

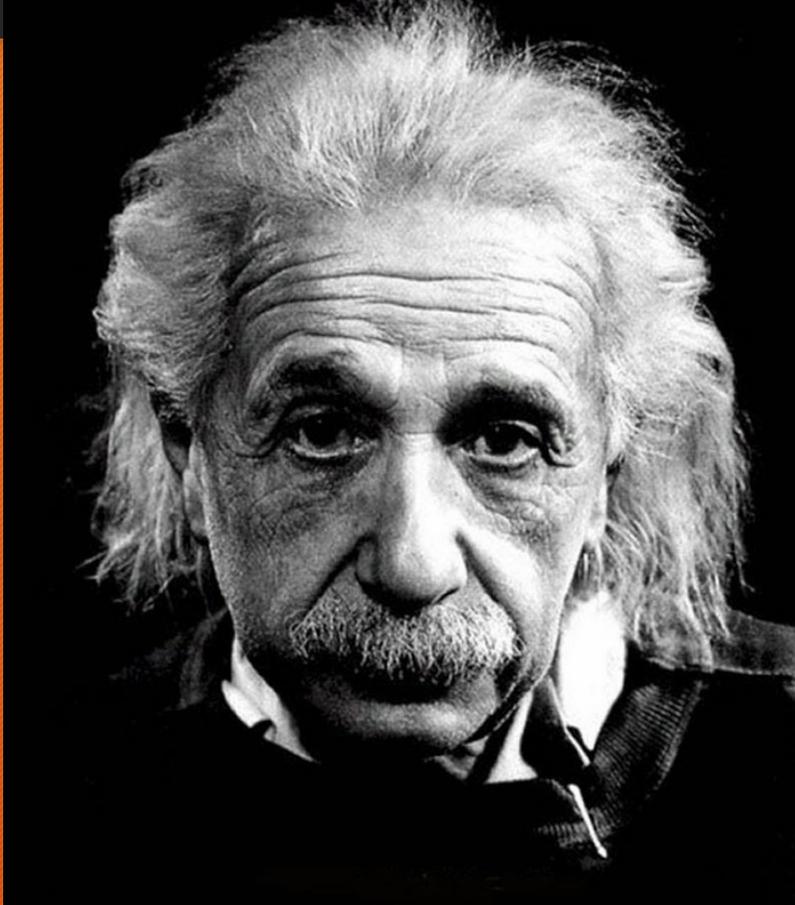
Removing Procedural Barriers to Financial Aid

Presenters:

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Dare To Think Different



**“The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.”
— Albert Einstein**

Agenda

- Culture
- Operations
- Communication & Outreach & Retention
- Policies & Procedures
- Misconceptions
- Accessibility
- Technology
- Resources

Culture

- Leadership is a team sport
- Financial Aid as change agents
- Financial Aid Office is not the only solution
 - We are part of a bigger picture
- Building coalitions across campus

Operations

- Application Processing
- Disbursements
- Efficiencies
- Audits
- Counseling

Communication & Outreach & Retention

- What is the role of the Financial Aid Office
 - Communication
 - Incoming Students
 - Retention & Support Model
 - Transfer
 - Inclusive activities

Policies and Procedures

- Grounded in Regulation but...
- Ideas how to help your students with what they need to know
- Inclusive language

Misconceptions

- Student Goals
- What financial aid can pay for (programs not courses)
- Attendance policies

Accessibility

- Labs
- Emergencies
- Cross Pollination with other Departments
- Lowest level decision making

Technology & Training

- Technology and efficiencies
- Cross campus partners and their training
- Lack of funding for training

Resources

- Are you being ask to do something without proper resources
- Are the practices sustainable
 - Is your college prepared to fiscally support technology solutions long-term
- People as resource
 - 14-15 Year:
 - Staff positions= 1,389*
 - % of BFAP expended on salaries= 88.64%
 - 18-19 Year:
 - Staff positions= 1,153 (-236)*
 - % of BFAP expended on salaries= 91.56%

Questions or Solutions?

Once You Know Better, You Do Better

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