

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.

<p>1)Communication Plan: Achieved.</p> <p>The Communication Plan is created and implemented for prospective students and continuing students</p> <p>2) SAP policy changes: Achieved.</p> <p>We have implemented the new SAP policy and is now in place. We are currently collecting data at the end of each semester when the program is run in Banner.</p>	<p>1)Communication Plan: November 2018</p> <p>2) SAP Policy Changes: October 2018</p>	<p>1) The Communication Plan is constantly being revised to increase our communication with students. We are being more proactive and creative in communicating with our students.</p> <p>2) At the end of each semester we will review the students who are in suspension to determine if the policy changes have positive outcomes for students.</p>	<p>1) The communication plan is a bit of a challenge in that we have to have the buy in of our local high school counselors to help us determine who our potential students are and how to reach them.</p> <p>2) SAP changes were implemented in December and it was a bit difficult working out how Banner would capture all the students necessary. There were a few barriers, but we worked around them and had great results.</p>		<p>Yes</p> <p>Yes</p>	
<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.</p> <p>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.</p> <p>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.</p> <p>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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<p>1) Leverage Scholarships: Achieved :</p> <p>Scholarship criteria for some of the scholarships were adjusted to be more student centered and was approved by the BOR on December 14, 2018.</p> <p>2)Financial Literacy: Ongoing</p> <p>We have hosted workshops on Main Campus and at the Centers. We have held FAFSA events at area high schools and created a budget sheet to give students and parents.</p>	<p>1) December 14, 2018.</p> <p>2) Ongoing as we host FA workshops for potential and current students at area high schools, NMHU campus and Centers. We hosted a training for FAFSA completion on NMHU campus.</p>	<ul style="list-style-type: none"> FA was packaged 6 weeks earlier than the previous year. We realized that there are many processes that have to be put into place before packaging for the new year can be completed. We continue to move toward packaging FA earlier, but will be more realistic in our time-frame. The outcomes of these changes will begin to be evident in Fall 2019 when we look at enrollment and retention rates. We would like to have financial literacy video modules available on our website for students to view anytime for their convenience. They can chose any module they want to watch and don't have to watch a long video. 	<p>1) Institutional funding is limited so if we offer scholarships beginning in November we will be exhausting the funding earlier in the academic year.</p> <p>2) We have to be available to both parents and students when advancing our message on financial literacy. We have found that it is a challenge to get parents to attend an evening event.</p>	<p>Yes</p> <p>Yes</p>
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<p>3. <i>Highlands University will achieve a vibrant campus life.</i></p>	<p>The Financial Aid Office will be more active and visible on Campus during FY19.</p>	<p>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>	<p>This can be measured by student participation in the workshops and College Night event Survey students on their experience and suggestions for improvement.</p>	<p>All of FA staff</p>	<p>Post review after each event to collect data and lessons learned.</p>	<p>Monthly and Yearly</p>
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<p>Achieved : The FA office hosted more events on FAFSA completion on Main campus and all the Centers. We visited the Centers to provide FA information. We partnered with New Mexico Assistance Foundation to provide workshops on FAFSA completion for trainers and also on Student Loan Exit Counseling</p>	<p>May 2019</p>	<p>Although the FA office was more visible on campus with hosting more events and collaborating with other offices, we can always improve on our methods for assisting students. We continue to work to be better at being responsive to student needs.</p>		<p>We find challenges on being able to engage with students at different times of the year. We find they are not interested in completing the FAFSA as soon as the application is available.</p>		<p>Yes</p>
<p>4. <i>Highlands University will be a community partner.</i></p>	<p>1. Work with HS Counselors to assist prospective students with FAFSA completion and Financial Literacy education to increase preparedness for college by 1%</p>	<p>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 the financial aid community</p>	<p>1. We can measure the impact by the number of students who attend our events and open the emails we send through SLATE.</p>	<p>Director FA Associate Director FA Analyst All FA Personnel</p>	<p>At the end of each semester Yearly looking at recruitment data.</p>	<p>1.December May June</p>
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<p>Achieved:</p> <p>The goal was met by implementing Banner 9 in the FA office. We also purchase the on demand Ellucian library which we reference when needed. Our process have improved significantly allowing for time to achieve other goals.</p>	<p>Banner 9 was implemented by September 2018 for the FA office. The Ellucian on demand library was purchased in October 2018.</p>	<p>We continue to improve processes for more efficiency in the FA office. The student employment module will be completely implemented in 2019 but it has taken significant time because of the collaboration needed from HR, Payroll, ITS, and our FA office.</p>		<p>The challenge has been in working with other offices and allowing for them to update their processes. We work well with other offices and we continue to move forward.</p>		<p>Yes</p>
<p><i>6. Highlands University will achieve enhanced communication and efficiency.</i></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 	<p>1.FA director/staff</p>	<p>1.end of each training Fall/ Spring</p>	<p>1.semi-annually</p>

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