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| jscc logo | **Goal Progress Report** |

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| **Program:** | **Financial Aid** | **Report period:** | **2015-2016** |

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| **Goals** | **Request & Justification/Resources** | **Goal Progress** | **Strategies Implemented & Follow-up** |
| **Goal 1: Provide adequate personnel to staff and support the student aid process at the four campus locations.** | A financial aid processor will be located at the Shelby-Hoover campus to assist with processing student applications to increase the output of student flies during each semester.  Obtaining an additional processor will allow the Director to split the load of ISIR records sent from the Department of Education between four (4) staff members instead of three (3). The position will also allow for ample rotation of staff for financial aid presentations at high schools, college fairs and community events. In addition, an Associate Director was hired to assist with campus supervision and to assist with various department operational functions for all campus locations.  Estimated funding for personnel in financial aid department:  Funding estimated to employ additional financial aid staff at $38,000.00 (E3 position plus benefits approximately $17,000.00).  Funding estimated to employ the Associate Director of Financial Aid at 65,000.00(C3 position plus benefits approximately $17,000.00). | The unit recently hired a financial aid specialist for the Shelby-Hoover campus which has provided much need support for the student needs as well as with the processing of FAFSA records received. The increase has now allowed the workload of ISIR files to be divided among 4 financial aid specialist instead of just 3 and has increased the production of files reviewed.  The College also has hired an Associate Director to replace the previous Assistant position left vacant by the current director. This position currently has been a well-received addition to assist with the daily operations regarding the ISIR review process. As time progresses, this position will be essential in assisting the Director with reports and daily management needs. | With the addition of personnel, staff are able to see a slight break with the additional assistance on daily processing and counseling of student needs and concerns.  The Department of Education has recently offered one day seminars held at its Regional Offices to provide training on every day financial aid processes. This has been essential in conjunction with other trainings on the Federal Student Aid programs from state, regional and national organizations.  The department is constantly receiving updates from Central Processing Services (CPS) as well as Elluician of software and regulatory updates that are needed to better serve our students. The department will continue to monitor the federal requirements needed to utilize the Department of Education software. |
| **Goal 2: Continue to research new ideas to keep the Financial Aid office current with trends and practices regarding federal and state regulations.** | The department will continue to review federal and state regulations provided by the Department of Education and the Department of Veteran Affairs to ensure that the best practices are performed to provide excellent service to our current and potential students.  Continue to allow staff to attend state, regional and national workshops and conferences to stay abreast of changes and updates regarding the process of programs provided within the department.  Estimated funding for conferences and workshops are estimated at : $9000.00 | Staff members will remain abreast federal regulations and updates provided by the Department of Education and the Department of Veteran Affairs by reviewing documents/reports /notices sent to personnel and through networking opportunities with colleagues. Staff will also continue to network with colleagues at conferences to share and gain ideas and suggestions to improve our current practices. This will assist the unit to continue to service students effectively | Before the beginning of the 1516 academic year, the Director meets with the staff to brainstorm on revisions necessary with the current financial aid procedures. Many of their suggestions were implemented based on knowledge obtained from colleagues at various conferences and workshops as well as required updates sent by the Departments of Education and Veteran Affairs in letters and emails.  The changes along with recent implementation of the Automic processing system has allowed for a better understanding amongst all staff members of the current policies and procedures as well as with departmental rules within the department to better serve our students. This year we were also able to allow more staff members to attend workshops or conferences related to their daily responsibilities. Memberships were obtained for all staff members to the State financial aid association (AASFAA) and we are working to get memberships for the Director and Associate Director for the Regional financial aid association (SASFAA) to continue to participate in conferences and workshops provided by the organization. |
| **Goal 3: Work extensively to ensure the reduction of JSCC’s loan default** | Work closely with students to provide adequate knowledge of the federal student loan program as well as information on default rates, repayment and borrowing issues that currently affect funding for student education.  Work with loan default agencies on workshops and services that will assist with the lowering of student loan default rates.  There is no additional funding needed outside of the current budget. | Currently the department continues to provide students with information regarding the direct loan repayment process after they have reduced their course hours below half time status.  We are also continuing to utilize the ARGOs report that provides the names of all students who have received student loans during an academic year. Default loan information is sent to the institutions from the Department of Education within a 3 year cohort. The continuous monitoring of the default rate by the college ensures that the student loan program is successful | With the most recent 2013 cohort default rate received, the college showed improvement with a decrease of .6% provided by the Department of Education.  The department will continue to collaborate with load default prevention agencies to provide adequate knowledge of the federal student loan program as well as an in-depth understanding of the effects of default on a student’s financial future. |
| **Goal 4: Continue to provide early notifications to financial aid recipients.** | Continue to provide students with rapid updates regarding their financial aid status, awards, and courses not required for their program of student and notification regarding their academic progress. | With the assistance of the graduation and IT department, the department will review reports to ensure students are registered for classes within their program of study. Emails will be sent to students outlining which classes are not required with proper notification in a timely manner.  With the implementation of Automic and with the assistance from the IT department the unit will be able to provide status and award emails to students in a timely manner daily once changes are made to the students account. | The IT department has been instrumental with the advancements and changes conducted in the financial aid office in the past year. Emails are sent to students daily concerning their account and initial letters with instructions on the financial aid process are sent to students daily as well. By doing so it provides the student ample time to submit the necessary items requested based on the timeframe that they complete the FAFSA application or submit documents for review. |
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| **Submission date: August 31, 2016** | | **Submitted by: Theresa Mays** | |