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
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

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

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Number (Red)</th>
<th>Number (Blue)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-01</td>
<td>20,704</td>
<td></td>
</tr>
<tr>
<td>2001-02</td>
<td>24,458</td>
<td></td>
</tr>
<tr>
<td>2002-03</td>
<td>27,208</td>
<td></td>
</tr>
<tr>
<td>2003-04</td>
<td>30,338</td>
<td></td>
</tr>
<tr>
<td>2004-05</td>
<td>31,951</td>
<td></td>
</tr>
<tr>
<td>2005-06</td>
<td>33,972</td>
<td></td>
</tr>
</tbody>
</table>
Student Financial Aid Recipients

61% Increase

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-01</td>
<td>11,948</td>
</tr>
<tr>
<td>2001-02</td>
<td>13,359</td>
</tr>
<tr>
<td>2002-03</td>
<td>15,041</td>
</tr>
<tr>
<td>2003-04</td>
<td>16,538</td>
</tr>
<tr>
<td>2004-05</td>
<td>17,923</td>
</tr>
<tr>
<td>2005-06</td>
<td>19,184</td>
</tr>
</tbody>
</table>
63% Increase

PELL Grant Recipients

- 2000-01: 7,831
- 2001-02: 8,822
- 2002-03: 10,155
- 2003-04: 10,868
- 2004-05: 11,800
- 2005-06: 12,744
99% Increase

Pell Awards in Dollars

2000-01: $11,852,096
2001-02: $15,157,158
2002-03: $19,031,934
2003-04: $20,685,887
2004-05: $22,501,192
2005-06: $23,584,175
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
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

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.commnet.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