

**UNIVERSITY OF WEST GEORGIA**  
**ANNUAL REPORT**  
**Fiscal Year 2007 (July 1, 2006 to June 30, 2007)**

**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/%7Efinaid/about.html">http://www.westga.edu/%7Efinaid/about.html</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/~finaid/0506annualreportFA.pdf">http://www.westga.edu/~finaid/0506annualreportFA.pdf</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>The goals for the 2006-2007 year were to create a Call Center that would be functional for the summer preceding 2007-2008. The Call Center for 2007- 2008 was implemented with the Registrar's office and was in place beginning June of 2007. Activities during June included training and going live. The Call Center will remain as the primary goal for the 2007-2008 year.</p> <p>Other goals for the 2006-2007 year included the review of Banweb Financial Aid components. Two new Banweb features were added to better assist students in understanding their financial aid. The first was a bill that would breakdown charges as well as financial aid. Students appear to have fewer questions with this bill. The second item was in response to concerns that students did not know that they must complete 67% of all courses attempted over the year. A 67% Status page has been added so that students can now see where they stand with financial aid progress.</p> <p>Comments from students on surveys indicated that they were not aware that they were required to reapply for financial aid each year. In response, Financial Aid hired 7 students with RPG funds to call every returning student during the months of February and March to remind them to reapply for financial aid. Responses from this were positive. Review of applications submitted showed that some students actually completed the FAFSA earlier than they had in previous years. This allowed the Staff to be better prepared for processing for the 0708 year. Additional review of this will take place after the Fall semester has begun.</p>	
<b>4*</b>	<b>General Statement of Department Condition</b> ( <i>required</i> )	
	<p>The Department of Financial Aid has made a number of changes to procedures and policies after experiencing an exceptionally difficult year. Many of the new procedures have helped not only educate students but have also provided opportunities for staff to complete tasks in a more timely manner.</p> <p>The Department has created four teams to better assist students. The Customer Service team has worked on training of all front desk staff and has also been reorganizing all publications. The Department has hired a student to review and critique all publications, presentations and the website so that they are more student friendly. This process has been beneficial to all in the office.</p>	
<b>5</b>	<b>Departmental Achievements</b>	
	<p>Created a 67% worksheet page for the student's Banweb.          Created a Financial Aid Bill Breakdown for Banweb.          Called all students to remind them to reapply for financial aid.          Created new publications such as the "10 Steps to Applying for Financial Aid"          Reviewed all policies and procedures for publication          Created the Financial Aid Registrar Call Center          Completed the Quality Assurance Assessment for the Federal Work Study Program</p>	
<b>6</b>	<b>Staff Productivity</b>	
	<p>6 members attended State conferences          1 member attended Regional and National conferences          2 members attended DOE training          2 members served on statewide committees for financial aid          1 member attended Georgia Summit          10 members attended state training for HOPE and state grants          Peer Financial Counseling program presented at venues          Financial Aid staff held a Financial Aid FAFSA night in February assisting students and parents in the completion of the FAFSA.          Financial Aid staff presented to local area high schools.          4 staff members visited 3 other institutions to observe best practices.</p>	
<b>7</b>	<b>Student Achievements</b>	

6326 award letters processed and mailed to date  
11,074 ISIR's received to date  
2725 awarded HOPE to date

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

