

Memo

To: Roger Miller, Sarah Hubbell, Steve Doherty, Makida Coulter, Mike Collins, Erick Martin, Laura Cosby, Dawn Pantaleo, Paige Eagan, Brian Lueth, Pat Pallett, Tim Welsh, EJ Bast, Martin LoBretto

From: Sue Newington

CC: Kathy Johnson, Alisha Cederberg, Nancy Young (Archives)

Date: 3/15/2017

Re: Financial Aid Advisory Council Minutes – December 8, 2016

Present: Miller, Leuth, Pallett, Pantaleo, Welsh, Bast, LoBretto, Newington

Absent: Eagan, Coulter, Hubbell, Doherty, Martin, Collins, Cosby

Guest: Cederberg

Approval of Minutes

Minutes from October 13, 2016 were approved as submitted.

Welcome and Introductions

Membership

Miller welcomed new council members, E.J. Bast and Tim Welsh. A revised directory of council members was distributed. Alisha Cederberg was also introduced as the new Director of Financial Aid, effective January 1, 2017, since Miller will be retiring at the end of December.

Old Business

Roster Verification

This item was tabled.

Cougar Retention Grant

Miller reported the Board approved \$100,000 to fund the new Cougar Retention Grant. The purpose of this grant is to improve retention and program completion. This program is being mirrored after a similar program at Georgia State University. Guidelines and procedures are currently being developed in hopes to implement for the 2017 summer semester. The offices involved in the development process include IT, Financial Aid Office and Academic Advising.

Count in Program

Miller reported there is now greater scrutiny of this regulation. Federal regulations state only courses in students' program of study are eligible for financial aid. We are currently not in compliance. Now with Degree Works in harmony with Banner, we have the capability/functionality to comply with this regulation. We would like to implement for the 2017 fall semester, but this may be too ambitious. Miller

mentioned that we may want to just start with certificate programs then move on to degree programs to get this off the ground. Miller had a conversation with Dennis Bertch and it was mentioned that this may be something the Higher Learning Commission gets more involved in.

SAP Warning Status

Miller reported at last meeting, Pat Pallett suggested that she be sent a list of students, including their program of study, who are enrolled during the 2016 fall semester who were on SAP warning status. Miller provided Pat with this request and he suggested this be on the agenda for the February meeting.

New Business

Title III Designation – FY 2017

Miller reported, The College has qualified for Title III designation for the past several years. With respect to Financial Aid, this designation allows the college to waive the 25% matching requirement for the Federal Work-Study (FWS) program and the Federal Supplemental Opportunity Grant (FSEOG) program. This offers a benefit to the college with respect to the FWS program. By waiving the match, it saves the college approximately \$26,000. This waiver does not provide a cost savings with FSEOG because we use outside funds to cover the match. The Department of Education determines designation status from IPEDS information. We anticipate continued Title III designation status for 2017-2018. Notification of this status is provided by the Department and will be posted in the near future.

Miller reported that FWS funds are still available for 2016-2017. He encouraged the college community to considering developing Work-Study jobs. Interested parties should contact the Financial Aid office to obtain a Job Request form.

Tuition Delay Update – Fall 2016

Miller reported the Financial Aid Office approved 621 tuition delays for the 2016 fall semester. 90% of these delays have been paid, the remaining 10% have been resolved (Pay Station dropped for non-payment, student dropped, student never registered, etc.).

Scholarship Update

Newington reported, the Financial Aid Office recently promoted 47 scholarships for the fall semester. 560 students completed the General Application through our new online scholarship system (Academic Works). Out of the 47 scholarships promoted, only 6 scholarships did not receive any eligible applicants. These scholarships will be promoted again in February for the winter semester. Newington is working with Steve Doherty to have some of the criteria changed regarding eligibility requirements for some of the scholarships. Fifty-seven scholarships were awarded to 50 different students. The scholarships ranged from \$200 to \$2400.

Student Satisfaction Inventory

Miller reported based on the Noel Levitz Student Satisfaction Inventory report and summary, it suggests we should evaluate our customer service. To this end, the Aid Office will enhance our customer survey we distribute each semester, as well as develop a customer contact survey for students to complete when they visit the Financial Aid Office. Additionally, we also plan to conduct a services of focus groups. This information will assist in our evaluation of services and drive any needed modifications. Moving forward, we also need to be more effective in communicating with students, possibly through texting important information. Offering Payment Plans and Scholarships was also addressed.

Attendance Monitoring Update – Fall 2016

Newington distributed a comparison chart reflecting the number of students who owe money and the amount of money owed to the College due to being dropped from classes based on non-attendance for the fall semester. This report also provides information as to the number of classes dropped during this time period. Discussion followed.

Financial Services Update

Lueth reported they are just wrapping up payment plans for the fall semester. Currently just under 40 students are delinquent out of 975 students.

Admissions, Registration and Records Update

This item was tabled.

KVCC Foundation Update

This item was tabled.

Other

Miller reported Brenda VanderRoest will be attending Ellucian Summit Conference in Florida. She always brings back valuable information and Miller stated he is grateful the college recognizes the importance of having a financial aid representative at this conference.

Agenda Items Next Meeting

Miller asked for any agenda items for next meeting be submitted to Newington or Cederberg.

Next Meetings (All meetings at 3:00 pm)

Thursday, February 9, 2017 – room 4380

Thursday, April 13, 2017 – room 4380

Meeting Adjourned

