



Virginia Community College System Chancellor's Annual Planning Conference August 10-11, 2006

***Organizing and Mobilizing
Financial Aid: How it Made a Big
Difference in Connecticut***



Connecticut Community Colleges

- **Marc Herzog, Chancellor**
- **Paul Susen, Chief Academic & Student Affairs Officer**
- **Tom Bradham, Director of Financial Aid Services**

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**

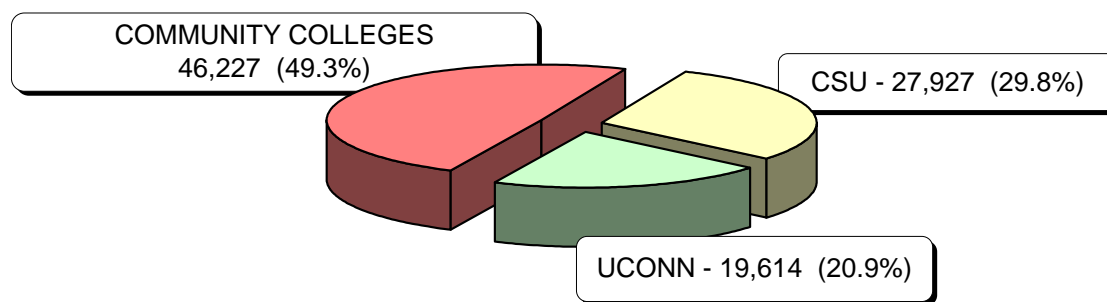


Connecticut Community Colleges

- **One Board of Trustees**
- **12 community colleges/18 campuses**
- **System Office in Hartford**
- **Central Data Center in Hartford**
- **46,000 credit students**
- **42% of students received financial aid for the 2005-06 academic year**

Fall 2005 Credit Enrollment

UNDERGRADUATES AT PUBLIC INSTITUTIONS FALL 2005 HEADCOUNT ENROLLMENT

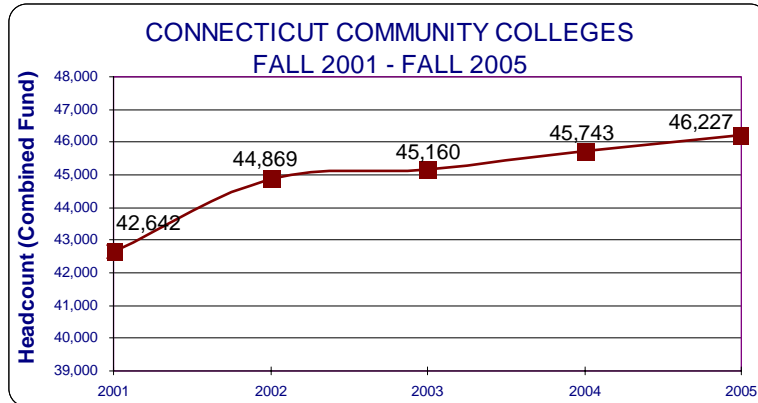


- **46,227 students**
- **49% of all undergraduate enrollments in Connecticut public higher education**

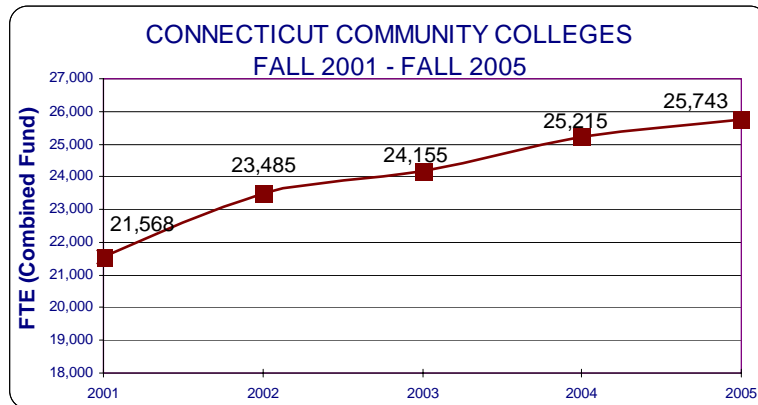


Education That Works For a Lifetime

Fall 2005 Credit Enrollment



- **46,227 students**
 - 1% Increase over 2004
 - highest level in history of the system



