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

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



Life




Work




Goals



Life



Work



Goals

Shared Challenges

AND...

- Staffing
- Enrollment goals
- System office initiatives
- Lack of campus-wide collaboration



Reading



Completing



Submitting

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



RESPECT
IS A TWO WAY STREET



Trust and
Respect
Knowledge

Honesty



*The Luck of
Shared Humor*



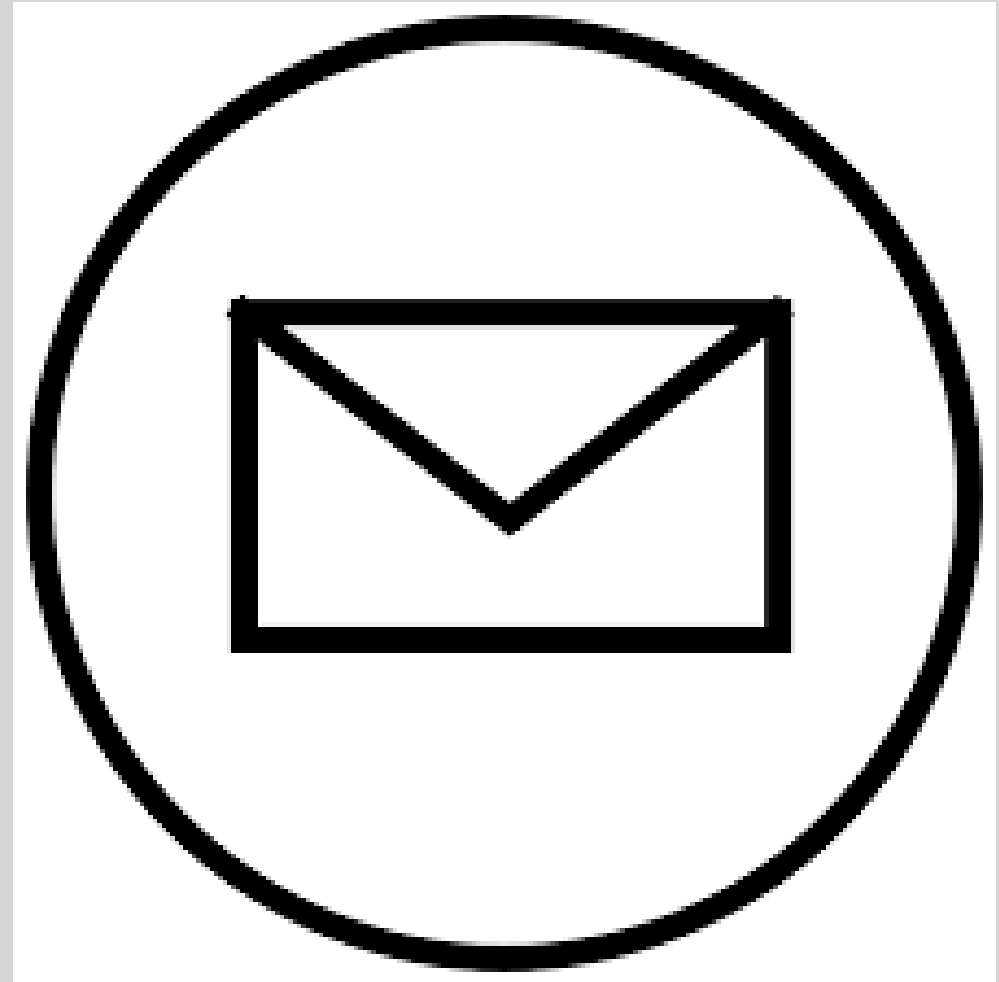
Barriers (aka Federal Guidelines)

