



American Association of Community Colleges

AACC Annual Convention

Phoenix, AZ

April 6, 2009



**“They Can’t Give It Away: Why So Many
Community College Students Do Not Apply
For Student Aid and How This Can be
Changed”**

**Marc Herzog, Chancellor
Connecticut Community Colleges**



Education That Works For a Lifetime

Overview

- Connecticut Community Colleges
- Financial Aid Organization
- Once upon a time.....
- Transitions
- Financial Aid Services
- Trends and Results
- Common Practices
- Summary



Connecticut Community Colleges

At a Glance

- State System
- State Board of Trustees
- 12 Community Colleges
- 50,000+ credit students / 43,000+ non-credit
- System Office (located in Hartford)
- System Data Center (located in Hartford)
- Annual Tuition and Fees (Full-time In-state Student)
 - 2008-09 \$ 2,984 * 2009-10 \$3,200



Education That Works For a Lifetime

Credit Enrollment

- **Total Enrollment**
 - 51,105 25.2% growth since Fall 2000
- **FTE Enrollment**
 - 29,284 44.6% growth since Fall 2000
- **Full-time Students**
 - 19,694 80.9% growth since Fall 2000
- **Black & Hispanic Students**
 - 15,583 61.0% growth since Fall 2000



Education That Works For a Lifetime

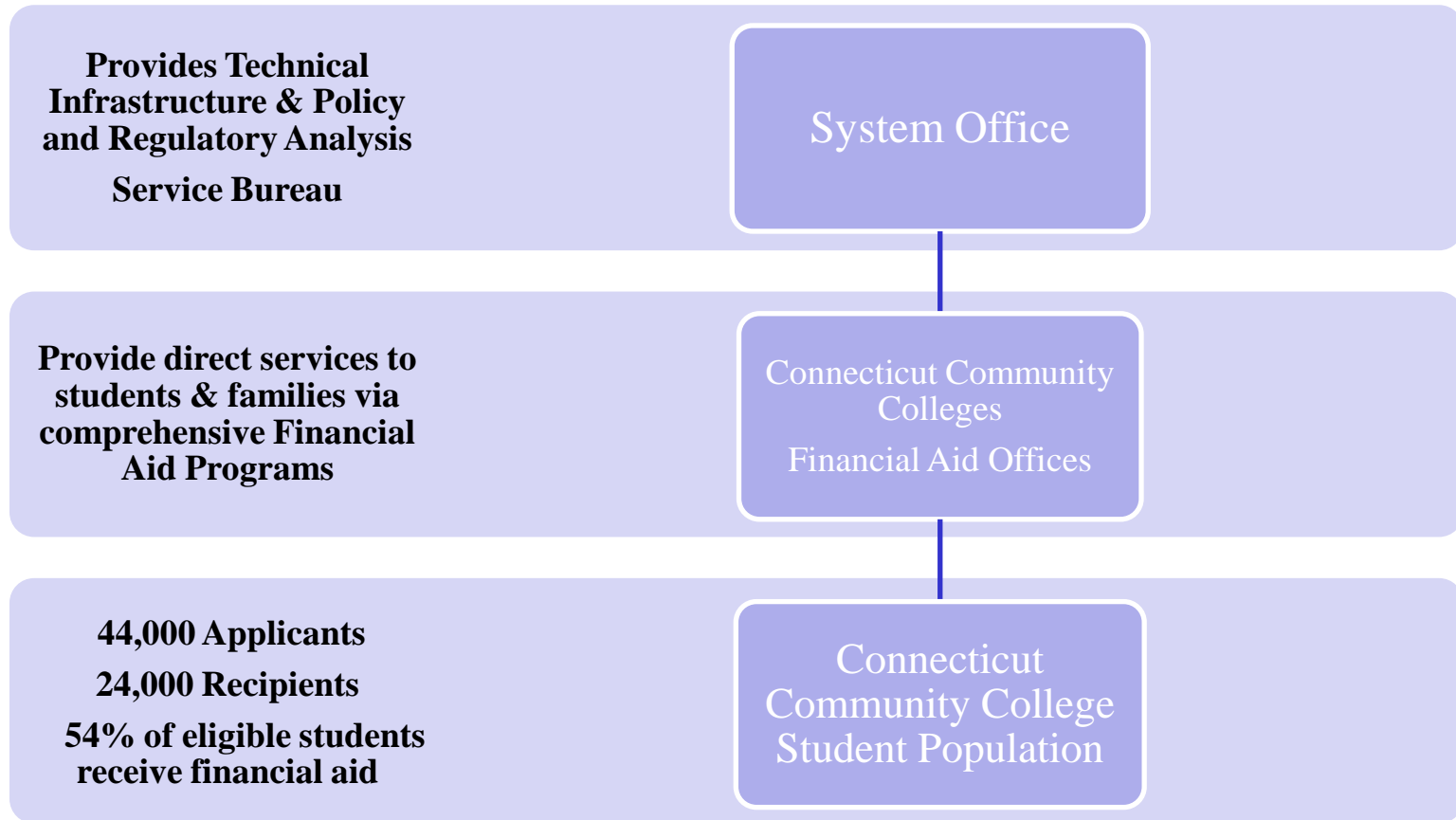
Student Financial Aid Services

- The purpose of the Financial Aid Services program at the Connecticut Community Colleges is to provide access to a quality postsecondary education to the citizens of Connecticut at an affordable cost. Our goal is to provide students of all socio-economic levels the opportunity for success.
- In particular the purpose of the program is to develop comprehensive financial aid strategies to assist low-income students and first-generation college students.



Education That Works For a Lifetime

Financial Aid Overview



Once Upon a Time.....

- 1998 – formation of Banner Financial Aid Team
- SunGard Higher Education Banner System
- One Database for 12 Colleges
- Development of Multi-Institution Functionality (MIF)

Transitions

- All 12 colleges went “live” with Banner for financial aid services for the 2000-01 Award Year
- In July of 2001, creation of Financial Aid Services unit in System Office as an integral part of Academic & Student Affairs Office
 - 3 Full-time Members; 1 Part-time College Liaison
 - 3 Technical Staff
- Maintained Banner Financial Aid Team
- Maintained Financial Aid Council



System Office Financial Aid Services

Financial Aid Services is part of the Office of Academic & Student Affairs.

The mission of Financial Aid Services is to provide leadership and direction in all areas of financial aid administration including policy analysis and development, research, legislative and regulatory analysis, program management, and the SunGard Higher Education Banner Financial Aid System.



System Office Financial Aid Services

- The primary responsibility of the System Office Financial Aid Services component is to provide the proper business framework, technical infrastructure, and support to allow Connecticut Community College financial aid offices to achieve success in the delivery of student financial aid to Connecticut Community College students.

