Virginia Community College System

May 30, 2008

Welcome to Connecticut!
Today’s Agenda

- Connecticut Community Colleges
- Once upon a time……
- Transitions
- Financial Aid Services
- Application Delivery System
- Awards & Disbursements
- Self-Service Is Customer Service
- Summary
- Questions
Connecticut Community Colleges

• One Board of Trustees
• 12 community colleges/18 campuses
• System Office in Hartford
• Central Data Center in Hartford
• 48,500 credit students
• 44% of students received financial aid for the 2007-08 academic year
Financial Aid Facts

For the 2007-08 Award Year......

• 37,300 financial aid applications
• 21,150 financial aid recipients
• 14,000 Pell Grant recipients
• $57 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
Once Upon a Time…….

- 1998 – formation of Banner Financial Aid Team
- SunGard HE 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
Financial Aid Applications

80% Increase

- 2000-01: 20,704
- 2001-02: 24,458
- 2002-03: 27,208
- 2003-04: 30,338
- 2004-05: 31,951
- 2005-06: 33,972
- 2006-07: 34,797
- 2007-08: 37,300

Education That Works For a Lifetime
Student Financial Aid Recipients

77% Increase

<table>
<thead>
<tr>
<th>Year</th>
<th>Recipients</th>
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<tbody>
<tr>
<td>2000-01</td>
<td>11,948</td>
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<tr>
<td>2001-02</td>
<td>13,359</td>
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<td>2002-03</td>
<td>15,041</td>
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<td>2003-04</td>
<td>16,538</td>
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<td>2004-05</td>
<td>17,923</td>
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<td>2005-06</td>
<td>19,184</td>
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<td>2006-07</td>
<td>19,157</td>
</tr>
<tr>
<td>2007-08</td>
<td>21,150</td>
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</table>
Student Financial Aid Awards

106% Increase

$57,000,000
79% Increase

PELL Grant Recipients
140% Increase

PELL Grant Awards

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-01</td>
<td>$11,852,096</td>
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<tr>
<td>2001-02</td>
<td>$15,157,158</td>
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<tr>
<td>2002-03</td>
<td>$19,031,934</td>
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<tr>
<td>2003-04</td>
<td>$20,685,887</td>
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<td>2004-05</td>
<td>$22,501,192</td>
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<td>2005-06</td>
<td>$23,584,175</td>
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<td>2006-07</td>
<td>$24,395,158</td>
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<tr>
<td>2007-08</td>
<td>$28,500,000</td>
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Financial Aid Services

www.commnet.edu/finaid
Application Delivery System

- Common New Award Year Start-up (March 1)
- One Common Application – Free Application for Federal Student Aid (FAFSA)
- Promote extensive use of FAFSA on the Web (FOTW)
- Custom Web Application Report
Application Delivery System

- Each college controls its own file transfers with the federal Central Processing System (CPS)
- We use a file transfer process within our own internal COMMNET network to move data to/from Banner
- DATALOAD of financial aid applications is automated and conducted each business evening from the System Data Center
Application Delivery System

• Dataload reports (PDF) are made available to each college in its financial aid reports folder each morning

• Financial Aid Application (ISIR) receipt notifications are e-mailed or mailed to each applicant
Application Delivery System

- Application Cohort Report
- The Application Cohort Report provides the user with a summary of application processing activity for the college for the chosen award year. Users can quickly receive data on total applications, completed applications, awards, and enrollment.
Awards & Disbursements

• Common Policies & Standards of Practice
• Early Award Cycle
• Award “packaging policy” for all colleges: we meet the direct costs (tuition & fees/books & supply allowance) of all students with financial need with grant dollars
Awards & Disbursement

• All awards are made assuming full-time attendance status by students. Adjustments occur at disbursement.

• Award process is automated and usually performed in batch mode.

• Custom transfer student monitoring process coordinates data between the colleges, National Student Clearinghouse (NSC), and National Student Loan Database (NSLDS)
Awards & Disbursement

- Common satisfactory academic progress standard for financial aid recipients
- Highly automated satisfactory academic progress evaluations
- Custom automated electronic communications with students
Awards & Disbursement

- Custom automated “Just in Time” Pell Grant processing with the Common Origination & Disbursement System (COD)
- Automated evening financial aid batch disbursement process runs from the System Data Center
- Disbursement reports (PDF) are made available to each college in its financial aid reports folder each morning
Banner Self-Service

- Self-service is customer service
- Customized Self-Service with:
  1. Title IV Authorization Form
  2. Direct Deposit of Student Refunds
  3. Work-Study Enhancements
Summary

• Technical Infrastructure
• Common policies & standard practices
• Integrated services to colleges
• Compliance with regulations & audits
• Leadership in policy development/analysis
• We are better at delivering financial aid services to students