



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**



Education That Works For a Lifetime

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.....

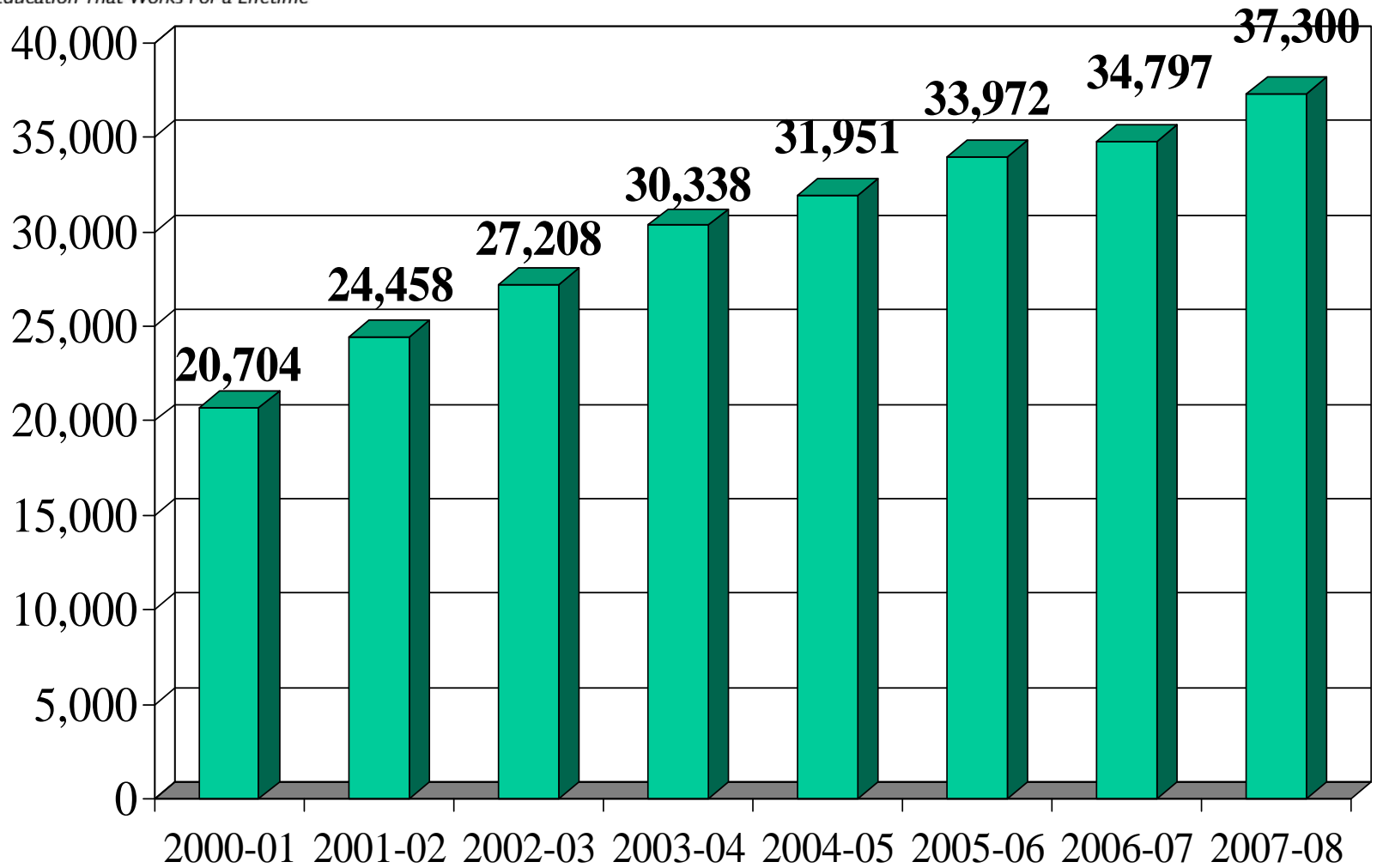
- **1998 – formation of Banner Financial Aid Team**
- **SunGard HE Banner System**
- **One Database for 12 Colleges**
- **Development of Multi-Institution Functionality (MIF)**