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



Actions

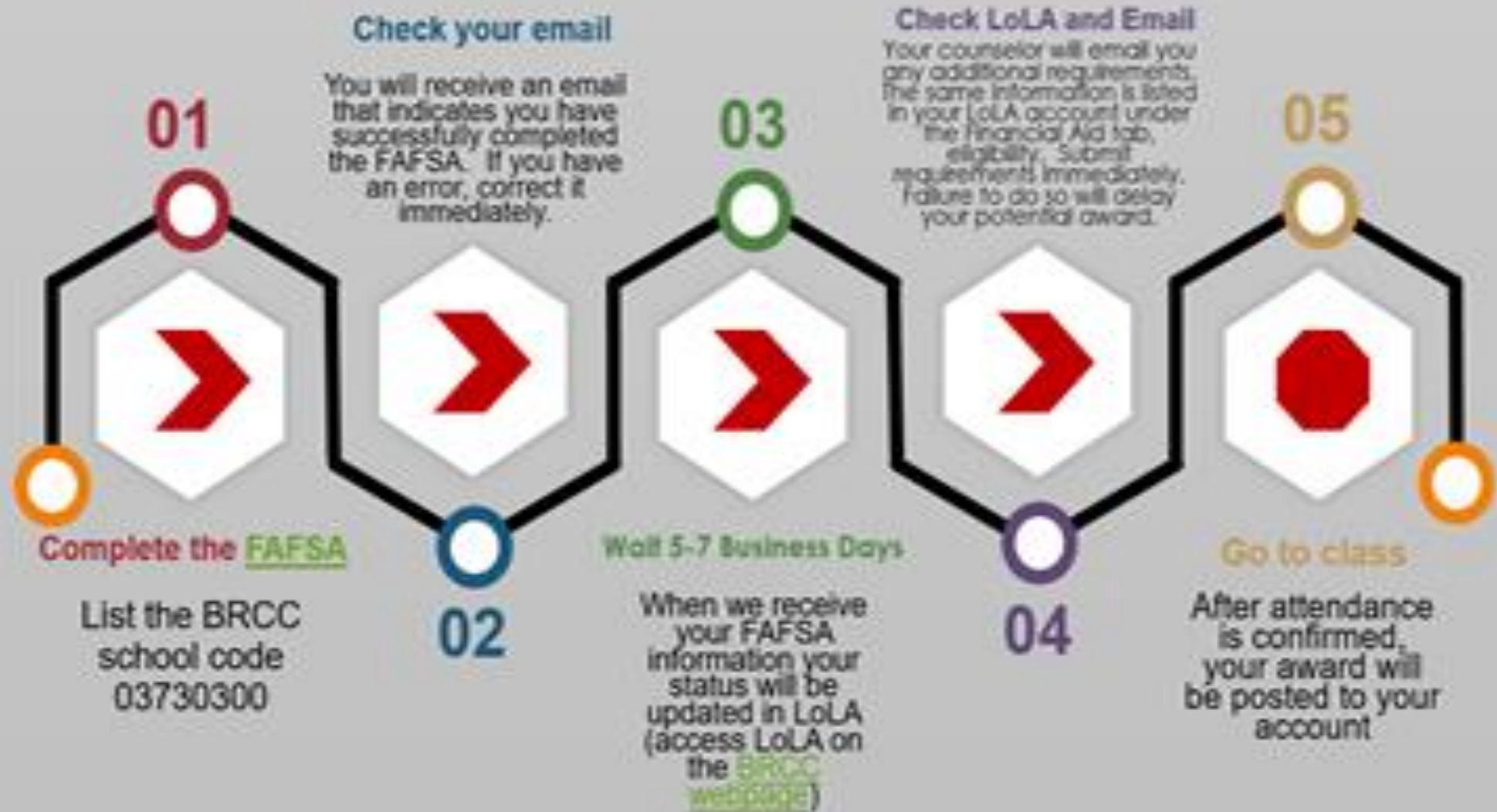
Teaching effectively involves not only the use of tools, techniques, and strategies to optimize student learning but an understanding of context, in particular how your students learn, how they process information, what motivates them to learn more, and what impedes the learning process.



