

FINANCIAL AID OFFICE

Mission Statement

St. Ambrose University is committed to offering financial aid programs that will ensure access to and continuation of higher education for people who could not otherwise afford it.

The financial aid programs at St. Ambrose University were established to service students who qualify for admission to the institution. Each student will be given careful consideration and the school will determine financial assistance based on federal, state, and institutional guidelines and will not discriminate.

St. Ambrose University will operate a financial aid office that will comply with federal regulations and guidelines, uphold the values of the University, and strive to provide the best customer service possible to the campus community, students and families.

Goals

1. Maintain the highest level of accuracy in our work as to not jeopardize the institutions ability to participate in the Title IV programs.
2. Provide a high level of customer service to our students and parents to make their experience at St. Ambrose University a pleasant one.
3. Disseminate information to the campus community and our students in a timely manner to aid them in the receipt of grants, scholarships, or other aid.
4. Continually search out ways to improve our internal processes to make our work more efficient and productive.
5. Maintain confidentiality of information in our office in accordance to privacy acts and laws.
6. Monitor and maintain the financial aid budget.

Objectives

- 1.a. Continue with professional development opportunities and training
 - b. In house training and refresher courses
 - c. Maintain memberships in state associations for training and networking opportunities
 - d. All staff has access to the policy and procedure manual to maintain consistency in awarding

- 2.a. Seek out and utilize customer service training opportunities (i.e. seminars, conference offerings, in-house expertise.)
 - b. Counsel our students to the best of our abilities to ensure that they are fully aware of how the process works and the commitments they are making.
 - c. Help students understand that loans are debt
 - d. Advise students about alternatives to borrowing and the dangers of debt

- 3.a. Make sure students and the campus community are aware of Federal, State, and institutional deadlines for grants and/or scholarships
 - b. Make students aware of Federal or State requirements
 - c. Post scholarship opportunities in a timely manner as to allow adequate time for students to apply

- 4.a. Monitor packaging rates to determine number of files going out the door in a specific time period
 - b. Monitor file load per counselor to maintain consistency in workloads
 - c. Research new processes through Datatel to help streamline processing
 - d. Strive to reduce paper consumption and become more reliant on the computer

- 5.a. Lock filing cabinets to maintain security
 - b. Keep files on desk to a minimum
 - c. Lock computers when not in office
 - d. Keep up to date on Ferpa/Hippa regulations to know when and to whom information can be given out

- 6.a. Run bi-weekly reports of fund balances for state, federal, and institutional aid to prevent over-awarding

- b. Package performance based scholarships as close to Noel Levitz parameters as possible to maintain financial goals
- c. Set and keep institutional priority deadlines to encourage students to file FAFSA on time and to maintain spending levels

Financial Aid Goals and Assessments

Goals	Objectives and Strategies	Assessment Tools	Outcomes
<p>1. Maintain the highest level of accuracy in our work as to not jeopardize the institutions ability to participate in the Title IV program.</p>	<p>1a. Continue with professional development opportunities and training. A. In-house training and refresher courses. B. Maintain memberships in state associations for training and networking opportunities. C. Assure that staff stays updated with the most current policy and procedure manual to maintain consistency in awarding.</p>	<p>1. SFA Coach on IFAP website. (Information for Financial Aid Professionals). Provides complete training on the rules and regulations governing Title IV. 2. Perform internal audits yearly to check for compliance. 3. Utilize FSA Self-Assessment tool to ensure compliance.</p>	<p>1. Trained new staff using SFA Coach to give them a good basic understanding of financial aid. 2. Yearly audit resulted in zero findings.</p>
<p>2. Provide a high level of customer service to our students and parents to make their experience at St. Ambrose University a pleasant one.</p>	<p>2a. Seek out and utilize customer service training opportunities (i.e. seminars, conference offerings, in-house expertise.) 2b. Council our students to the best of our abilities to ensure that they are fully aware of how the process works and the commitments they are making. 2c. Help students understand that loans are debt. 2d. Advise students about alternatives to borrowing and the dangers of debt.</p>	<p>1. Use satisfaction surveys to monitor the opinions of students. 2. Monitor our default rate to see if our loan counseling is effective. 3. Make students aware of scholarship opportunities to help reduce loan debt.</p>	<p>1. Default rate has dropped to lowest rate in 8 years, well below national average. 2. Post all scholarship opportunities on board outside of office. 3.</p>