System Office

Financial Aid Services

Program Development & Administration

- Designing, developing and adapting the financial aid information system to meet the needs of the System and the colleges
- Ensuring the System Office and the colleges maintain and develop innovative technical solutions to financial aid delivery & administration
- Researching, developing, and publishing policies and procedures for the consistent administration of financial aid programs & services
- Ensuring compliance with government regulations & policies pertaining to state and federal financial aid programs
- Analyzing the resources needed to meet the needs of the financial aid system and the potential funds available



System Office Financial Aid Services

System Leadership

- Providing substantial support to the System Office and the colleges in the areas of policies & procedures , business practices, and compliance issues
- Providing guidance, advice, and research assistance to the Chancellor and System Office staff in support of policy recommendations in student financial aid on both the state and federal level
- Providing consulting services to college management in the proper administration of financial aid services
- Acting as an advocate for community college students and the effective administration of comprehensive financial aid delivery and management practices, incorporating technology to assist the SO and colleges in this effort



System Office Financial Aid Services

Liaison Activity

- Liaison between the System Office, the colleges, and federal, state, and other agencies, as appropriate, in matters regarding financial aid programs and the impact of legislation and regulations on the manner in which programs and information systems are utilized
- Serve as the primary contact for the colleges in the use of the SunGard Higher Education Banner Financial Aid System

System Office

Financial Aid Services

Training and Development

- Providing technical services to the colleges' financial aid offices in the use of the automated information system, college business practices, and the delivery of student financial aid.
- Providing training and materials to college staff in the use of the automated financial aid information system.
- Providing functional user support to college financial aid end users via a comprehensive system of user support services.



Connecticut
Community
Colleges

Education That Works For a Lifetime

www.commnet.edu/finaid

Financial Aid Services



Announcements

Internet Native Banner

Other Resources

Outlook Web Mail Access

Processes & Reports

Research & Publications

Training Material

User Support

User Updates

Contacts

Staff
Banner Team
Financial Aid Directors



Welcome

Welcome to the Financial Aid Services web site. Effective July 2001 we embarked upon the development of a "financial aid presence" in the System Office of the Connecticut Community Colleges.