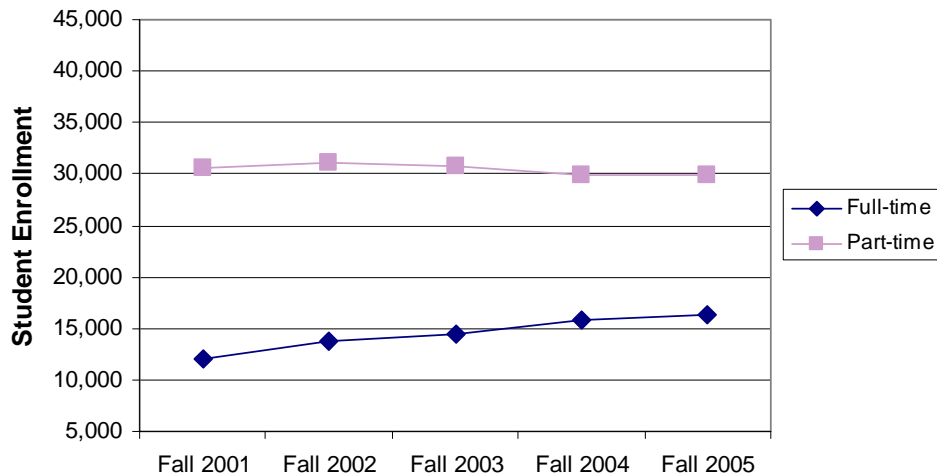
- **25,743 FTE**
 - 2% Increase over 2004
 - highest level in history of the system

Headcount

Student Enrollment

| | Fall 2001 | Fall 2002 | Fall 2003 | Fall 2004 | Fall 2005 |
|-----------|-----------|-----------|-----------|-----------|-----------|
| Full-time | 12,044 | 13,715 | 14,469 | 15,798 | 16,385 |
| Part-time | 30,598 | 31,154 | 30,691 | 29,945 | 29,842 |
| Total | 42,642 | 44,869 | 45,160 | 45,743 | 46,227 |

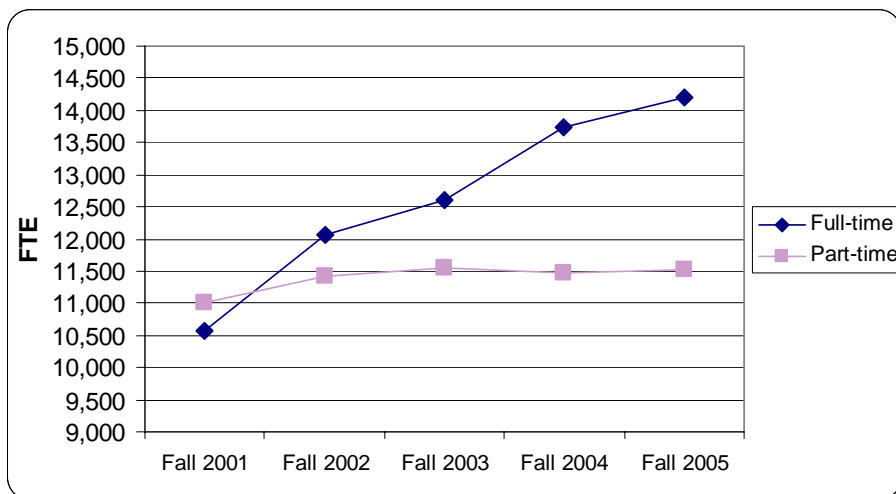
- **16,385 (35%) full-time**
- **29,842 (65%) part-time**



- **58% increase in full-time attendance since Fall 1999**

FTE Enrollment

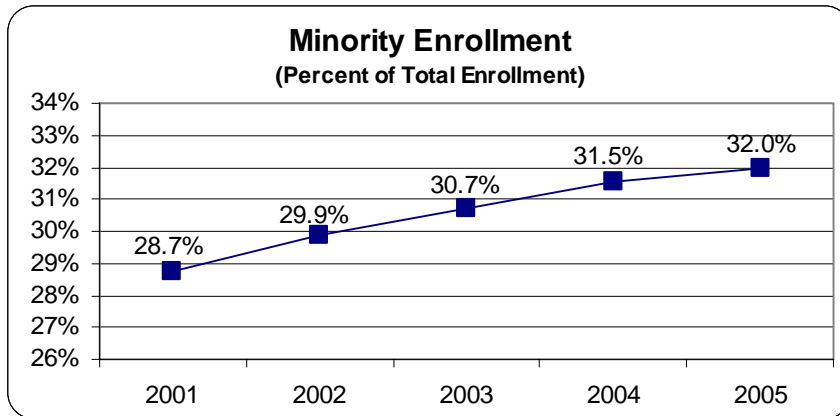
| | Fall 2001 | Fall 2002 | Fall 2003 | Fall 2004 | Fall 2005 |
|-----------|-----------|-----------|-----------|-----------|-----------|
| Full-time | 10,568 | 12,063 | 12,616 | 13,741 | 14,212 |
| Part-time | 11,000 | 11,422 | 11,539 | 11,474 | 11,531 |
| Total | 21,568 | 23,485 | 24,155 | 25,215 | 25,743 |



