6.

In January 2014, 34 Service Learning students went through training. All took the pre test, however only 18 took the post test because of logistical problems in one of the sessions. The average pre test score for those that took both was 6.6 and the average post test score was 8.8.

Conclusions/Status

Because of the high pre-test scores of the students, it was determined that the initial draft of the test was not accurately testing for competencies learned through training. The test will be reworked and administered again for the Spring 2014 training. We would want to see a pre-test score of about 70% and a post-test score of 90% or better.

The test was revised for Spring 2014 and the pre and post test results scores came closer to what the desired expectations was to be.

Some changes are being discussed for the new year training as the FAFSA becomes more complicated. There is discussion of making students do the FAFSA for themselves first just so that everyone has a common starting point from which to move forward to get into more advanced situations.
Program Objective 1

Work with Student Advising to meet with financial aid recipients identified as not making Satisfactory Academic Progress at the end of the semester beginning Spring 2014. Those students who receive intervention will have a higher retention (or persistence) rate than those students who do not.

Methods and Measures

Financial Aid Office will identify financial aid recipients who are not making Satisfactory Academic Progress at the end of the Spring 2014 semester and will contact these students and encourage them to meet with a Student Advisor for advising. Identify those who meet with an advisor and file an appeal for continued financial aid eligibility. Determine whether these students eventually get back in good standing and enroll in the following semester. Compare their return rate with those students who did not meet with an adviser.

Findings

In discussion with Student Advising, it was determined that a sample test of the process would happen at the end of Fall 2013. It was decided that the limited group to work with were the new students which included First time/first year freshmen, and first time transfer students. Initial estimate was run and 476 students were identified in the “new” category prior to final grades being rolled.

Grades were rolled on December 18, 2013 and 489 student were identified as “new”. Of this number, 77 (about 16%) were not making academic progress and the list was sent to Advising as well as a letter sent to the students directing them to meet with an Advisor to appeal this decision.

In comparison with continuing students, of a total of 855 students identified as continuing (not “new”) and 94 (about 11%) were not making academic progress.

Conclusions/Status

Work is currently in progress; however four groups will be tracked to see if students managed to persist in school and if they were able to get into good standing in the following semester. The four groups are:

New students that met with an Advisor
New students that did not meet with an Advisor
Continuing students that filed an appeal with the Financial Aid Office
Continuing students that did not file an appeal with the Financial Aid Office

At the end of Spring 2014, the four groups were assessed. The results were:

31.8% (14 of 44) of new students that met with an Advisor successfully completed the semester.
35.7% (5 of 14) of new students that did not meet with an Advisor successfully completed the semester
70.8% (17 of 24) of continuing students that filed an appeal with Financial Aid Office successfully completed the semester
23.5% (4 of 17) of continuing students that did not file an appeal successfully completed the semester.
Although it appears that students did better without meeting with an Advisor, it must be remembered that the number of new students in that category was relatively low and that the continuing students had the advantage of having a history and GPA that would allow less of an improvement to achieve more significant results.

For students that did not make Satisfactory Academic Progress for Spring 2014, there is a change in handling them where all would be required to meet with an Advisor instead of just new students.

As of 5/23/2014, 18.3% of all financial aid recipients (222 of 1213 students) did not successfully complete the semester. Many of the students are part of the ones identified above.

Of these students, 9.5% were because they did not complete the minimum number of credits, 28.4% for GPA, 41.4% for both credit and GPA, and 20.7% were previously on appeal and failed to meet the terms of their appeal.

**Program Objective 2**

In Fall 2014 semester, determine whether incoming Freshmen who are awarded financial aid by May 1, 2014 commit to attending UHWO at a higher rate than those students who were awarded financial aid after May 1, 2014.

**Methods and Measures**

Identify the first time first year Fall 2014 freshmen financial aid applicants who were awarded financial aid by May 1 as well as the same category of Freshmen who were awarded after May 1. Compare the commitment rate of the two groups.

**Findings**

As of May 1, 2014, 177 new freshmen were awarded financial aid. New freshmen awarded after May 1 up to August 1 will be tracked and at census date, the two groups will be compared to see if there is any difference in the rate of commitment to the school.

**Conclusions/Status**

**PLANS FOR COMING YEAR**

- Work with Student Services to develop a Financial Literacy component for students.
- Work with Career Advisor to expand Service Learning opportunities for students.