

USC Office of Student Financial Aid and Scholarships 2010-11 Departmental Blueprint

The mission of the Office of Student Financial Aid and Scholarships (OSFAS) is to educate and assist students and their families in securing the funding that they need coupled with providing leadership to the University in obtaining and administering federal, state, institutional and privately funded financial aid and scholarship resources for which students are eligible. These efforts are guided by the National Association of Student Financial Aid Administrators statement of Ethical Principles and maintained in compliance with the rules and regulations set forth by the various funding sources.

It is the vision of the Office of Student Financial Aid and Scholarships to be recognized as one of the offices, if not the office, on campus that provides the highest quality of student/customer service.

Goal #1: Administer the University's scholarship program to best serve student recipients, support student recruitment and retention efforts, support departmental initiatives tied to their scholarship selections, and support any specific agenda presented and associated with the identification of and/or delivery of non-University scholarships

Link: Contributes to Division Goal #1, Outcome A

Initiative #1(a): Administer General University Scholarship program awards to recipients in a timely manner; provide information in response to inquiries about the program; provide notifications to continuing recipients in jeopardy of losing their awards; and provide report information about the program as requested

KPI: Awards will be posted to students' files within five work days of receiving initial listings and within 48 hours of any update or later listing

KPI: OSFAS will share information at Undergraduate Admissions programs, Orientation, and other organized events as well as providing response to on-going inquiries within 72 hours of receipt

KPI: Notification to students in jeopardy of losing their awards will be initiated within five work days of spring semester grades being posted

KPI: Normal scholarship reporting timeframes will be maintained and random requests will be addressed based upon importance of the information requested

Initiative #1(b): Administer the University's Departmental Scholarship program awards immediately upon notification of the awards and maintain a data base of available award information as provided by departments

KPI: Awards will be posted to students' files within 48 hours of receipt of notification from Department

KPI: Requests for data base updates from Departments will be made as appropriate and data submitted will be added to webpage upon receipt

Initiative #1(c): Administer non-University scholarships according to the rules and regulations of specific programs or according to the directive of the scholarship awarding entity

KPI: Institutional identification of scholarship recipients such as LIFE and HOPE will be on-going and as recipient eligibility information becomes available (from Admissions or as continuing students' grades are posted at the end of the spring semester).

KPI: Award recipient notifications from non-University entities will be posted to student files within five work days if a program notification with many recipients or within 48 hours for individual or smaller group awards

Goal #2: Administer the University's student financial aid grant programs in a manner that meets individual program compliance responsibilities and, to the extent of funding program eligibility and availability, best serves student applicant/recipients needs

Link: Contributes to Division Goal #1, Outcome A

Initiative #2(a): Review the requirements needed for the Federal Pell Grant program as currently administered, assess the resources available for improvement, and initiate changes that will make administration more effective and efficient while maintaining the service needs of student recipients.

KPI: Pell Grant administration will be accomplished with minimal or no errors

KPI: Pell Grants will be posted to students' files in a timely manner

KPI: Pell Grant recipient and award volume will remain relatively constant or reflect growth

Initiative #2(b): Administer the Federal ACG and SMART programs, incorporating program changes to remain responsibly compliant, and in a manner that best meets the needs of program recipients

KPI: ACG and SMART program administration will be accomplished with minimal or no errors

KPI: ACG and SMART recipients will be identified in a timely manner and awards will be posted to students' files within 48 hours after award eligibility information is available and eligibility is confirmed

Initiative #2(c): Administer the Federal Supplemental Educational opportunity Grant (FSEOG) and SC State Need-Based Grant (SNBG) programs in a manner that is compliant and best meets the needs of program recipients.

KPI: FSEOG and SNBG program administration will be accomplished with minimal or no errors.

KPI: Using a standard maximum award level in each program, award as

many recipients as funding availability will allow.

Initiative #2(d): Athletics Grant-in-Aid will be administered in a manner that meets NCAA and institutional guidelines, appropriately coordinates athletics financial aid with all other aid student-athletes are receiving, and best meets the needs of program recipients.