FTE

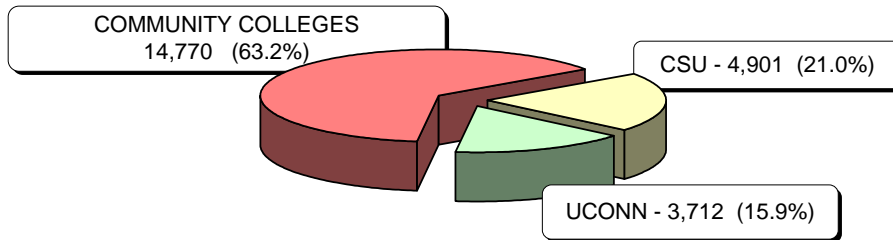
- **14, 212 FTE (55%) full-time students**
- **11,531 FTE (45%) part-time students**
- **31% increase in FTE since Fall 1999**

Minority Enrollment

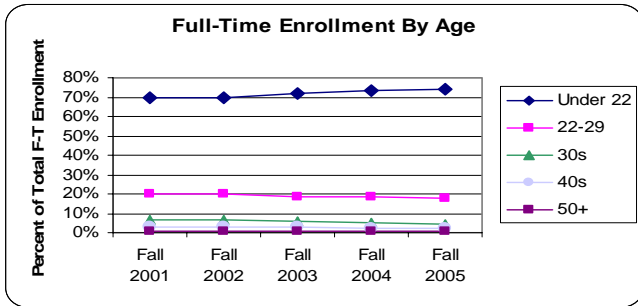


- **14,770 (32%) minority**
- **28% are African American and Hispanic**
- **21% increase in minority enrollment since 2001**
- **63% of all minority enrollments in CT Public Higher Education**

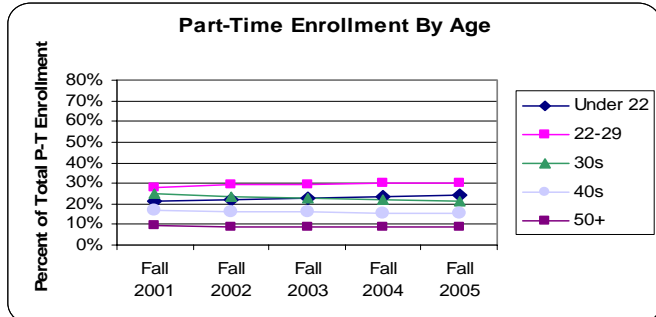
UNDERGRADUATES AT PUBLIC INSTITUTIONS FALL 2005 MINORITY ENROLLMENT



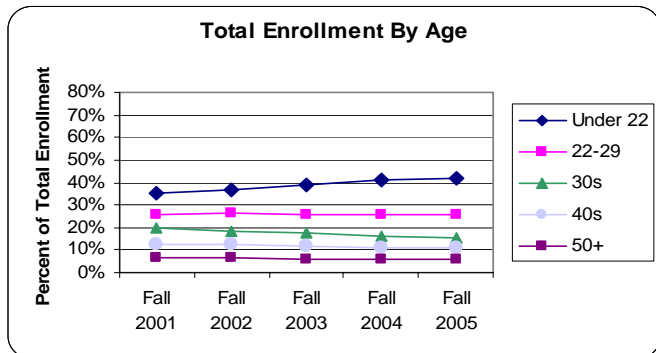
Enrollment by Age



- **Average age is 28**
 - 21 full-time
 - 32 part-time



- **74% of full-time students under 22**
- **42% of all students under 22**
- **51.7% are age 22 – 49**



- **31% increase in students under the age of 22 since Fall 2001**

Tuition and Fee Rates

- **Annual
Tuition and Fees
Full-time Students**

- **2005-06**
 - **\$2,536**
- **2006-07**
 - **\$2,672**

- **Semester
Tuition and Fees
Part-time Students (6
credits)**

- 2005-06**
 - **\$642.00**
- **2006-07**
 - **\$677.00**

Financial Aid Facts

For the 2005-06 Award Year.....

- **34,000 financial aid applications**
- **19,200 financial aid recipients**
- **13,000 Pell Grant recipients**
- **\$46 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**

Financial Aid Facts

Typical financial aid recipient.....

- **Female**
- **32 years old**
- **Single head of household**
- **Average household size of 2.5 members**
- **2004 family income <\$24,000**

Once Upon a Time.....

