Scholarship Improvement Process

ASHLEY MUNRO, WASFAA PRESIDENT

Problem

▶ No single listing of scholarships UAF offers

▶ Various unit distributors of funding

▶ Application is difficult for students to access

▶ Announcement of awards on various timelines from various locations

Recommendation

- UAF Enrollment Initiative recommended:
  - Increasing user friendliness of scholarship process
  - Streamlining scholarship awarding
  - Increasing ability to strategically leverage funds

Leadership Team

- Executive Sponsor:
  - Vice Chancellor for Student Affairs
- Steering Committee:
  - Vice Provost
  - Associate Vice Chancellor for Enrollment Management
  - Associate Vice Chancellor for Financial Services
- Expert Liaison:
  - Director of Donor Relations
- Facilitators:
  - Process Improvement Team

Work Team

- TRiO Program Director
- Academic Advising Director
- School Recruiter
- Admissions Associate Director of Communications
- Admissions Associate Director of Processing
- Institutional Research Director
- Rural Student Services Advisor
- IT Student Services Manager

- Community Campus Associate Director
- Financial Aid Associate Director of Scholarships
- Financial Aid Scholarship Advisor
- E-Learning Recruiter and Student Services Manager
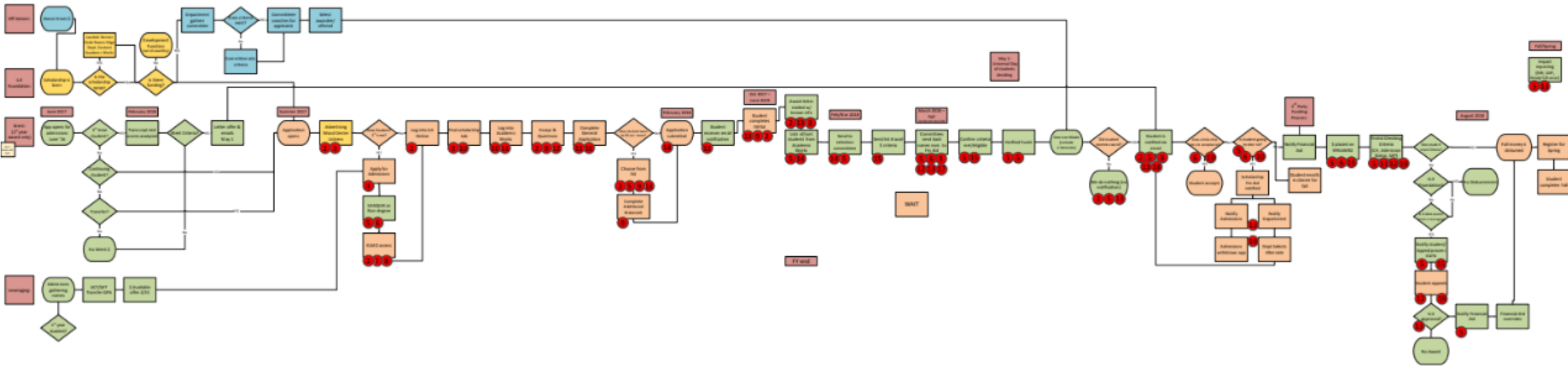- Foundation Donor Relations Coordinators
- Bursar's Office Associate Director

Design Conference: Day 1

- Sponsor remarks
- Introductions
- Process map current process
- Current rubs
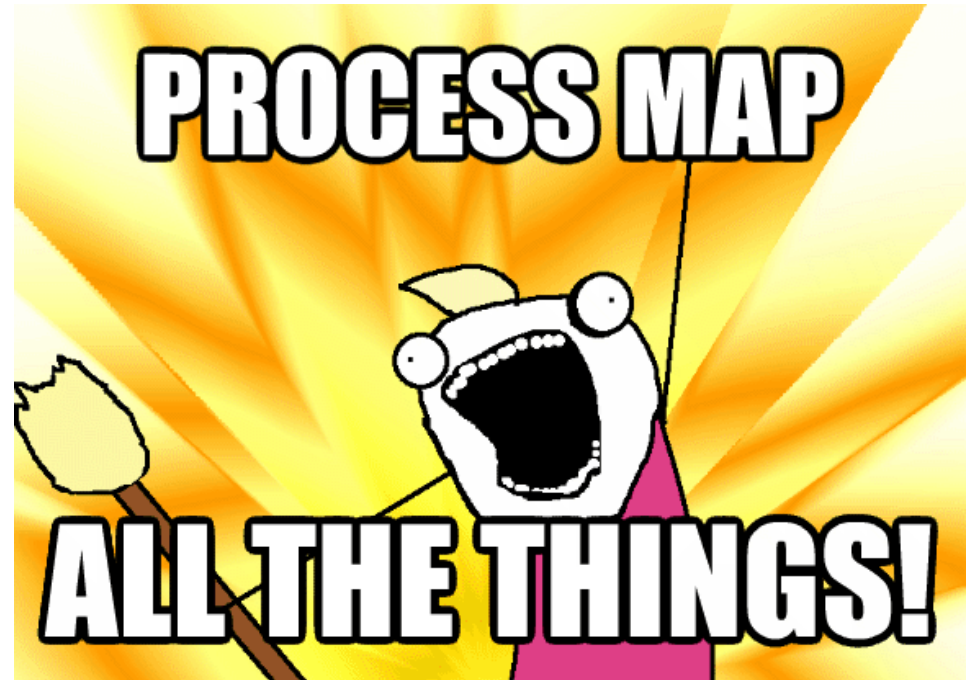
Current Process

