November 26, 2013

To: Jason Cifra, Hawai‘i CC
From: John Morton, Vice President for Community Colleges
Subject: FY 2014 Financial Aid Initiatives Round 2

The UHCC system is pleased to support the Hawai‘i CC Financial Aid Project in the amount of $16,000.00. Implementation will occur in AY 2013-14. The expansion and deployment of successful financial aid projects are critical components to student success. Staff overtime and other assistance to students will help allow your campus to sustain and enhance financial opportunities for students.

The project funding is subject to the following requirements:
1. Implementation will occur in AY 2013-2014.
2. All funds must be expended, not just encumbered, by June 30, 2014.
3. The project final report (in the form attached) must be submitted in electronic form to Gayle Ishii (gaylei@hawaii.edu) with a copy to Suzette Robinson (suzetter@hawaii.edu) not later than September 30, 2014.


Tuition and Fee Special funds will be transferred to your campus for this project after January 1, 2014.

Based on the information provided in your final report, funds may be re-purposed. The project proposal and report will be published on the UHCC website.

Thank you for your work in developing innovations to increase student success. We look forward to working with you as the project unfolds.

c: Noreen Yamane, Chancellor
   Peter Quigley, AVPAA
   Joni Onishi, VCAA
   James Yoshida, VCAS
   Susan Horimoto, Fiscal Officer
   Suzette Robinson, Director for Academic Programs
   Gayle Ishii, Academic Support
   Lisa Tsuhako, Budget Specialist

Att: Final Report template
Financial Aid Project Proposal Form

2013-2014

College: Hawai‘i Community College

Project Title: Financial Aid

Proposer’s Name and email address: Jason S. Cifra, cifra@hawaii.edu


Budget request: Year 3 (FY 2014): $16,000

Complete the following sections:

1. 250 word description of the proposed project. Include data supporting the need for the project. (30pts)

HawCC Financial Aid Office is committed to the spirit of E ‘imi Pono (seeking excellence) in providing quality and efficient service that benefits the students, staff, and the HawCC community.

As a result of last year’s data and needs, several key goals have been identified:

1. Increase number of financial aid applications – specifically targeting new students as well as continuing students by 5% of 2012-13 total or 288 students.
2. Increase number of Native Hawaiian participation by 10% of 2012-13 total or 30 students.
3. Due to increasing loan default, implement an initiative with USA Funds

Much of the ability to continue providing timely service is due to the availability of funding to assist with overtime and other support. In addition to staff overtime, for FY 2013-14, HawCC will utilize funds to support orientation, outreach workshops, and supplies. The goals are to increase awareness of students applying for FAFSA earlier through targeted communication of new and continuing students and to promote better FA awareness of policies, dates, and compliance to ensure that students can benefit from Financial Aid through graduation and transfer.

This is most important because while HawCC has experienced a slight increase in FAFSA applications, total number of Pell recipient in 2012 fell by 146 students. Due to FA policies and eligibility requirements such as Satisfactory Academic Progress and PACE and annual review practices, it stands to reason that Pell ineligibility happen after the first academic year and to continuing students. HawCC cannot gauge the impact when eligible students transfer or move to another campus, but this does not seem like a major factor.
For this year, HawCC will also utilize a service through one of our FA partners to assist in loan default management that have been steadily increasing. Managing default rates is an critical task that HawCC have not have ample resources to focus on. The support will enable HawCC to move towards these goals and to meet the financial aid targets set by the UHCC Strategic Plan.

**Objective:** Increase the # of financial aid applications by 10%.

**Number of Financial Aid Applications**

<table>
<thead>
<tr>
<th>Aid Year</th>
<th>0708</th>
<th>0809</th>
<th>0910</th>
<th>1011</th>
<th>1112</th>
<th>1213</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Financial Aid Applications</td>
<td>1699</td>
<td>2283</td>
<td>3106</td>
<td>4907</td>
<td>5512</td>
<td>5755</td>
</tr>
</tbody>
</table>

**Objective:** Increase the # of NH Pell recipients by 10%.

<table>
<thead>
<tr>
<th>NH FA Measures</th>
<th>Actual 2011</th>
<th>Actual 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Pell Participation</td>
<td></td>
<td>32.36%</td>
</tr>
<tr>
<td># Native Hawaiian Pell Recipients</td>
<td>700</td>
<td>529</td>
</tr>
<tr>
<td># Total Pell Recipients</td>
<td>2163</td>
<td>2016</td>
</tr>
</tbody>
</table>
Objective: Decrease Loan Default Rate.

