

Mission

The Mission of the Office of Financial Aid and Scholarships is to award scholarships, grants, loans and employment opportunities to eligible students and provide financial literacy and guidance to our diverse population of undergraduate and graduate students.

Vision

The vision of the Office of Financial aid and Scholarships is to ease the financial burden of a college education and make it accessible for students from diverse financial backgrounds.

Department/Program: Office of Financial Aid and Scholarships

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Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)/	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
1. <i>Highlands University will achieve academic excellence, academic integration and student success.</i>	1. Create a communication plan to consistently inform current about FA important information throughout the academic year. 2. Revise SAP Policy to allow for a more equitable criteria for all students by the end of the Fall 2018 semester.	1. Send group emails consistently on a set schedule during the academic year. 2. Writing new SAP policy and new processes utilizing Banner upgrades to achieve a highly effective and precise outcome.	1. We can measure if students open the email and the feedback we are getting to our emails through Slate. 2. Review data to determine the increase in student eligibility.	1. Director 2. FA Associate Director 3. FA Analyst 4. All FA Personnel	1. Monthly 2. Yearly	1. The first of every month to measure if students are opening email and responding. 2. At the end of every semester to measure how many students remained eligible for aid, primarily Pell Grant.
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendations	Challenge(s)	Budget Consideration (Yes/No)		

Notes: Submit plans to your direct supervisor (Dean/Director/VP) by Friday, Sept 23, 2016 at 5:00 pm. Deans/Directors/VP will coordinate review and return with feedback by Friday, Oct 7. Final unit plans will be submitted with the budget requests on Friday, October 21, 2016. Units are generally defined by budget. Units do not have to address every strategic goal in their unit plans. However, units are encouraged to include plans for Goals 5 and 6.

NMHU Strategic Planning					FY18-FY21	
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<p>2. <i>Highlands University will achieve strategic enrollment management.</i></p>	<p>1. Review and effectively leverage FA/ Scholarships to recruit and retain students every semester. 2. Enhance Financial Literacy to prospective and current students by 1% by partnering with other offices.</p>	<p>1. Package FA earlier in the academic year for Freshman and February for Continuing students. Begin awarding Freshman Scholarships in November. 2. Host Financial Literacy events as part of College Night and also during other events for potential student</p>	<p>1. We can track the number of students who accept their awards and open their emails. 2. Track response from students and parents who attend our events and</p>	<p>Director FA Associate Director FA Analyst All FA Personnel</p>	<p>1. bi-weekly 2.. annually</p>	<p>1. Beginning January and ending in on June 30 the end of the academic year.</p>
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3. <i>Highlands University will achieve a vibrant campus life.</i>	The Financial Aid Office will be more active and visible on Campus during FY19.	<ol style="list-style-type: none"> 1. Collaborate with Student Affairs to have FAFSA nights to ensure student wellbeing about their finances. 2. FAFSA Workshops at main campus and at the Centers. 2, College Night participation 2. High school FAFSA events. 	<p>This can be measured by student participation in the workshops and College Night event</p> <p>Survey students on their experience and suggestions for improvement.</p>	All of FA staff	Post review after each event to collect data and lessons learned.	Monthly and Yearly
4. <i>Highlands University will be a community partner.</i>	1. Work with HS Counselors to assist prospective students with FAFSA completion and Financial Literacy education to increase preparedness for college by 1%	<ol style="list-style-type: none"> 1. Host Community Events inviting parents and student for college financial literacy opportunities in the Fall while they are looking at Colleges to attend. 2. Participate in events hosted by NM College Connect to be visible to 	1. We can measure the impact by the number of students who attend our events and open the emails we send through SLATE.	<p>Director</p> <p>FA Associate</p> <p>Director</p> <p>FA Analyst</p> <p>All FA Personnel</p>	<p>At the end of each semester</p> <p>Yearly looking at recruitment data.</p>	<p>1.December</p> <p>May</p> <p>June</p>

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<p>5. <i>Highlands University will achieve technological advancement and innovation.</i></p>	<ol style="list-style-type: none"> Continued process improvement initiatives within my office. Purchase of Ellucian’s “On Demand Library” to to use as a professional development tool. Fully implements Banner 9 FA module. 	<ol style="list-style-type: none"> Implementation of Student Employment module in Banner for use in the 18/19 academic year. Purchase tool that allows staff a means of accessing a video library to have the ability to train and implement processes in Banner that have never been used. 	<ol style="list-style-type: none"> Allows for monthly reconciliation of student employment funds using Banner. This effort can be measured by the increase in new processes to allow for more efficiencies in the FA module. 	<ol style="list-style-type: none"> FA director, FA Analyst, IT staff FA director/ IT staff 	<ol style="list-style-type: none"> October 2018 October 2018 	<ol style="list-style-type: none"> monthly yearly

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<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<ol style="list-style-type: none"> 1. Create a Financial Aid communication plan for prospective students. 2. Customer service training for staff. 	<ol style="list-style-type: none"> 1. Send group emails consistently on a set schedule during the academic year. 2. Provide professional development opportunities for staff to learn customer service techniques. 	<ol style="list-style-type: none"> 1 We can measure if students open the email and the feedback we are getting to our emails through Slate 	<ol style="list-style-type: none"> 1.FA director/staff 	<ol style="list-style-type: none"> 1.end of each training Fall/ Spring 	<ol style="list-style-type: none"> 1.semi-annually

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