Financial Aid Services is part of the Office of Academic & Student Affairs. The mission of Financial Aid Services is to provide leadership and direction in all areas of financial aid administration including policy analysis and development, research, legislative and regulatory analysis, program management, and the [SunGard Higher Education Banner Financial Aid System](#).

We hope you enjoy our site. Please direct all comments and questions to me at tbradham@commnet.edu.

Tom Bradham
Director of Financial Aid Services

What's New

[Academic Services Division/Financial Aid Presentation/November 2008](#)

[Loan Notification Process](#)

[Financial Aid Code of Conduct](#)

[ELM Select](#)

[ELM Resources Training Presentation](#)

Important Dates

December 10-17, 2008
All Banner COD processing is suspended for this week. Complete COD file processing by the close of business on December 9, 2008. Remember to update the COD schema to 3.0a on the COD website.



Student Financial Assistance

TRENDS & RESULTS



Education That Works For a Lifetime

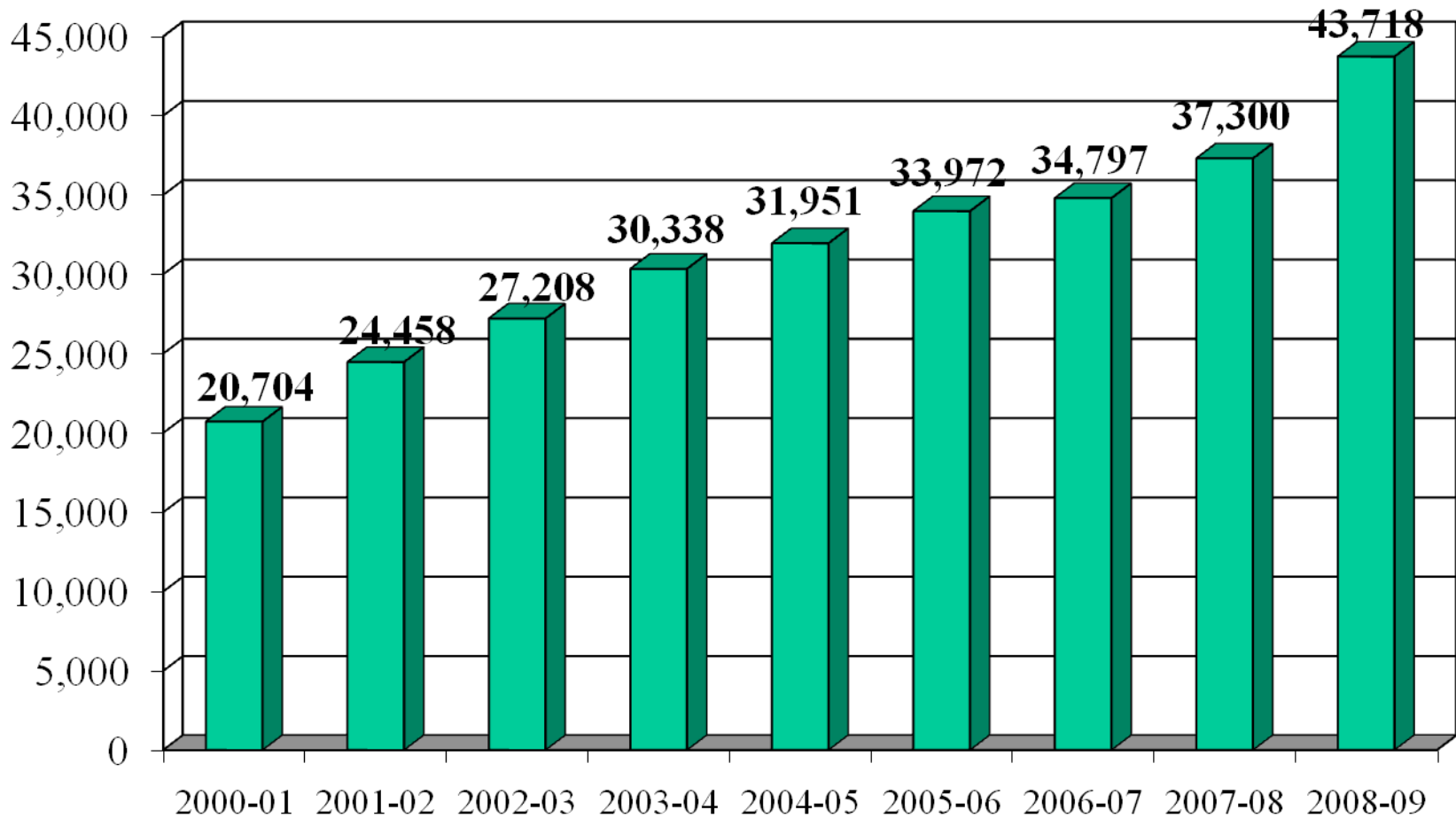
Financial Aid Facts

For the 2008-09 Award Year (as of 3/23/09)

- 43,718 financial aid applications
- 24,055 financial aid recipients
- 15,635 Pell Grant recipients
- \$68 million in financial aid
- 99% of aid is need-based assistance
- 90% of aid is grant aid
- Unique tuition set-aside program helps fund award policies emphasizing grant aid
- 54% of eligible students received financial aid for the 2008-09 academic year