Transitions

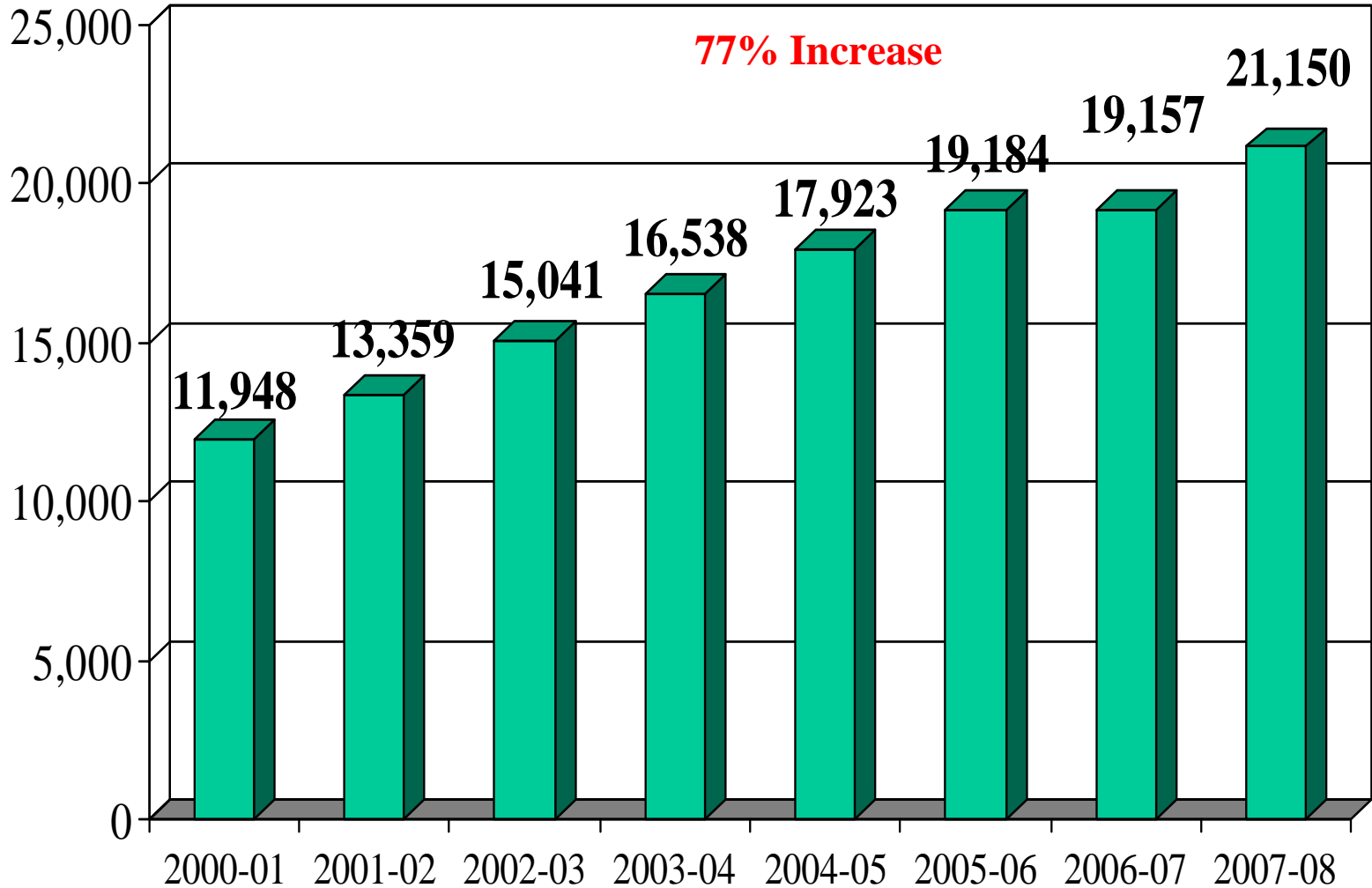
- **All 12 colleges went “live” with Banner for financial aid services for the 2000-01 Award Year**
- **In July of 2001, creation of Financial Aid Services unit in System Office as an integral part of Academic & Student Affairs Office**
- **3 Full-time Members; 1 Part-time College Liaison**
- **3 Technical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

