

Financial Aid Office Status Update

Summary:

The Financial Aid Office has experienced many positives and negatives as we work to implement the recommendations approved by the Board. Some of the challenges that we are working to overcome include maintaining operations while training in new software systems, coordinating process improvements, and managing employee turnover. In October 2018, we had our Financial Aid Advisor/Technician resign. In May 2019, we had a Financial Aid Specialist move to Phoenix. More recently, Ordell Joe has just resigned as the Financial Aid Systems Technician to pursue a PhD. Replacing and training new employees takes several months in this specialized field.

Despite these challenges, we have seen some significant improvement. In Fall 2018, we awarded Pell grants to 200 students before the semester began. This year we have already awarded 196 Pell grants and are on track to award another 100 students before the semester starts on August 26. Last year we received 859 FAFSA's from potential students and so far this year we have received 1,580. Of these students, in Fall 2018, we had 510 students register and so far this year we have had 698 register. This enrollment pattern is consistent with the general student population where enrollment is currently showing a 2% increase with several more days to register before the semester begins.

Financial aid software implementation is on track with CampusLogic being used for the first time this academic year and PowerFAIDS implementation started as well. The PowerFAIDS configuration, integration, and training schedule is a six-month process and will be ready to use for the 2020-2021 financial aid award year. Once we have all on the improvements in place, we fully expect to see drastic improvement in operational efficiency.