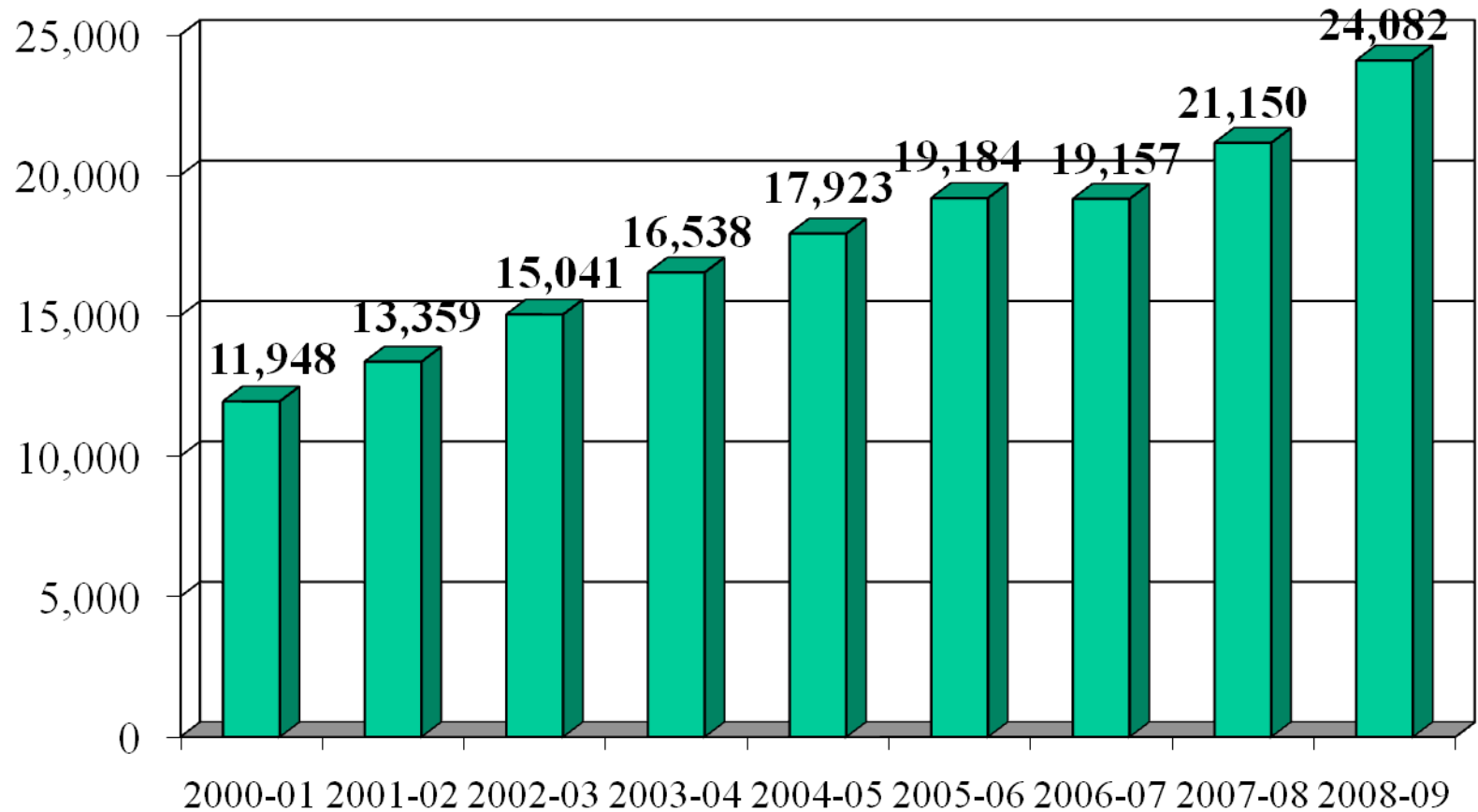
Financial Aid Applications

111% Increase



