The Financial Aid Process: Removing Barriers to Completion through Creative Collaboration

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History
Challenges
Collaboration
Barriers
Actions
Results
Different History, Same Goals

“I want there to be a place in the world where people can engage in one another’s differences in a way that is redemptive, full of hope, and possibility”

bell hooks
Shared Challenges

AND...
- Staffing
- Enrollment goals
- System office initiatives
- Lack of campus-wide collaboration
Collaborative Communication Strategies

- Meet face-to-face
- Informal conversations (aka office pop-ins)
- Email and text
- Triage students—learn and grow as you go!
- Ask questions

Research

Honesty

Trust and Respect Knowledge

Respect is a two way street.
The Luck of Shared Humor
Barriers (aka Federal Guidelines)

• Required text on forms
• Verification process and documents
• Regulation interpretation
• SAP appeals
• Loans
• FISAP, Program Reviews, Audits
Actions

Teaching effectively involves not only the use of tools, techniques, and strategies to optimize student learning but an understanding of context, in particular how your students learn, how they process information, what motivates them to learn more, and what impedes the learning process.
Canvas Messaging Campaign
Continuing Students: Completing the Financial Aid Process

1. Complete the FAFSA
   List the BRCC school code 03730300

2. Wait 5-7 Business Days
   When we receive your FAFSA information, your status will be updated in LoLa (access LoLa on the BRCC website)

3. Check LoLa and Email
   Your counselor will email you any additional requirements. The same information is listed in your LoLa account under the Financial Aid tab.

4. Go to class
   After attendance is confirmed, your award will be posted to your account

5. Stop
   Check your email
   You will receive an email that indicates you have successfully completed the FAFSA. If you have an error, correct it immediately.
Docuspots
Templates
Sites
Campus Snapshot

Types of aid:
• Pell
• Loans
• Grants
• Scholarships
• Athletics
• 3rd Party
• Waivers
Results

FA 18
 average lobby wait time
 57 minutes

FA 19
 average lobby wait time
 35 minutes

FA 18
 visits 10,673
 unique 4,799

FA 19
 visits 6,330
 unique 3,618
Results

FA 18
63% made multiple visits

FA 18
75% registered

FA 19
50% made multiple visits

FA 19
80% registered
Questions?

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