- **1998 – formation of Banner Financial Aid Team**
- **2 Full-time Members; 3 Part-time Financial Aid Members**
- **2 Technical Staff**
- **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**
- **Maintained Banner Financial Aid Team**
- **Maintained Financial Aid Council**

Financial Aid Services

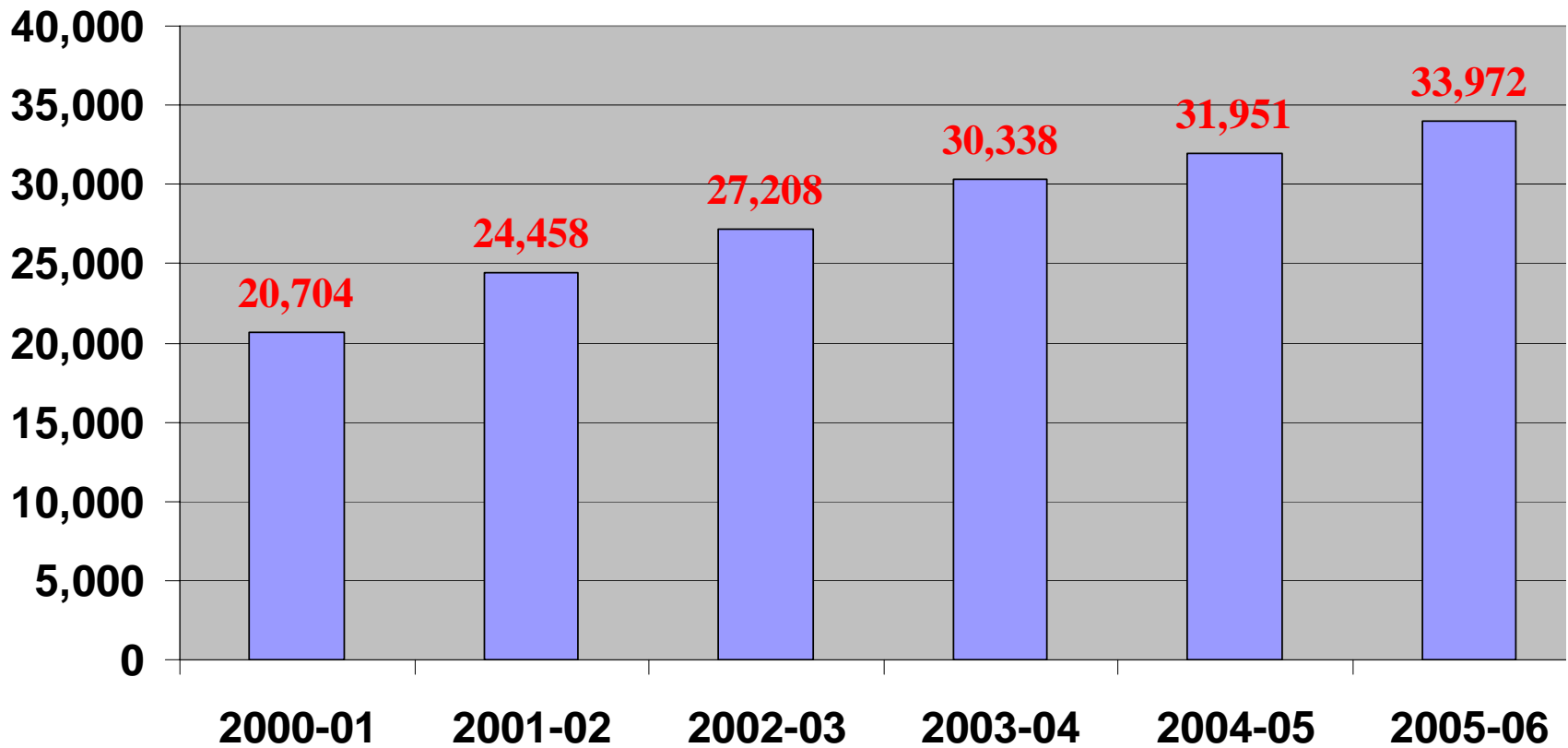
- **System Leadership**
- **Program Development & Administration**
(e.g. Academic Competitiveness Grant)
- **Liaison Activity**
- **Research & Regulatory Analysis**
- **Training & Development**
- **Information System Management & Development**

Financial Aid Services

- **Director**
- **Assistant Director**
- **Banner User Support Services (.6)**
- **IT Project Manager**
- **Senior Programmer/Analyst**
- **Programmer/Analyst**