Student Financial Aid Recipients

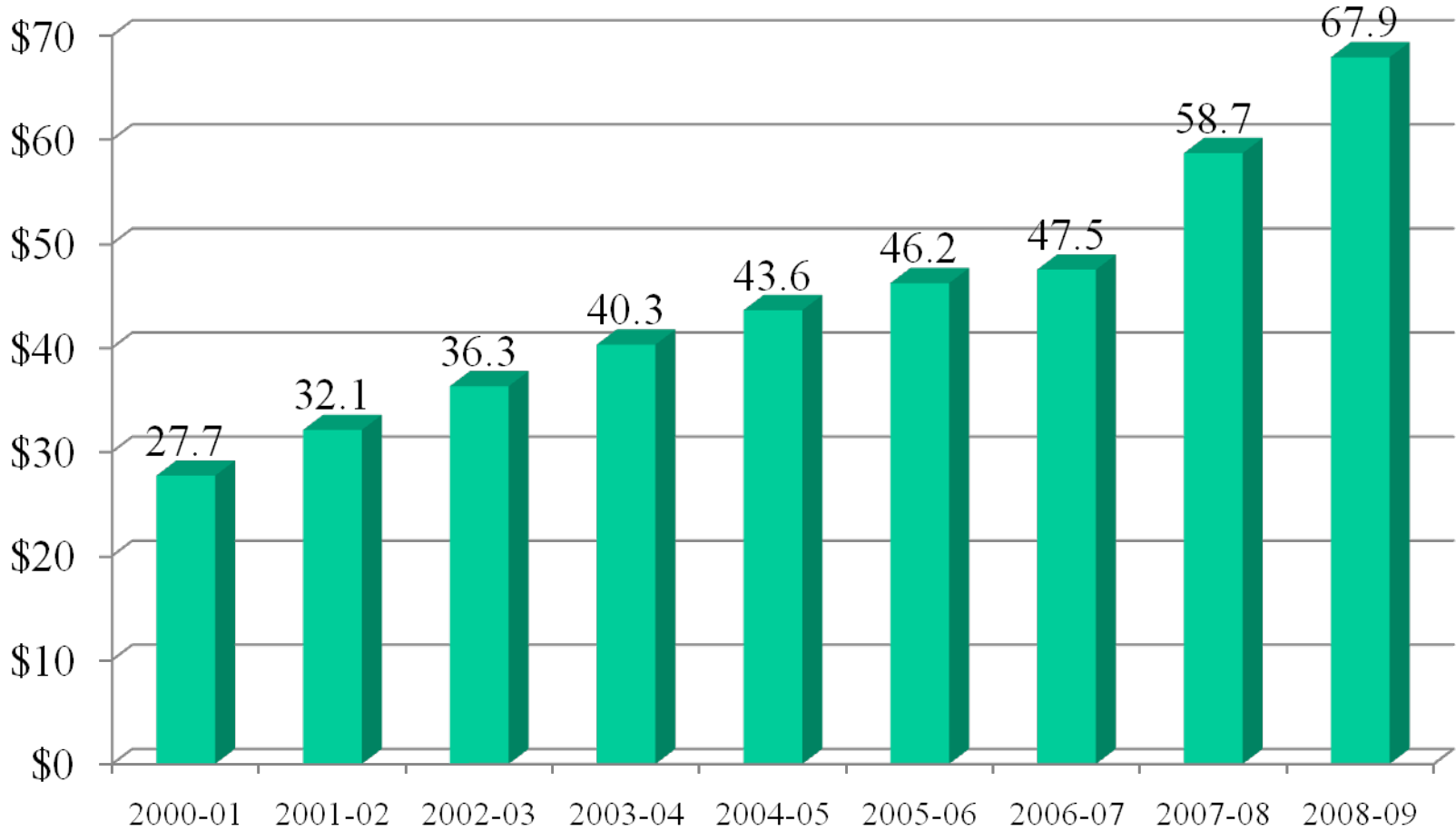
102% Increase



