MEMORANDUM

The Dallas County Community College District

District Office of Financial Aid and Scholarship Program

Date: April 3, 2012

To: Dr. Sharon Blackman

CC: Dr. Wright Lassiter

From: Cynthia S. Butler

Re: District Financial Aid Update

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1. **Financial Aid Historical Data**
2. **Financial Aid Award Year 2011-2012 Update**
3. **Financial Aid Award Year 2012-2013 Update**
4. **Global Financial Aid Services Update**

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1. Financial Aid Historical Data

	2010-2011	2011-2012	Percent
DCCCD Fall Enrollment	72,639	76,069	4.72%
Total Financial Aid Applications	69,742	70,003	.37%
Number of Financial Aid Recipients	32,900	44,622	35.63%
Total Financial Aid Dollars	139M	138M to Date*	[.72%]

*Total Financial Aid Dollars for 2011-2012 is lower than 2010-2011 due to the continuous 2011-2012 Financial Aid Award Year through Summer II.

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2.   Financial Aid Award Year 2011-2012 Update

Financial Aid Department is in the first year of its reorganizaton. The entire financial aid infrastructure was redesigned to accommodate student growth, maximize staffing constraints, realign job functions, and ensure compliance. In addition, the implementation of a third party servicer, Global Financial Aid Services, was contracted to perform the function of verification, a call center was established, and the training/compliance and communication departments were developed to support the restructure of financial aid. As with much reorganization, financial aid has experienced a year of transition. However, as this award year comes to a close, Financial Aid is assessing all processes and procedures to ensure the new academic year (2012-2013) proceeds effortlessly and transparently to the student body. This includes a review of all financial aid that has not transmitted, incomplete

verification, and financial aid applicants lacking a file complete date, to ensure every student is awarded, processed, and reconciled.

Financial Aid continues to work to meet staffing needs. Currently, Financial Aid has the following staff openings, one for quality assurance (training) at the district office, two financial aid advisors at the campus level, and three call center agents. The College Financial Director for Eastfield College is on today's board personnel agenda.

3. Financial Aid Award Year 2012-2013 Update

Financial Aid begins the execution of a new award year by testing the new edits from Colleague, evaluating processes and procedures, and updating forms, publications, and web content. This procedure began in February by testing the financial aid module in Colleague to determine functionality and compliance with regulatory mandates. Forms and publications are updated and the web content reviewed for changes. The first communication to 18,487 financial aid applicants, confirming receipt of their Free Application For Federal Student Aid, was April 1, 2012. This is the earliest implementation date of a new award year in the history of Dallas County Community College District. By the end of April 2012, the first verification files will be sent to Global Financial Aid Services, with the initial award letters closely following by the first part of May. In past years, the implementation date was late July or early August and in 2010 it was mid-August. Financial Aid is very fluid and continually evolving with the objective of meeting the needs and serving all applicants on a timely and efficient basis. Successful implementation of Financial Aid to DCCCD students is contingent upon collaboration among Enrollment Management, Financial Services, IT, and Academics, and all are committed to work to assist with the District's goal of student success.

4. Global Financial Aid Services Update

As part of the reorganization of financial aid, Global Financial Aid Services was retained to perform all verification for 2011-2012. Verification is a federal requirement which involves the student validating the information submitted on their Financial Aid Application. Institutional Student Information Records (ISIR's) are exported to Global's CORE database after they are imported from the Department of Education. The CORE database initiates the communication to the student and requests documentation required to complete verification. Upon completion of verification, Global provides specific codes that are updated into the DCCCD database that enables financial aid to finalize and award student applicants. Throughout the 2011-2012 academic year, Global made 45

enhancements to their CORE database in order to accommodate the needs of DCCCD. The status of verification is the following:

Verification for 2011-2012

Enrolled Students	19,889
Completed Students	12,692
Students Not Enrolled	3,147
Pending Students*	1,896
Rejected Students**	2,154
ISIR'S Imported by Global***	48,986

*Students in review process.
**Problem with the documents the student submitted and requires additional action by the student to complete the verification process.
***Includes enrolled, non-enrolled, and ineligible students.

In summary, Financial Aid is reconciling and concluding the award year 2011-2012, while simultaneously implementing 2012-2013, which began on April 1, 2012 with the initial communication to financial aid applicants. Efficiency and transparency with customer service is a primary objective for 2012-2013, while continuing to improve the Financial Aid operations.