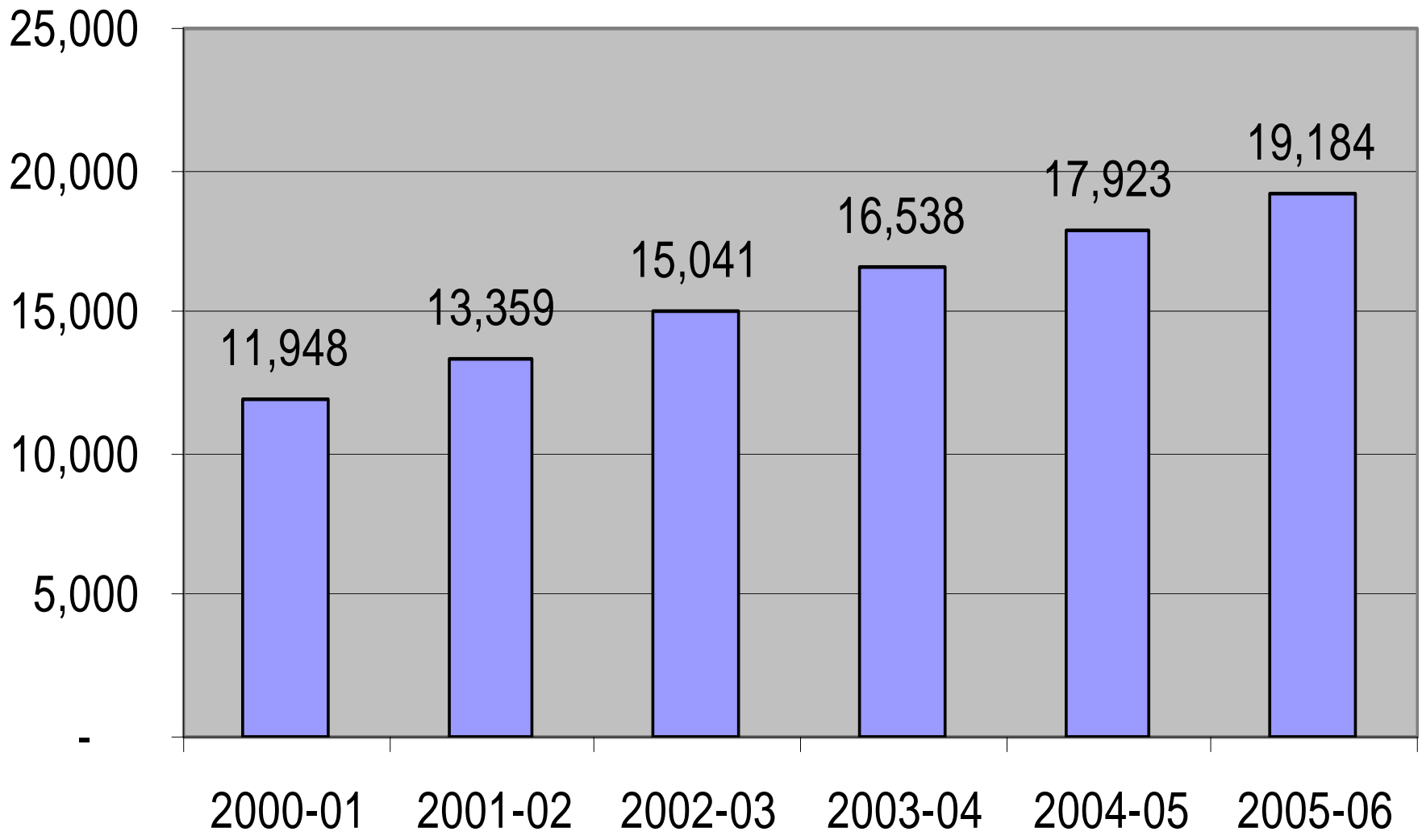
64 % Increase

Financial Aid Applications



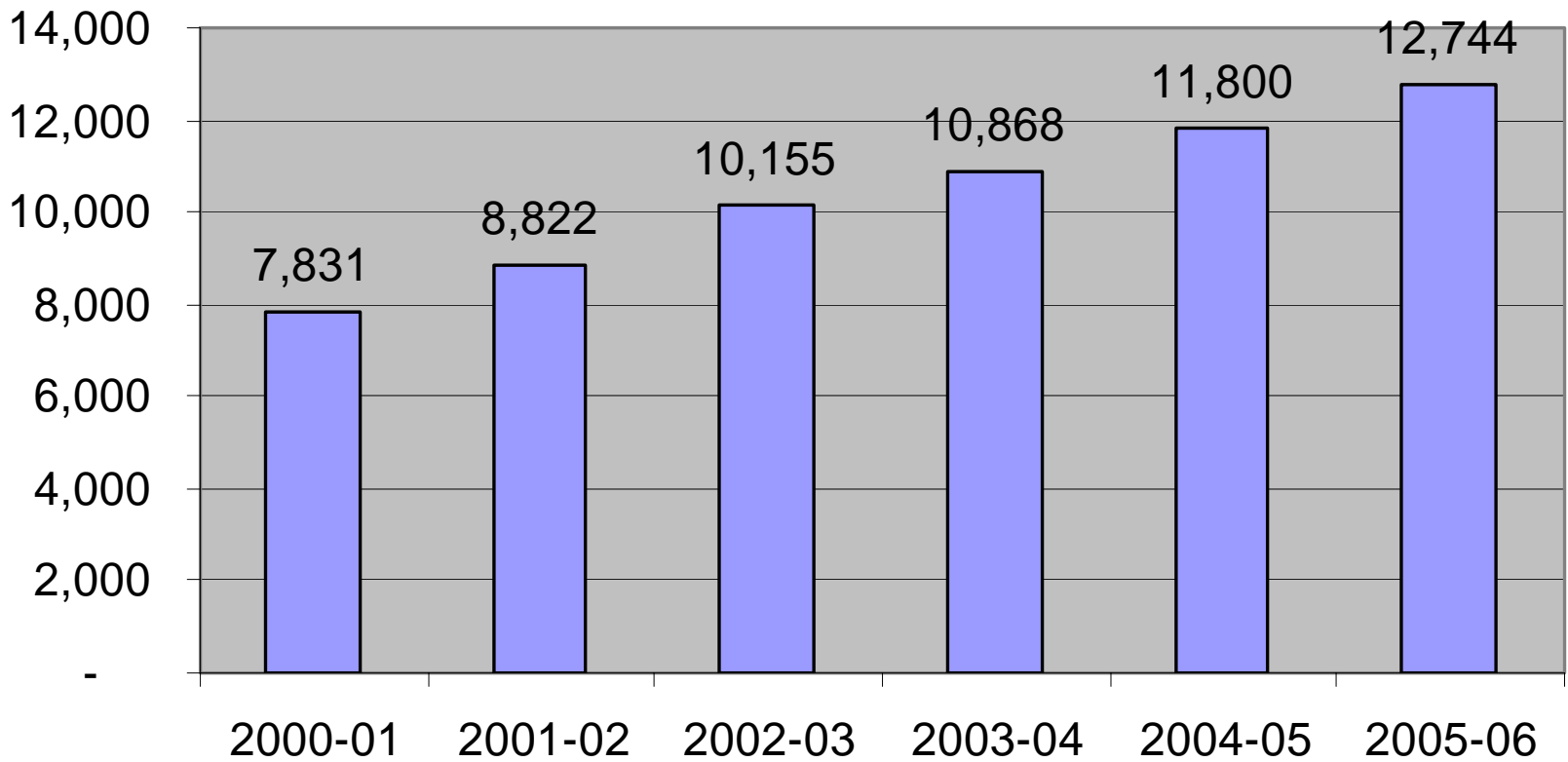
Student Financial Aid Recipients

61% Increase



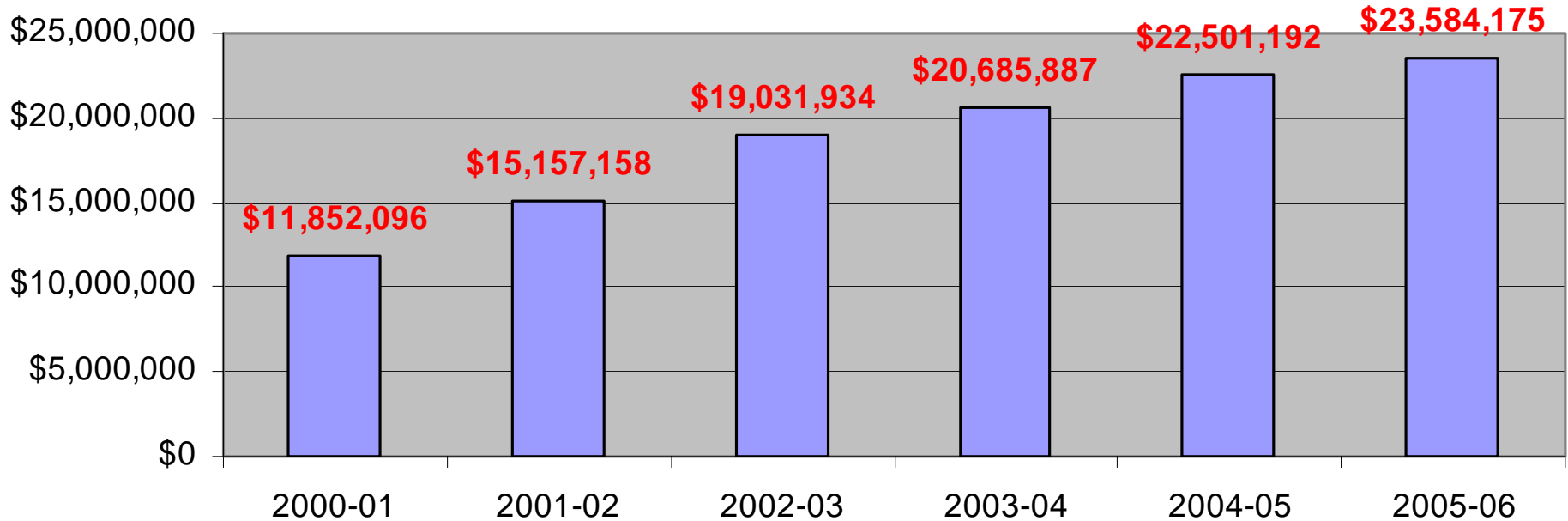
63% Increase

PELL Grant Recipients

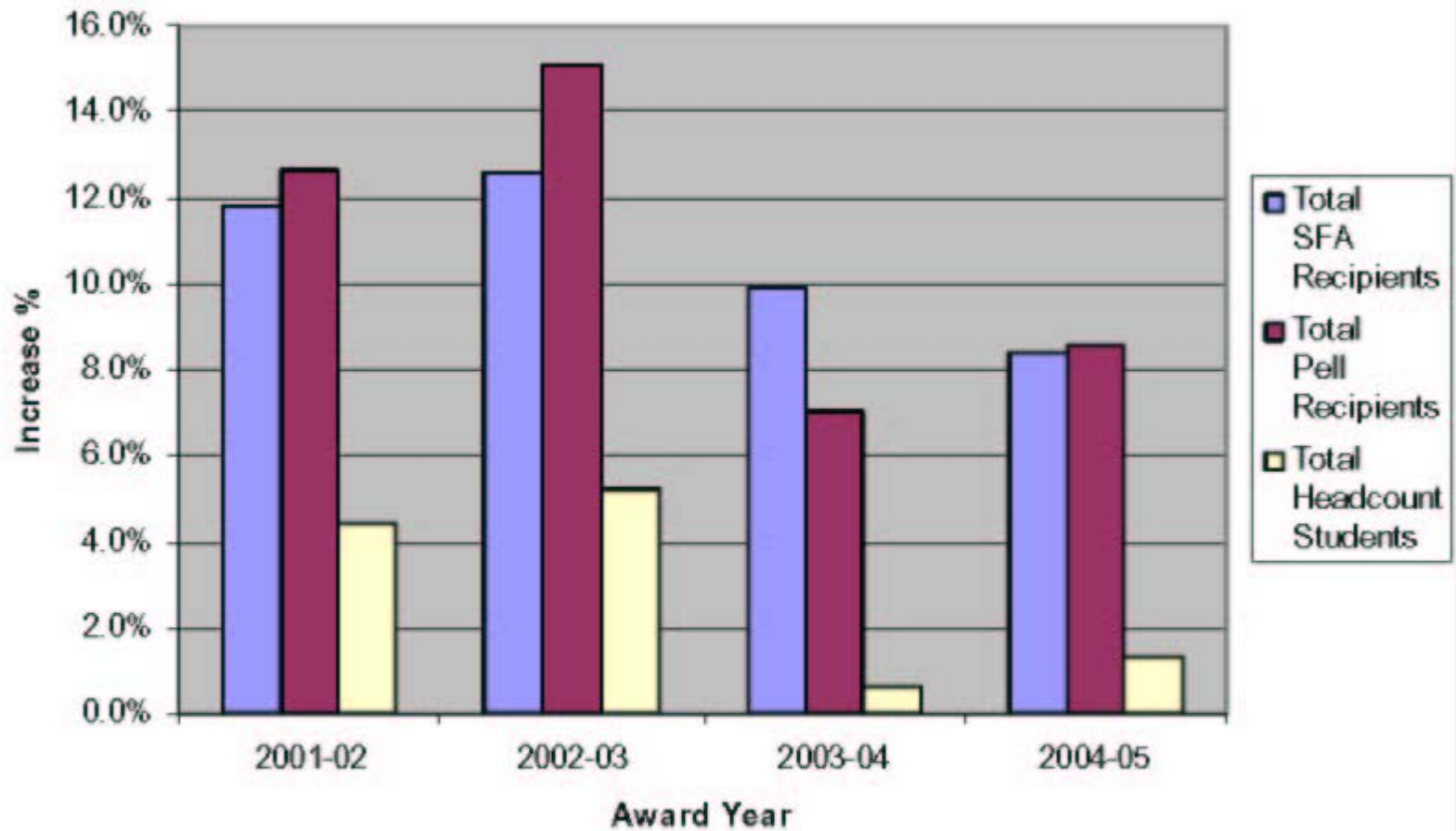


99% Increase

Pell Awards in Dollars



Annual Growth





Financial Aid Services

www.commnet.edu/finaid

Application Delivery System

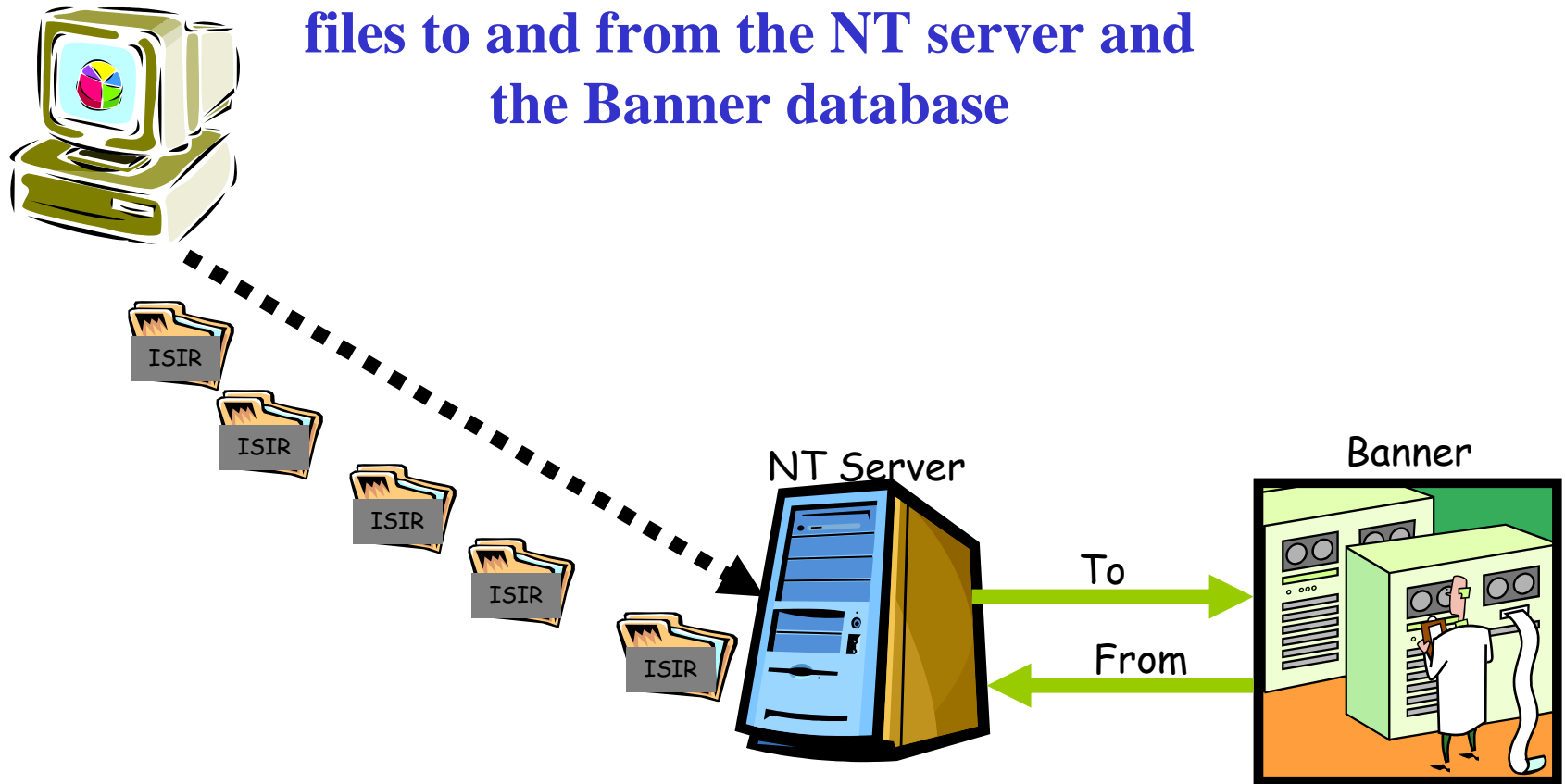
- **Common New Award Year Start-up (March 1)**
- **One Common Application – Free Application for Federal Student Aid (FAFSA)**