Student Financial Aid Awards

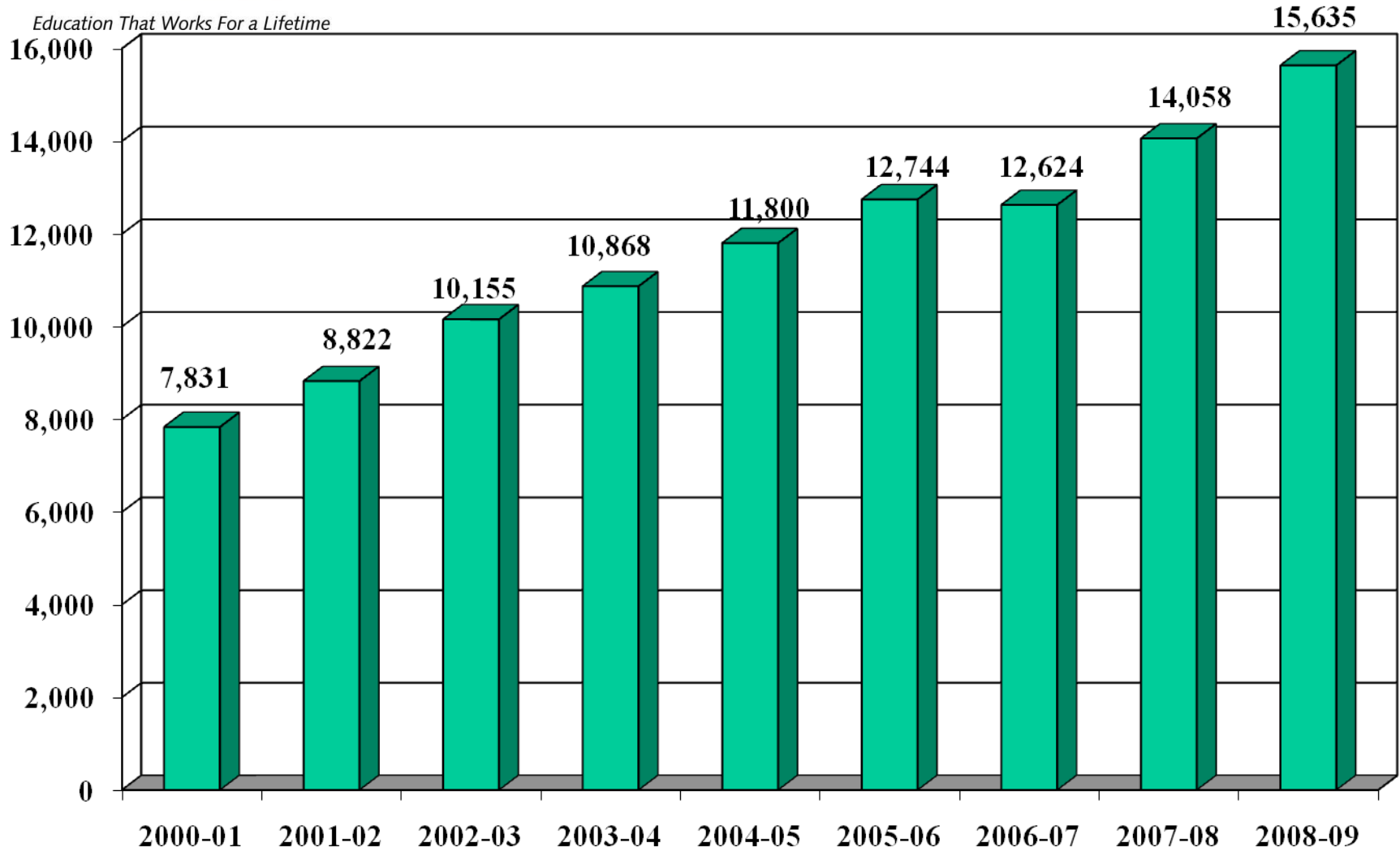
(\$ in millions)