Student Scholarship Application Process – Existing World

What I hear now from students

|				
What's this money on my account?	How do I apply?	What scholarships are available?	I apply, but never get anything.	Will changing my schedule affect my award?
I have no idea who to ask.	No one told me.	Is my scholarship renewable?	My friend got the scholarship, why didn't I?	When will I hear back?
I applied months ago, why hasn't anyone contacted me?	This deadline is too early. I don't know my plans.	This deadline is too late. I need to know sooner.	What can I spend this money on?	Why isn't the scholarship on my award letter?

Design Conference: Day 2

- ▶ "New World"
- ▶ PERT Chart
- ▶ Assignments & Deadlines
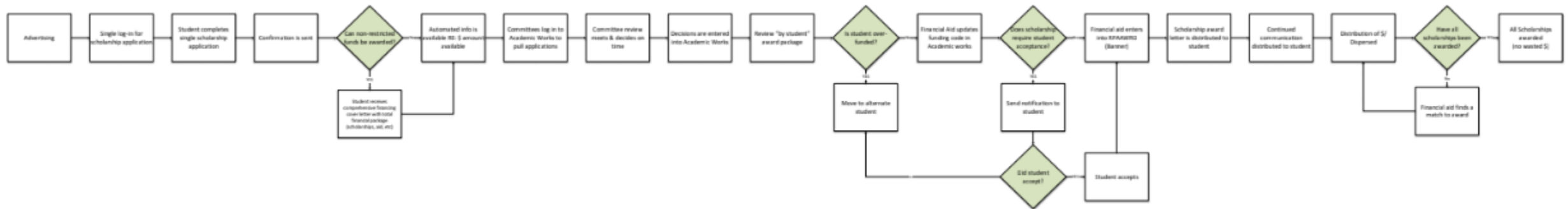
What I want to hear from students

Thank you.

This scholarship made a difference.

I chose to come to UAF because of this scholarship.

I had my scholarship when I needed it.

I was able to graduate debt free.

Everything is easy to understand.

The application was easy!

I get better grades because I don't have to worry about money.

How do we get there?

| 1.1 5/14-6/29 Fit CTC tuition awards into process KS | 1.2 5/14-6/1 Fit eLearning tuition award into process OG | 1.3 5/14-8/31 Fit UA Grant awards into process - Recommendation GR | 1.4 5/14-8/31 Fit Provost/ Chancellor Awards into process GK | 1.5 5/14-6/29 Fit North to North Awards into process DA | 1.6 5/14-8/3 Fit Alaska Native Student Scholarships into process GR |

SCHOLARSHIP APPLICATION

How do we get there?

Present Plan to Steering Committee for approval (Facilitators)

2.1
5/14-5/18
Collect & review student app data
DS

2.2
5/14-5/25
Obtain competitor data/industry standards
ST

2.3
5/14-6/8
Which scholarship require acceptance
BP

2.4
5/14-6/8
Create comprehensive list of scholarships
BP

2.6
5/14-6/15
Rebranding WUE
AB

2.7
6/25-7/13
Recommendation to Steering Committee
AB
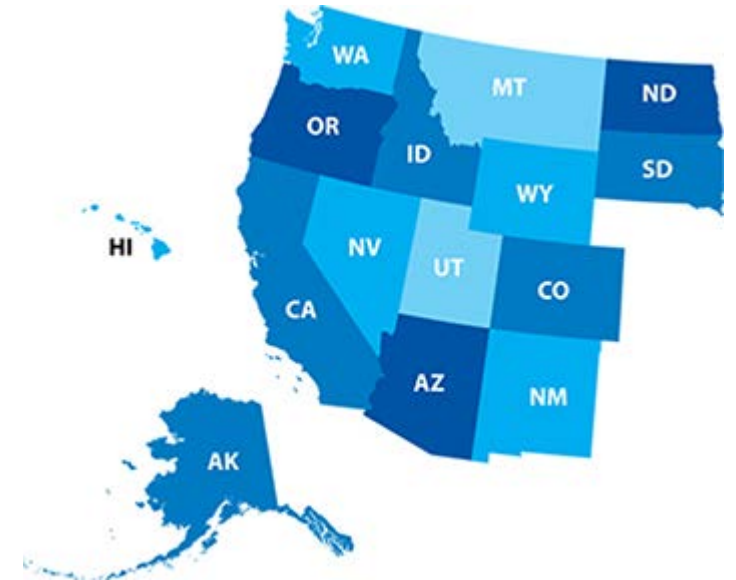
How do we get there?