3. Disseminate information to the campus community and our students in a timely manner to aid them in the receipt of grants, scholarships, or other aid.	3a. Make sure students and the campus community are aware of Federal, State, and institutional deadlines for grants and/or scholarships. 3b. Make students aware of Federal or State requirements. 3c. Post scholarship opportunities in a timely manner as to allow adequate time for students to apply.	1. Send campus wide emails to students reminding them of FAFSA filing deadlines and internal deadlines. 2. Monitor volume of scholarship applications and receipt of funds for outside awards. 3. Keep scholarship board up to date and list in order of deadline dates.	1. Less students missing the Iowa Tuition Grant deadline.
4. Continually search out ways to improve our internal processes to make our work more efficient and productive.	4a. Keep the file turnaround time to a minimum to ensure new students have award information early in their decision process. 4b. Monitor file load per counselor to maintain consistency in workloads. 4c. Research new processes through Datatel to help streamline processes and keep system current. 4d. Strive to reduce paper consumption and become more reliant on the computer system.	1. Run packaging reports to monitor award packages going out. 2. Run reports by alphabet to monitor counselor load. 3. Monitor Datatel list serve to see what other schools are utilizing for packaging and processing. 4. Utilize Web Advisor (BeeLine) to reduce paper award letters.	1. Paper award letters for continuing students were eliminated, directed to BeeLine for viewing of awards. 2. New students were directed to Online Award system supplied by ILink of Iowa.
5. Maintain confidentiality of information in our office in accordance to privacy acts and laws.	5a. Lock filing cabinets to maintain security. 5b. Keep files on desk to a minimum.	1. Have counselors do a visual check of offices to make sure files are not left unattended.	1. Purchased new filing cabinets for storage area to ensure security of files kept under record

	<p>5c. Lock computers when not in office.</p> <p>5d. Keep up to date on Ferpa/Hippa regulations to know when and to whom information can be given out.</p>	<p>2. Purchase locking rolling file drawers for counselors offices.</p> <p>3. Make sure all staff know how to operate computers correctly.</p> <p>4. Go over privacy regulations with staff to make sure they understand rules.</p>	<p>retention requirements.</p> <p>2. Had all staff and student workers sign confidentiality agreements to ensure privacy of information.</p>
<p>6. Monitor and maintain the financial aid budget.</p>	<p>6a. Run bi-weekly reports of fund balances for state, federal, and institutional aid to prevent over awarding.</p> <p>6b. Package performance based scholarships as close to Noel Levitz parameters as possible to maintain financial goals.</p> <p>6c. Set and keep institutional priority deadlines to encourage students to file FAFSA on time and to maintain spending levels.</p> <p>6d. Review guidelines and funding levels of academic scholarships to ensure competitiveness of awards.</p>	<p>1. Monitor discount rates to help determine if we are staying within packaging parameters.</p> <p>2. Monitor enrollment to ensure we are meeting our goals.</p> <p>3. Monitor students academic progress and GPAs to assure their eligibility for academic and performance awards.</p> <p>4. Meet with Noel Levitz annually to review spending and enrollment goals and to look at academic scholarships.</p>	<p>1. Discount rate has stayed relatively static during our enrollment growth.</p> <p>2. We have consistently met and surpassed enrollment goals.</p> <p>3. Athletic and music programs are sent lists each term for them to review and remove any students who are no longer participating so we can remove aid.</p> <p>4. Run reports each term to monitor SAP and work with Registrar's office to monitor those students on probation or who are dismissed.</p> <p>5. Raised academic awards and increase the Presidential award for 06-07 to be over on campus cap.</p> <p>6. Increased on and off campus caps to help close the gap in direct costs to the student.</p>