145% Increase



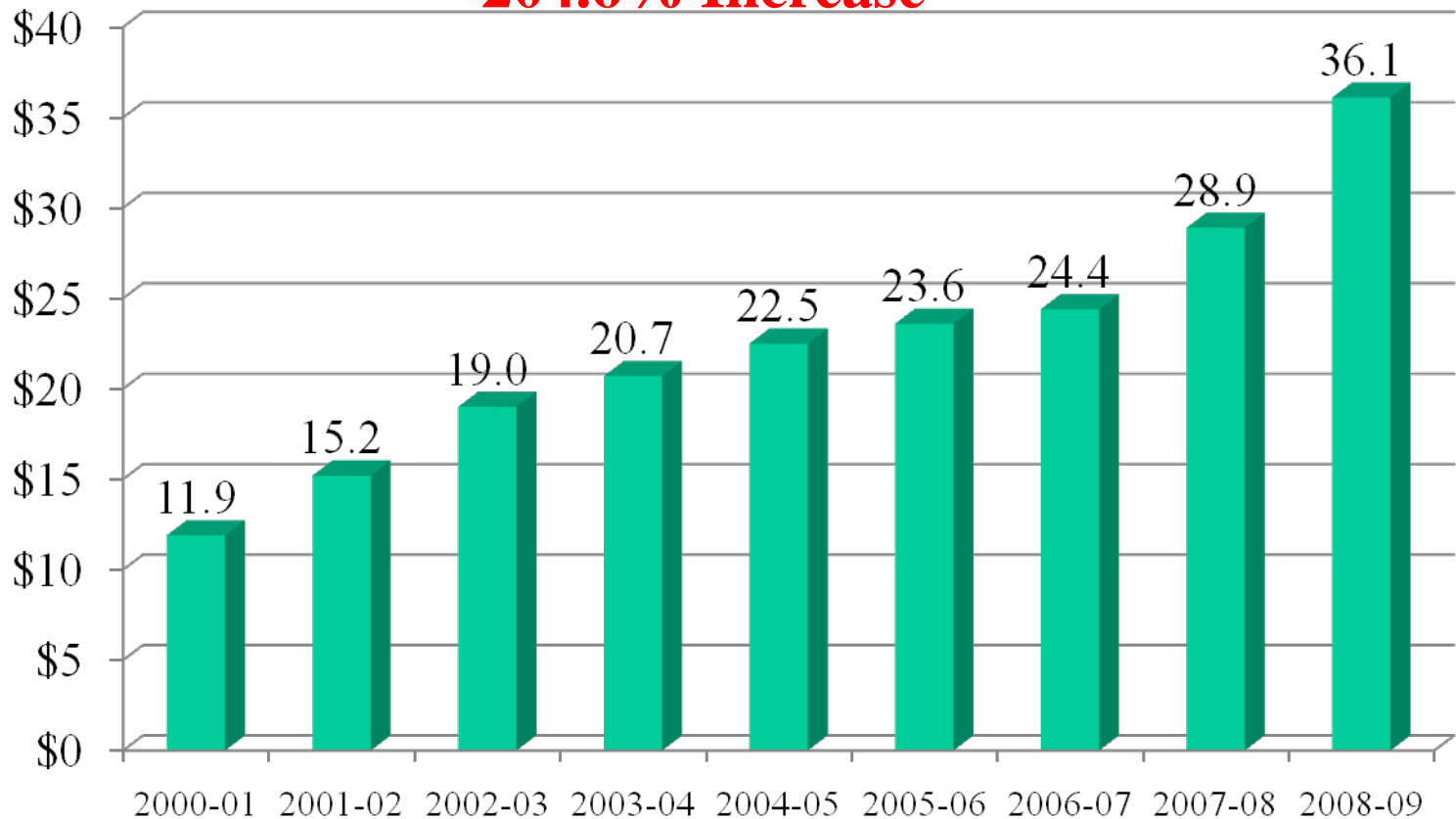
PELL Grant Recipients

99.7% Increase



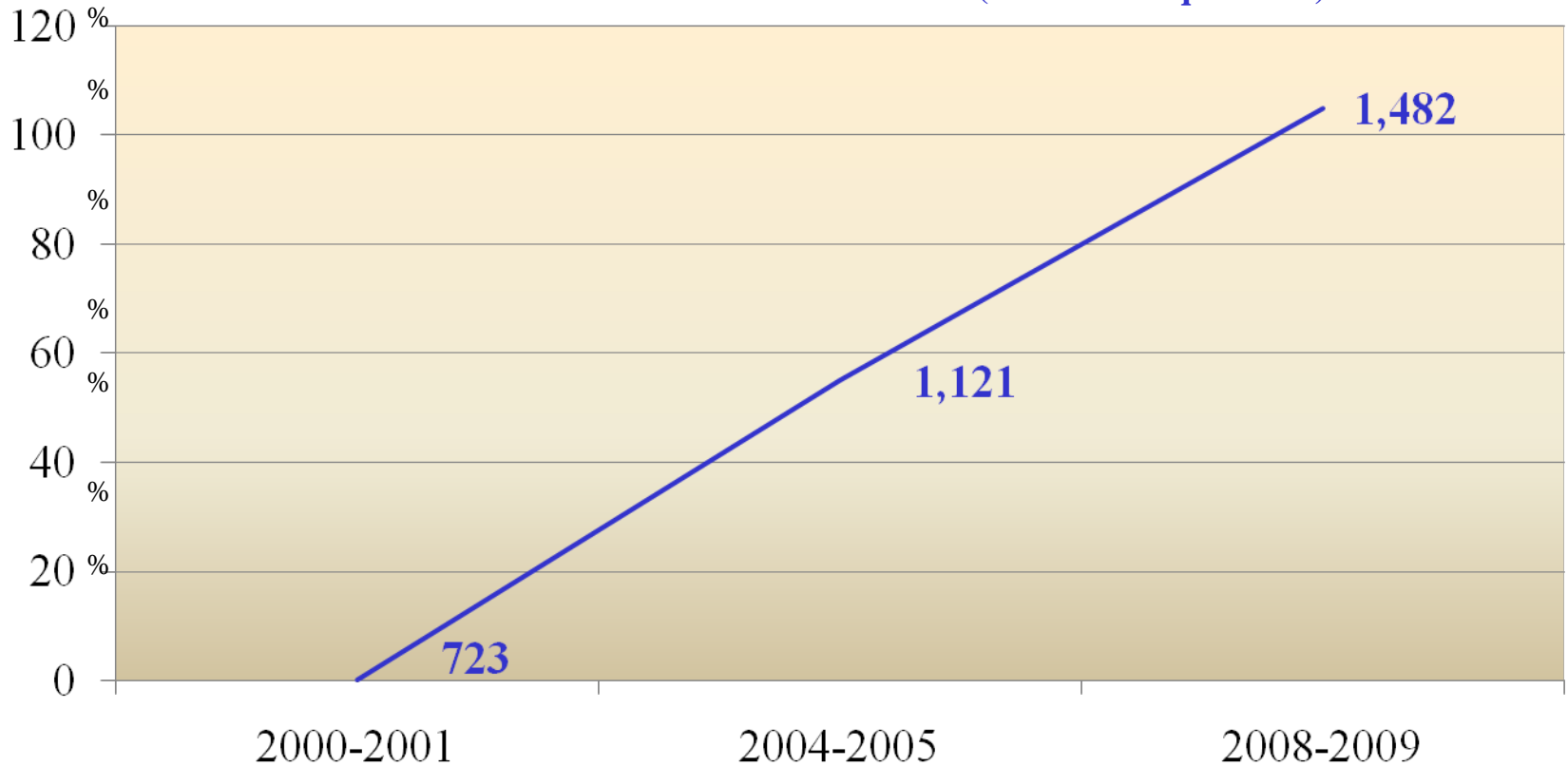
PELL Grant Awards (\$ in millions)

204.6% Increase



Professional Financial Aid Staff Workload Analysis

Federal Financial Aid Applications Processed per
Professional Staff Member (Full-Time Equivalent)



Common Practices

- Application Delivery System
 - Common Application
 - FAFSA
 - FOTW

- Awards & Disbursements
 - Common Policies & Standards
 - Satisfactory Academic Progress
 - FFELP Preferred Lender List
 - Packaging Policy
 - Assuming Full-time Status

Summary

- Technical Infrastructure
- Common policies & standard practices
- Integrated services to colleges
- Compliance with regulations & audits
 - No findings in last two A-133 Audits
- Leadership in policy development/analysis
- We are better at delivering financial aid services to students

Presentation

Acknowledgements

- Financial Aid Services Department
 - **Tom Bradham**
 - Director of Financial Aid Services
 - E-mail: tbradham@commnet.edu
- Community College Financial Aid Administrators
- Community College Fiscal Administrators