3.1
5/14-6/29
Update year on UA Online App
JCP

3.2
5/14-8/17
UA Online FA page → fewer clicks, easier to find award
JCP

3.3
5/14-6/1
Eliminate "institutional scholarship" link
JCP

3.4
5/14-8/17
Budget need sheets on UA Online
JCP

3.5
7/9-12/21
Accept letters on UA Online or Admissions Portal
AB

3.6
5/14-8/31
Extend Username Claim Timeframe
AB

3.7
7/2-8/3
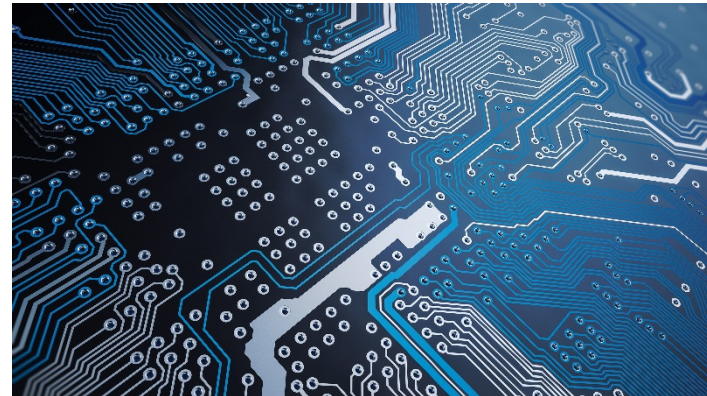Research cohort → add to Academic Works
JCP

3.8
7/2-8/3
Attribute Codes to Academic Works
JCP

3.9
5/14-5/25
Single sign-on from w/in UA Online to AW
JV

3.10
5/14-6/1
Create/refine printable reports from AW for donors/committee
DS

3.11
5/14-8/31
AW link, ability to auto-feed to Banner
JV

3.12
5/14-6/1
Clarify list of awards (continuing vs 1 year)
DS

How do we get there?

EMERGENCY SCHOLARSHIP FUND

4.3
5/14-6/1
Define non-restrictive funds
JCP

4.5
6/14-6/29
Make a plan for non-restrictive funds
AB

4.7
7/2-7/13
Recommend to Steering Committee plan for non-restricted funds
AB

4.1
5/21-6/1
Recognize which populations are funded
VS

4.2
6/4-6/22
Notify Steering Committee of missing populations
GK

4.4
6/4-8/3
Research gap/ emergency funding
VS

4.6
8/6-8/10
Share Gap/ Emergency funds thoughts to Steering Committee
VS

4.8
6/11-6/15
Define authority levels
BP

4.9
6/4-6/29
Define over-award
JCP

4.10
7/2-7/20
Propose over-award policy to Steering Committee
VS

How do we get there?

5.1	5.2	5.3	5.4	5.5
5/14-5/18	9/17-11/16	6/18-7/20	9/17-11/2	11/5-11/9
Add disbursement date to Academic Calendar	Define/set timelines	Training on Academic Works	Creating clear communication plan to students	Propose timeline to Steering Committee
GK	AB	DS	ST	AB

How do we get there?

6.1 5/14-8/3 What/how comprehensive award letter is created AB	6.2 5/14-8/31 Explore feasibility of creating clear bill AUB	6.3 5/14-8/3 Getting UA Scholars/APS on comprehensive award letter AB	6.5 Recommendation of Award letter/ bill to Steering Committee AB

How do we get there?

7.2
9/10-12/21
Communication plan for staff/ committees/faculty
VS

7.3
5/14-12/14
Communicate no-award to students
JJA

7.4
Present findings & recs to steering committee
ST

8.1
8/6-12/14
Create student focus group
VS

8.2
5/14-12/14
Research co-op
VS

9.1
2/1
Final report/ recommendations
OG

9.2
9/17-1/25
Template for annual review
OG

Weekly Meetings

- 1 hour
- Check in and progress update
- Accountability

Early Wins

- Eliminated 1 sign in requirement
- 2 departmental scholarships added to main application
- Added clearer bill to student portal
- Added aid disbursement date to academic calendar
- Proactive communication for Alaska Performance Scholarship
- Update links on websites
- UA Scholars changed active status date from Jan 1 to Oct 1

Current Track

- Moving 2 more departmental scholarships to main application
- Need sheet automation proposal to IT
- Simplified student bill proposal to IT
- Updated award letter proposal
- WUE scholarship proposal

Where are we now?

Questions & Comments