

Financial Aid, Year End Report

July 1, 2022 to May 15, 2023

a. Brief description of the office, including the programs and services provided.

- i. The Financial Aid office serves as a resource to help students pay for educational expenses. We provide guidance, service, and education to help students apply and manage scholarships, grants, work-study, and loan funds.
- ii. We process Federal, State, and Institutional funding for students' accounts.
- iii. We stay up to date on Federal, State, and Institutional regulations and policies.
- iv. We coordinate and manage Work Study and ScholarDollar\$ programs.
- v. We provide advising, verification, FAFSA assistance, and professional judgement to ensure students' financial aid reports and accounts are accurate.

b. Mission Statement

- i. The Office of student Financial Aid and Scholarship Services supports the University's mission by providing access and equal opportunity for financial assistance to eligible students through federal, state, institutional, and private sources regardless of sex, color, age, or other circumstance.

c. Vision Statement

- i. The philosophy of the Office of Student Financial Aid and Scholarship Services is that no student should be denied a college education due to lack of financial resources. Our goal is to provide understandable information, timely service, and monetary assistance while maintaining stewardship of public funds.

d. Provide a copy of the Office/Departmental Strategic Plan or describe the elements of the Strategic Plan that the office is responsible for or contributing to.

- i. The attached "current" Financial Aid strategic plan is from 2014 and aligns with "Vision 2020" Plan. We will be reviewing the plan to update and align it with the LEADS 2025 plan within the upcoming year.
- ii. The 5 goals are currently:
- iii. Strengthen communication within our office, across the Las Cruces campus and the community colleges
- iv. Expand our default management plan and increase financial aid lending literacy and repayment education for students
- v. Effectively award scholarship dollars to recruit and retain students
- vi. Update FA policies and procedures based on Best Practices from ED
- vii. Expand customer service through media relations and outreach offerings by utilizing technology

- e. Briefly explain how the Office/Department strategic plan advances the university strategic goals.** (For AY23 those include: Enhance Student Success and Social Mobility; Elevate Research and Creativity; Amplify Extension and Outreach; Build a Robust University System)
- 1 - Enhance Student Success and Social Mobility, Build a Robust University System
 - 2 - Elevate Research and Creativity, Enhance Student Success and Social Mobility
 - 3 - Enhance Student Success and Social Mobility, Amplify Extension and Outreach
 - 4 - Enhance Student Success and Social Mobility, Elevate Research and Creativity
 - 5 - Enhance Student Success and Social Mobility, Elevate Research and Creativity, Amplify Extension and Outreach, Build a Robust University System
- f. Report on Key Performance Indicators (KPI) or essential data monitored by the Department/Office related to the Department/Office strategic initiatives or productivity indicators.**
- i. Our current assessment report is looking at our communication/outreach to students and students that return to the office multiple times in a term.
 - ii. We complete an annual audit each year to review our data and processes/procedures.
- g. Summarize how programs and services are meeting the division of student success' mission statement (Engage/Empower/Guide).**
- i. Financial Aid Advisors and staff as well as FA Solutions and OneStop support students through email, phones, and in person interactions to guide students through their financial aid process.
 - ii. We are developing or enhancing staff position and program calendars that should assist in processes and streamline student support.
 - iii. We are reinstating utilization of the lobby tvs and the canvas main board to communicate with students on important FA information and deadlines/dates.
 - iv. We will be applying for the FAFSA completion grant again to provide funding to hire students that will support our outreach coordinator and assist students navigate the upcoming changes in the FAFSA Simplification process.
 - v. We will be evaluating our advisor / student service model to determine room for improvement that will hopefully result in decreased wait times and increased perceived support from any NMSU member.
- h. Discuss how the programming and services are meeting the HSI/MSI missions at NMSU and share the evidence you have for your conclusions.**
- i. Our office aims to support all students attending NMSU. Most of our services are not specific to the HSI/MSI mission.
 - ii. The department completes paper FAFSAs for any student that is not eligible for an electronic FAFSA so that we can assist in determining any need-based (non-federal) aid they are eligible for.

i. Provide highlights from the year. Consider the following, but feel free to include all types of highlights:

1. Community Outreach Initiatives/Events:

- a. AWO Presentations
- b. High School Financial Aid Presentations

2. Conference Presentations:

- a. Andrea Chavez: NASFAA 12.22, NMASFAA 4.23
- b. Andrea Jimenez: NMASFAA 4.23

3. Grant Applications Submitted (indicates those that were funded):

- a. N/A

4. Accreditations or external reviews conducted and reported results:

- a. 2021-2022 Federal Audit with no findings

5. Department or individual awards or recognitions (including nominations) received (internally or externally):

- a. 2023 Philo Brasher Emerging Leader Award: Andrea Jimenez
- b. NASFAA U Credentials
 - i. Application Process: Benavidez, Isha (11/22/22)
 - ii. Cost of Attendance: Jimenez, Andrea (5/10/23)
 - iii. Professional Judgment: Benavidez, Isha (12/1/22)
 - iv. Return of Title IV Funds: Jimenez, Andrea (11/21/22), Rios, Valerie (4/21/23)
 - v. Student Eligibility: Baca, Stephanie (2/22/23)
 - vi. Verification: Benavidez, Isha (11/28/22), Jimenez, Andrea (3/15/23), Martinez, Veronica (8/7/22)

ii. Professional Association Officer or Committee assignments held by individuals within the department:

- 1. 2023 NMASFAA Board: Andrea Chavez (Secretary) and Andrea Jimenez (Parliamentarian).

iii. Other Points of Pride:

- 1. For my first All Staff Meeting, my question for our warm up was “something that makes your job life easier” and the number one response was an individual’s name or their team.

j. Include a current Organizational Chart as a separate attachment (not to be made public)