

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. Timely and Accurate processing of all FA requests 2. Communicate effectively with students	1. Process improvement by utilizing Banner improved abilities for technology for tracking/packaging students. 2. Increase communication with students at Centers by email and sight visits	1. Time saving and accuracy of FAFSA loading and packaging awards. 2. Communication plan outcomes by student feedback .	1. All FA personnel 2. All FA personnel	1. Monthly 2. Yearly	1. 1 st Monday of the month 2. October yearly
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendations	Challenge(s)	Budget Consideration (Yes/No)		
Achieved: 1. Brent Small, FA director consultant to assist with process improvement in FA module in Banner 2. Communicating with students by email consistently and responding in 24 hrs.	1. Processing of incoming FAFSA's in half the time by utilizing the new processes implemented as of Nov. 2017.	2. Continue to find ways to make processes within the FA office more efficient with the goal of improving retention and graduation rates. 3. Communication should be primarily through email, making use of SLATE to have the ability to retrieve data.	Limited staff technical knowledge to implement forecasting analysis and projections to have to ability to measure outcomes. Funding for professional development of staff.	YES		

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<p>2. <i>Highlands University will achieve strategic enrollment management.</i></p>	<p>1. Effectively use FA/ Scholarships to increasing new student yield 2. Successfully implement Early FAFSA initiatives</p>	<p>1.a. Coordinate with Admissions office to make scholarship offers 1.b. Create a communication plan on how and when to make financial aid offers</p>	<p>1.a.track number of offers/acceptances 1.b. communication plan</p>	<p>1.a.Scholarship Coord/Admission staff 1.b.FA director & staff</p>	<p>1.a. bi-weekly 1.b. annually 2.</p>	<p>1.a.start date December to August 1.b. October yearly 2.</p>
<p>Action Status w/Description (Achieved, Ongoing, Stop)</p>	<p>Completion Date(s)</p>	<p>Recommendations</p>		<p>Challenge(s)</p>		<p>Budget Consideration (Yes/No)</p>
<p>Achieved 1. Use of AwardSpring software to identify eligible students for specific scholarships. 2. Provided early workshops and partnered with high school counselors to assist students with completing their FAFSA beginning in October 2016.</p>	<p>1. Reviewed and awarded students as scholarships came available. 2. Communicated with students through email, letters, and phones.</p>	<p>1. Partner more closely with the Admissions/Recruitment office to assure students are aware of scholarship availability. 2. Package students earlier in the academic year so they are able to make a commitment to attend NMHU. This will have an impact on recruitment and retention.</p>		<p>1. The Director who created the strategic plan has since retired and left NMHU 2. Working with a limited amount of staff.</p>		<p>No</p>
<p>3. <i>Highlands University will achieve a vibrant campus life.</i></p>	<p>1. 2. 3.</p>	<p>1. 2. 3.</p>	<p>1. 2. 3.</p>	<p>1. 2. 3.</p>	<p>1. 2. 3.</p>	<p>1. 2. 3.</p>
<p>4. <i>Highlands University will be a community partner.</i></p>	<p>1.Assure community service Federal Work-Study jobs are developed by Career Services</p>	<p>1. collaborate with Career Services to identify areas for community service</p>	<p>1. number of students placed in community service jobs</p>	<p>1. Career Services director/ FA director</p>	<p>1.quarterly</p>	<p>1.Septemeber December March June</p>

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<p>Ongoing:</p> <ol style="list-style-type: none"> Working with Career Services to seek out community service positions. Developing a better relationship with the community to find opportunities for student positions 	<ol style="list-style-type: none"> Monthly reports to assess our progress with job creation. 	<ol style="list-style-type: none"> Attend community and recruitment events with other institutions and high schools to help students complete their FAFSA and discuss the benefits of work study and community involvement. 		<ol style="list-style-type: none"> The Director who created the strategic plan has since retired and left NMHU Working with a limited amount of staff. 		<p>No</p>
<p>5. <i>Highlands University will achieve technological advancement and innovation.</i></p>	<ol style="list-style-type: none"> Improve FAFSA verification responses through the use of technology Automate communication with all students 	<ol style="list-style-type: none"> purchase CampusLogic software for verification work with ITS to develop an automated process of sending information to students using Banner 	<ol style="list-style-type: none"> increased number of accurate verification outcomes using CampusLogic automated communications /communication plan 	<ol style="list-style-type: none"> FA director & CampusLogic FA director/ IT staff 	<ol style="list-style-type: none"> June 2017 October 2016 	<ol style="list-style-type: none"> yearly quarterly

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<p>Stop: Campus Logic</p> <p>Ongoing: Communication</p> <ol style="list-style-type: none"> It was determined by the Interim Director and the VP for Enrollment Services that the CampusLogic software was not cost effective and was not practical for the FA office. Working on Communication through email to better reach students 	<ol style="list-style-type: none"> CampusLogic software was never purchased or utilized. Continuing to email students with information pertaining to the requirements needed to complete their financial aid file. 	<ol style="list-style-type: none"> Automatic emails sent directly from Banner when a student file is completed should be implemented for a more effective way to reach students. Being proactive about communications with students will assure a positive experience with the FA office. 		<ol style="list-style-type: none"> The Director who created the strategic plan has since retired and left NMHU Working with a limited amount of staff. 		No
<p>6. <i>Highlands University will achieve enhanced communication and efficiency.</i></p>	<p>1. Financial Aid literate campus</p>	<p>1.conduct campus wide FA trainings semi-yearly</p>	<p>1.a. two trainings per year 1.b. 50% participation rate</p>	<p>1.FA director/staff</p>	<p>1.end of each training Fall/ Spring</p>	<p>1.semi-annually</p>

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<p>Achieved:</p> <ol style="list-style-type: none"> 1. FA office has partnered with the Academic Support office to provide information at new student orientations. We have hosted FA workshops to assist students completing the FAFSA. 	<p>Continue providing assistance to students throughout the academic year.</p>	<ol style="list-style-type: none"> 1. The FA office should host financial aid and scholarship workshops throughout the campus to increase awareness of financial opportunities. 2. FA office should be more visible on campus and throughout the community to be a partner in recruitment. 	<ol style="list-style-type: none"> 1. The Director who created the strategic plan has since retired and left NMHU 2. Working with a limited amount of staff. 	<p>No</p>

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