- **Promote extensive use of FAFSA on the Web (FOTW)**
- **Custom Web Application Report**

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**

EDE File Transfer

Automated processes to move the files to and from the NT server and the Banner database



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**

Capital Community College
Financial Aid Office
950 Main Street
Hartford, CT 06103
(860) 906-5090

July 07, 2006

Sofia Blanco
35 Brownell Avenue
Hartford, CT 06106

@01256290

Dear Sofia,

This message is to acknowledge the receipt of the results of your **Free Application for Federal Student Aid (FAFSA) for the 2006-2007 Award Year** by Capital Community College.

You can complete and monitor your financial aid application over the Internet using the college's student self-service web site. Visit us ONLINE at www.online.comnet.edu. **Login to the secure student area to track your financial aid application and conduct your financial aid transactions.** Your User ID is @01256290. Enter your User ID as "@" followed by your 8 digit student number, then enter your PIN. Your initial PIN is your date of birth entered as mmddyy. You will be asked to change your PIN when you first login. If you have difficulty with the login process, please contact the REGISTRAR'S OFFICE at the college.

In general, students must meet the following requirements (among others) to receive financial aid from Capital Community College:

- * Apply for admission to an associate degree program or aid-eligible certificate program and meet all admission requirements;
- * Enroll as at least a half-time student (6 credits or more) per term while achieving

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

- Pilot Project with Capital Community College to promote use of FOTW and ONLINE.
- Self-service is customer service
- Customized ONLINE 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**