Financial Aid Applications

80% Increase

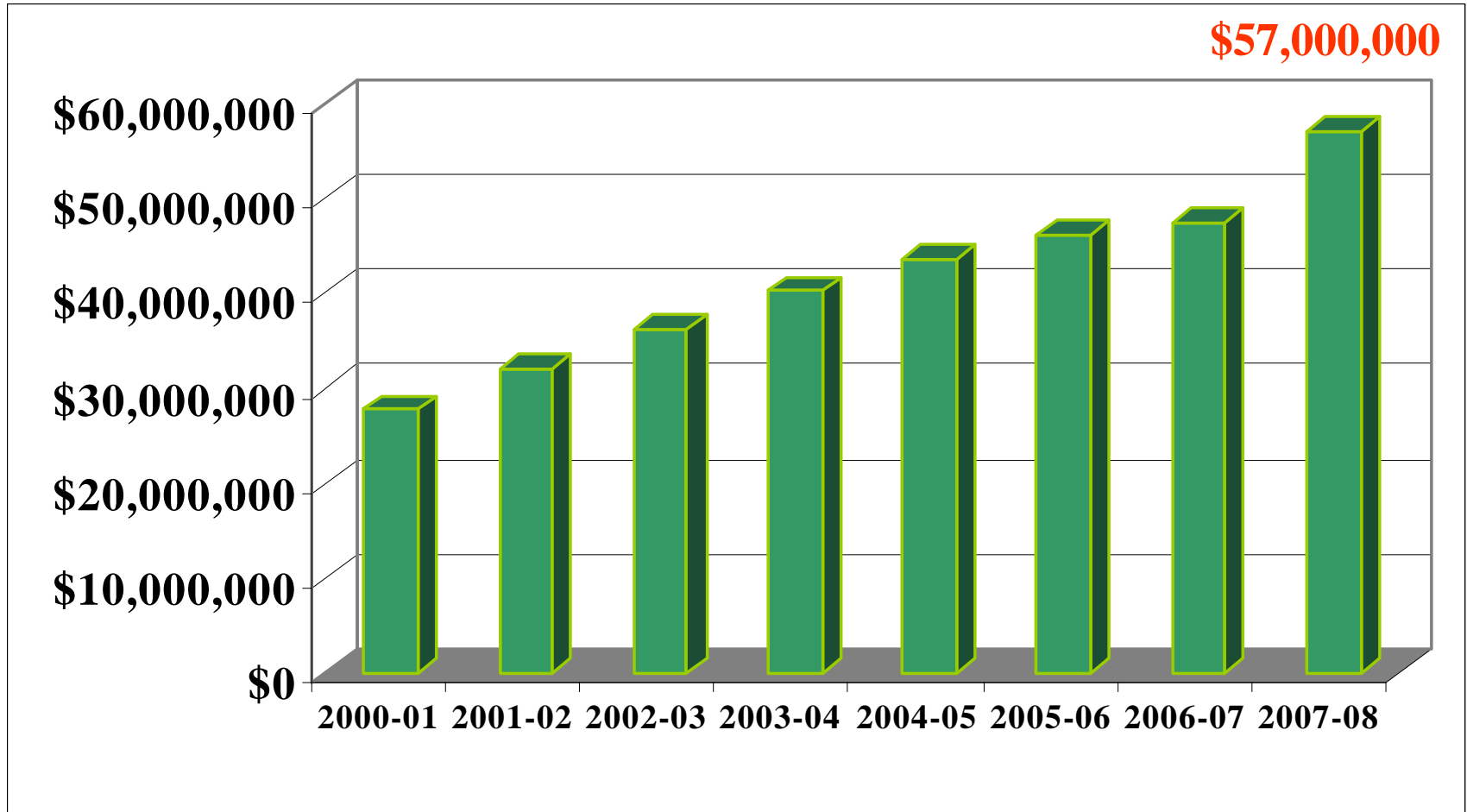


Student Financial Aid Recipients