Canvas Messaging Campaign



Continuing Students: Completing the Financial Aid Process




Infographics

Docuspots



Templates



batonrouge
COMMUNITY COLLEGE

Step 1: Complete this form with student information
 Step 2: Carefully read the important information
 Step 3: Self-verify the credit hours you plan to take for 2019
 Step 4: Check the type(s) of aid you are seeking and fill in the amounts
 Step 5: Sign, date, and submit to your financial aid counselor

Office of Financial Aid
 201 Community College Drive
 Baton Rouge, LA 70804
 finaid@mybrcc.edu

2019 Summer Financial Aid Request Form

Student Information

Name: _____ Student ID: _____

Phone: _____ Email: _____

Important Information

- Submitting a request for aid does not guarantee funds will be awarded.
- 2018-2019 FAFSA must be completed and received by BRCC (School code: 037303) to determine eligibility.
- Students classified by the Admissions Office as degree seeking with remaining Pell entitlement for 2018-2019 may be eligible to receive the Pell Grant for Summer 2019. **Note: Non-degree seeking/Visiting students are not eligible to receive any financial aid, including loans.**
- Students who received full time Pell Grant awards for the fall and spring semesters may have eligibility for a summer Pell Grant award if enrolled in 6 or more credit hours.
- Students must meet all eligibility criteria including **Satisfactory Academic Progress**.
- Students who borrowed the maximum loan amounts during the Fall and Spring semester will have no remaining eligibility for the Summer.
- First time borrowers must complete an Entrance Counseling Session and electronic Master Promissory Note at www.studentloans.gov.** Federal regulations require that the College delay delivering the proceeds of educational loans to first-time borrowers until **30 days** after the start of classes.
- Federal Regulations require that all Federal Direct Loans be issued in **two equal disbursements**. If the loan covers two semesters within the academic year, loan funds will be disbursed in equal amounts each semester. If the loan covers one semester only, loan funds will be disbursed in two separate and equal amounts in the same semester.

Self-Certification

I will enroll for _____ credit hours in the Summer semester. ****Students must be enrolled in 6 hours in order to receive loan funds.**

Check the type(s) of aid for which you are applying:

Remaining Federal Pell Grant

Federal Direct Loans (indicate amount below)

| Summer 2019 | |
|-------------------|---|
| Subsidized Loan | If you are applying for loans, enter the requested amount here. |
| Unsubsidized Loan | If you are applying for loans, enter the requested amount here. |

(Check the box that you have selected.)

If you do not qualify for a Subsidized Loan, should we process this amount as an Unsubsidized Loan? Yes No

I have read this Summer 2019 Financial Aid Request Form and understand the federal regulations regarding the disbursement of funds. If my financial aid is insufficient to cover all fees by the fee payment deadline, I understand I am responsible for the balance; otherwise, I am subject to be purged/deleted from all courses. I will make plans for my Summer 2019 expenses accordingly.

Office Use Only

| | |
|----------------|---------|
| NS/DL/CO | BOAENR |
| SAAADM/SGASTON | BOASTAT |
| FA Signature | Date: |

Revised 03/28/19

Sites



Campus Snapshot

Types of aid:

- Pell
 - Loans
 - Grants
 - Scholarships
 - Athletics
 - 3rd Party
 - Waivers
-

work in
progress



Results

FA 18

Average lobby
wait time
57 minutes

FA 18

Visits 10,673
Unique 4,799

FA19

Average lobby
wait time
35 minutes

FA19

Visits 6,330
Unique 3,618

work in
progress



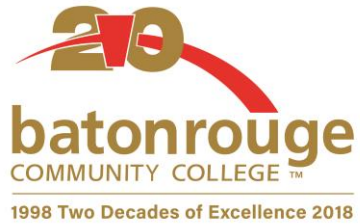
Results

FA 18
63% made
multiple visits

FA19
50% made
multiple visits

FA 18
75%
registered

FA19
80%
registered



Thank You

Questions?

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