

**UNIVERSITY OF WEST GEORGIA**  
**ANNUAL REPORT**  
**Fiscal Year 2009 (July 1, 2008 to June 30, 2009)**

**DEPARTMENT OF** Financial Aid  
*Name of Department Head* Kimberly Jordan  
*Name of Person Completing Report* Kimberly Jordan

<b>1*</b>	<b>Departmental Mission/Vision Statement</b> ( <i>url only, required</i> )	<a href="http://www.westga.edu/financialAid/index_2776.php">http:// http://www.westga.edu/financialAid/index_2776.php</a>
<b>2*</b>	<b>Departmental Statement of Goals, Process to Assess These Goals, and Assessment Results</b> ( <i>url only, required</i> )	<a href="http://www.westga.edu/financialAid/index_2776.php">http:// http://www.westga.edu/financialAid/index_2776.php</a>
<b>3*</b>	<b>Give an Example of How your Department Used the Assessment of Goals and Outcomes to Change/Improve a Process</b> ( <i>required</i> )	
	<p>Notifications to the campus departments with FWS Allocations had become an administrative backlog. Departments did not always receive their spending reports in a timely manner especially during the summer term. To better serve the university community, the department implemented the Banner student employment module. Data is now loaded directly into Banner from a payroll report. This process removes the opportunity for human error (a concern of UWG's internal auditor as well). Once this was established, ITS created a report for departments to pull their own spending reports. This whole process has reduced the time it takes to process a payroll from 6 hours to approximately 10 minutes.</p> <p>The department was given \$70,000 in Targeted Enhancement funds from the Board of Regents to use in Customer Service initiatives. Funding was used to purchase a new phone system for the Call Center as well as to hire a GRA and student workers to man the Call Center and assist in Orientation. The funding was granted based on the efforts of the department to improve customer service.</p>	
<b>4*</b>	<b>General Statement of Department Condition</b> ( <i>required</i> )	
	<p>The overall condition of the department is good. The summer semester is always the most challenging time for the department as this is when the majority of financial aid applications are submitted. The staff continuously looks for improvements in processes and services to students to alleviate the pressures that the students feel during the summer.</p>	
<b>5</b>	<b>Departmental Achievements</b>	
	<p>The Department completed the process of scanning all student files. The department is now scanning items as they are processed in the office. Additionally, the department has begun to assist the Registrar's office in scanning their student files.</p> <p>8 training sessions were held for all staff during the spring term to better prepare staff for the upcoming summer. Sessions included, awarding, verification, the FAFSA process, HOPE, SAP and budgeting. The Customer Service team implemented a Scholarship Search Assistance program – 50 students were assisted in searching for private scholarships.</p> <p>The Department participated in creating the Bookstore to the Rescue program. Students now have the opportunity to use a portion of their financial aid refund to charge books in the University Bookstore.</p> <p>The Department continues to update and improve the financial aid website. This year the additions included indexing, FAQ's, a budget page, and a FWS Supervisor Page.</p> <p>The department decided to create an Orientation Team to specialize in assisting students with the challenges of the financial aid process. By hiring student workers to take on these tasks, full time staff is able to process files with fewer interruptions. Students and parents seem to respond better to the presentations now that students are conducting them. Other full time staff are on hand to supervise all activities related to Orientation.</p> <p>An IT audit during the Fall Semester required many changes to the processes and practices in the office. The Technical Assistant for the office updated and rerouted items as well as limiting access to some staff to the shared office drive. Additional changes involved staff re-evaluating how data is store in their individual offices and on their computers. New processes were implemented to better protect our students.</p>	
<b>6</b>	<b>Staff Productivity</b>	
	<p>1 staff member attended a national conference.</p> <p>2 staff members served on the Georgia Association of Student Financial Aid Administrators Executive Board</p> <p>1 staff member served on the Program Committee for GASFAA</p> <p>The Director served as a faculty member with the Georgia Student Finance Commissions New Aid Officer and Advanced Financial Aid Officers Academies.</p> <p>The Director presented on the Federal Work Study program and Professional Judgment at the fall and spring GASFAA Conferences.</p> <p>All staff participated in webinar training as well as internal trainings.</p>	
<b>7</b>	<b>Student Achievements</b>	

8131 award letters processed and mailed to date  
14,574 ISIR's received to date  
2933 students are awarded HOPE to date

**8 Other Awards, Distinctions, and Achievements**