KPI: Grant-in-Aid renewal, gradation, and non-renewal notifications will be completed and sent to students in the time frame designated by the NCAA

KPI: Grant-in-Aid cancelation notices will be sent to students within seventy-two hours of OSFAS notification

KPI: When individual awards are reported, grants-in-aid will be posted to students' files within forty-eight hours

KPI: When multiple award notifications are reported, grants-in-aid will be posted to students' files within two weeks

KPI: NCAA required other aid exemption letters will be properly prepared and circulated to gain appropriate signatures

KPI: Each recipient will be monitored to ensure that grant-in-aid value is appropriately recorded and properly coordinated with other awards

Goal #3: Administer Federal Work-Study in a manner that meets program compliance responsibilities, supports the University's employment administration, and best serves student FW-S award recipients

Link: Contributes to Division Goal #1, Outcome A

Initiative #3: Administer the Federal Work-Study (FW-S) program in a manner that is compliant and best meets the needs of program participants

KPI: FW-S administration will be accomplished with minimal or no error

KPI: With appropriate monthly earnings management, utilize available funding to support the placement and earnings of as many recipients as funding availability will allow

Goal #4: Administer educational loan programs in a manner that best meets individual program compliance responsibilities, provides borrowers with guidance about program participation, assists borrowers with determining best what they need to meet the financial needs of the education being funded, and assists borrowers with debt management

Link: Contributes to Division Goal #1, Outcome A; Goal #2

Initiative #4(a): Implement updated procedures that award each FAFSA filer the appropriate amount of Federal Direct Stafford Subsidized and Unsubsidized Loans

KPI: Ensure that students correctly accept/decline their loan awards and, when appropriate, complete entrance loan counseling and sign a master promissory note so that their loan(s) can be properly

originated and delivered

Initiative #4(b): Implement updated procedures that allow parents of dependent undergraduate students and graduate students to borrow as needed through the Federal Direct PLUS Program

KPI: Ensure that borrowers deserving PLUS loans complete all of the necessary application requirements so that loans can be originated and disbursed

Initiative #4(c): Administer the various other federal, state, and private educational loan programs in which University students participate in a compliant and service oriented manner

KPI: Ensure that borrowers in these additional loan programs complete all of the necessary requirements for loan processing and delivery

Goal #5: Contribute leadership in the effort to identify the 2010 cohort of students invited to participate in the Gamecock Guarantee (GG) program and monitoring the continuing 2009 and 2008 cohorts of program participants

Link: Contributes to Division Goal #6, Outcome A

Initiative #5(a): Monitor the financial aid awarding of the 2010 participants to minimize loan dependency

KPI: The 2010 GG cohort will be established and awarded according to program eligibility criteria and in coordination with Opportunity Scholars fee reduction benefits

Initiative #5(b): Monitor the continuing eligibility and financial aid awarding of the 2008 and 2009 cohorts according to program guidelines

KPI: Each continuing participant will be monitored to ensure his or her GG award is accurate and that individual aid packages meet needs

Initiative #5(c): Reports of financial aid being received by individual recipients and each of the three cohorts will be prepared

KPI: Reports will demonstrate the benefits of GG program participation

Goal #6: Plan for and formulate an initiative to educate and assist students with educational debt management and student loan repayment opportunities.

Link: Contributes to Divisional Goal #1, Outcome B

Initiative #1: The OSFAS will identify and support the resources needed to accomplish this goal.

KPI: The job responsibilities of an existing staff member will be expanded

to include the accomplishment of this goal.

Initiative #2: Develop and provide an educational initiative to assist students with student loan repayment opportunities

KPI: Student loan repayment opportunities will be thoroughly researched

KPI: Information regarding student loan repayment opportunities will be formulated into an information piece that can be made available to students desiring this information

KPI: OSFAS staff will collaborate with Student Success Center Staff overseeing the University's financial literacy initiative to best utilize this information and resource

Initiative #3: Develop and provide an educational initiative to assist students regarding educational debt management

KPI: The subject of educational debt management will be appropriately reviewed

KPI: Information identified as best serving students with educational debt management will be formulated into an information piece that can be made available to students requesting this type of assistance

KPI: OSFAS staff will collaborate with Student Success Center Staff overseeing the University's financial literacy initiative to best utilize this information and resource