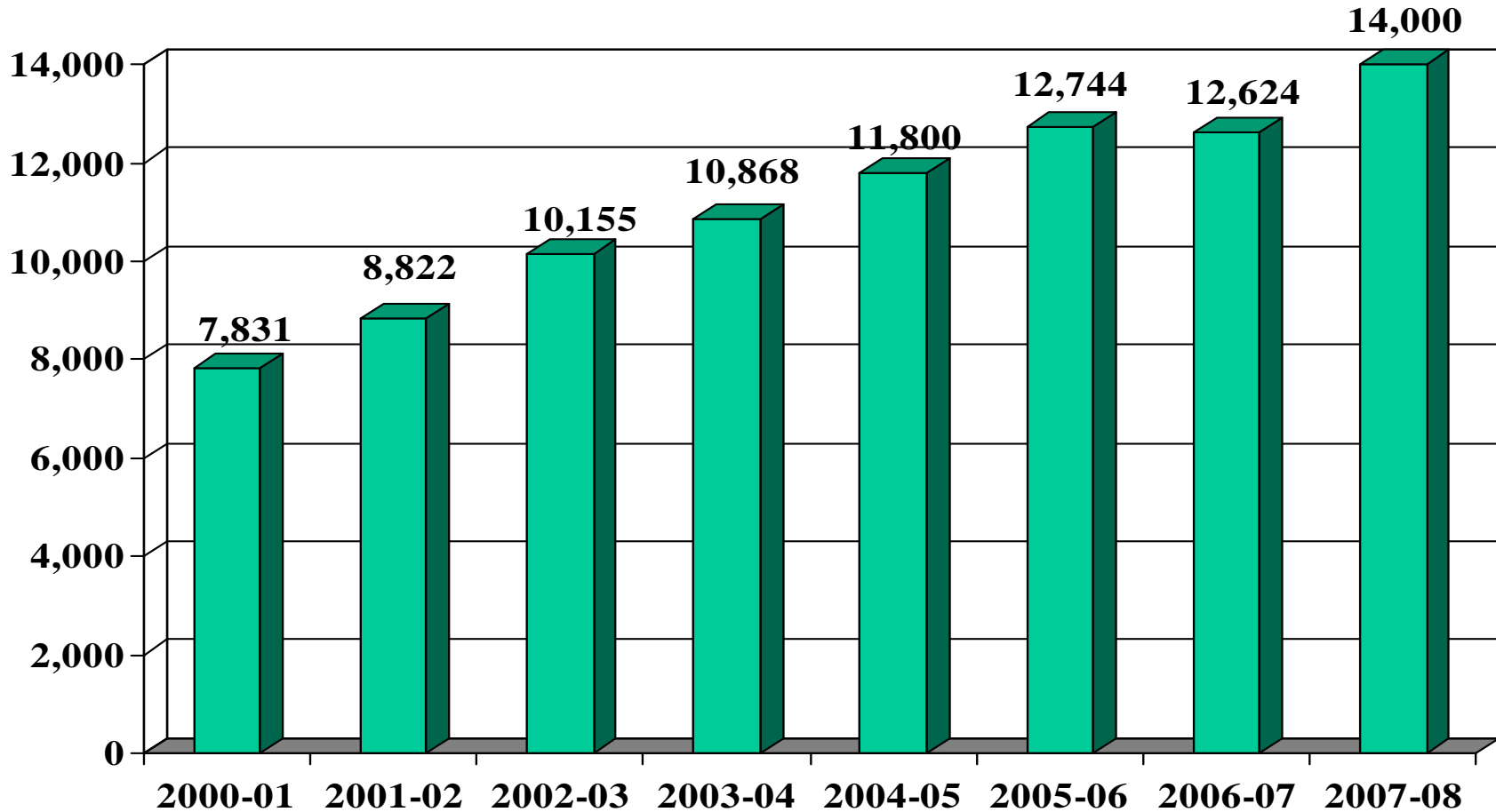
Student Financial Aid Awards

106% Increase



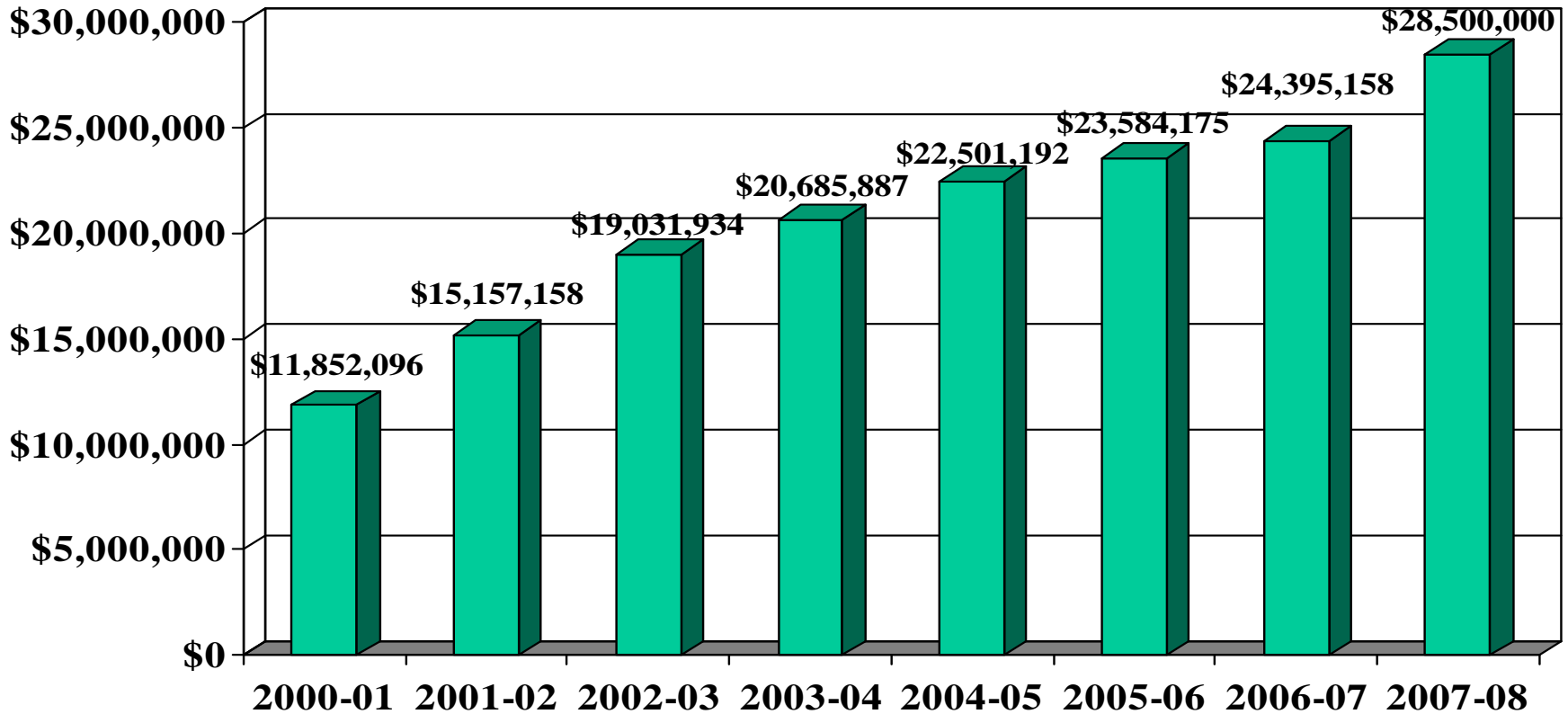
79% Increase

PELL Grant Recipients



140% Increase

PELL Grant Awards





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**