HawCC Default Rate for Sallie Mae Serviced and Federal Total

<table>
<thead>
<tr>
<th>Year</th>
<th>Sallie Mae Serviced</th>
<th>Federal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>19.4%</td>
<td>25.0%</td>
</tr>
<tr>
<td>2010</td>
<td>20.3%</td>
<td>19.4%</td>
</tr>
<tr>
<td>Forecast 2011</td>
<td>23.5%</td>
<td></td>
</tr>
<tr>
<td>Forecast 2012</td>
<td>25.9%</td>
<td></td>
</tr>
</tbody>
</table>

2. Refer to research that influences or serves as foundation for the project. (10pts)
   As demonstrated by the data above, the increasing number of need and the goals of the system serve as foundation for the project.

3. Refer to the Campus and the System strategic plan section that demonstrates the relevance of this project. (10pts)
The objectives above refer to campus and system strategic goals for Financial Aid including increased application, Pell Grant, and service to Native Hawaiian students. The request for overtime, outreach, and workshops will give the Financial Aid Office the opportunity to meet the increasing number of applicants while also promoting proactive measures designed to improve service and student readiness. Default Management, while not a specific system goal, has a direct impact on students being able to continue with their education and HawCC being able to offer Title IV benefits.

4. Discuss how this project will sustain itself after system funding ends. (10pts)
   Based on continued growth and data provided, FA will request for support from campus Tuition and Fees via Vice Chancellor of Student Affairs and Chancellor.

5. Indicate the way in which the success or failure of the project will be visible through measurable and reportable outcomes. (25pts)
   Success of the project will be demonstrated by continued monitoring of the data such as:
   1. Increase in Financial Aid Application. (+5% or 288)
   2. Increase in % of Native Hawaiian Pell Participation. (+10% or 29 students)
   3. Decrease and manage loan default rate (Below 15% level)

6. Describe how this project reduces time to certificate or degree for students. (15pts)
   Staffing needs continue to be a woe at HawCC. Additional hours enable the Financial Aid Office to process applications, assist students and families with application issues, and to disburse financial aid on a timely manner. Timeliness has a huge impact on the readiness of students in planning their semester, enrollment; and therefore, in the timely completion of degrees and certificate programs.
This year, we will continue to focus on continuing students and applying for FAFSA early and meeting the Satisfactory Academic Progress and PACE to continue eligibility. In addition, FAO is fully participating in FYE programs and activities such as orientation to promote financial literacy and preparedness. The goal is to create an earlier awareness of policies like SAP, PACE, responsible borrowing, and financial responsibility for first time students. These activities have been shown to improve student success because students maintain their resources for the long term. A peer mentor will continue to assist an FA specialist in providing assistance during outreach, being a resource to new students, and creating communication to the general campus about FA deadlines.

Lastly, default management is a critical issue that could have a severe impact on HawCC’s ability to provide Title IV services and funding to students. By managing default rates now, HawCC can sustain its ability to provide FA to students who greatly need them to be able to participate in higher education.

7. Budget

<table>
<thead>
<tr>
<th>ARRA Budget FY 2014 (07/01/2013 - 6/30/2014)</th>
<th>Est. Hours</th>
<th>Pay/HR</th>
<th>OT Rate</th>
<th>Adj Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>FA Staff OT (Processing)</td>
<td>$9,000.00</td>
<td>238</td>
<td>$25.20</td>
<td>1.5</td>
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<tr>
<td>FA Staff OT (Outreach)</td>
<td>$1,512.00</td>
<td>40</td>
<td>25.2</td>
<td>1.5</td>
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<tr>
<td>Student Mentor</td>
<td>$2,988.00</td>
<td>314</td>
<td>9.5</td>
<td></td>
</tr>
<tr>
<td>Default Management Service</td>
<td>$2,500.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Request:</strong></td>
<td><strong>$16,000.00</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signed:

[Signature] Jason S. Cifra  
[Signature] 11/05/2013  

Vice-Chancellor for Student Affairs  
Hawai‘i Community College