

# THE IMPACT OF INSTITUTIONAL FINANCIAL AID PROCESSES ON COMMUNITY COLLEGE STUDENTS

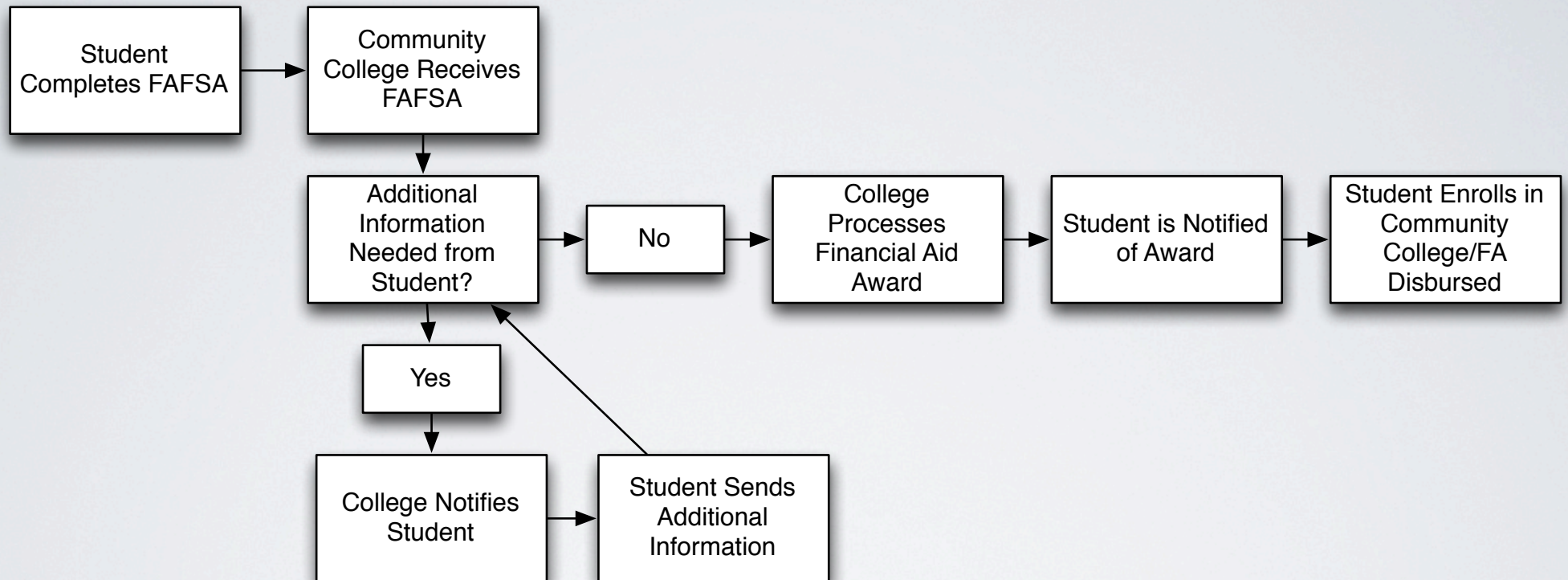
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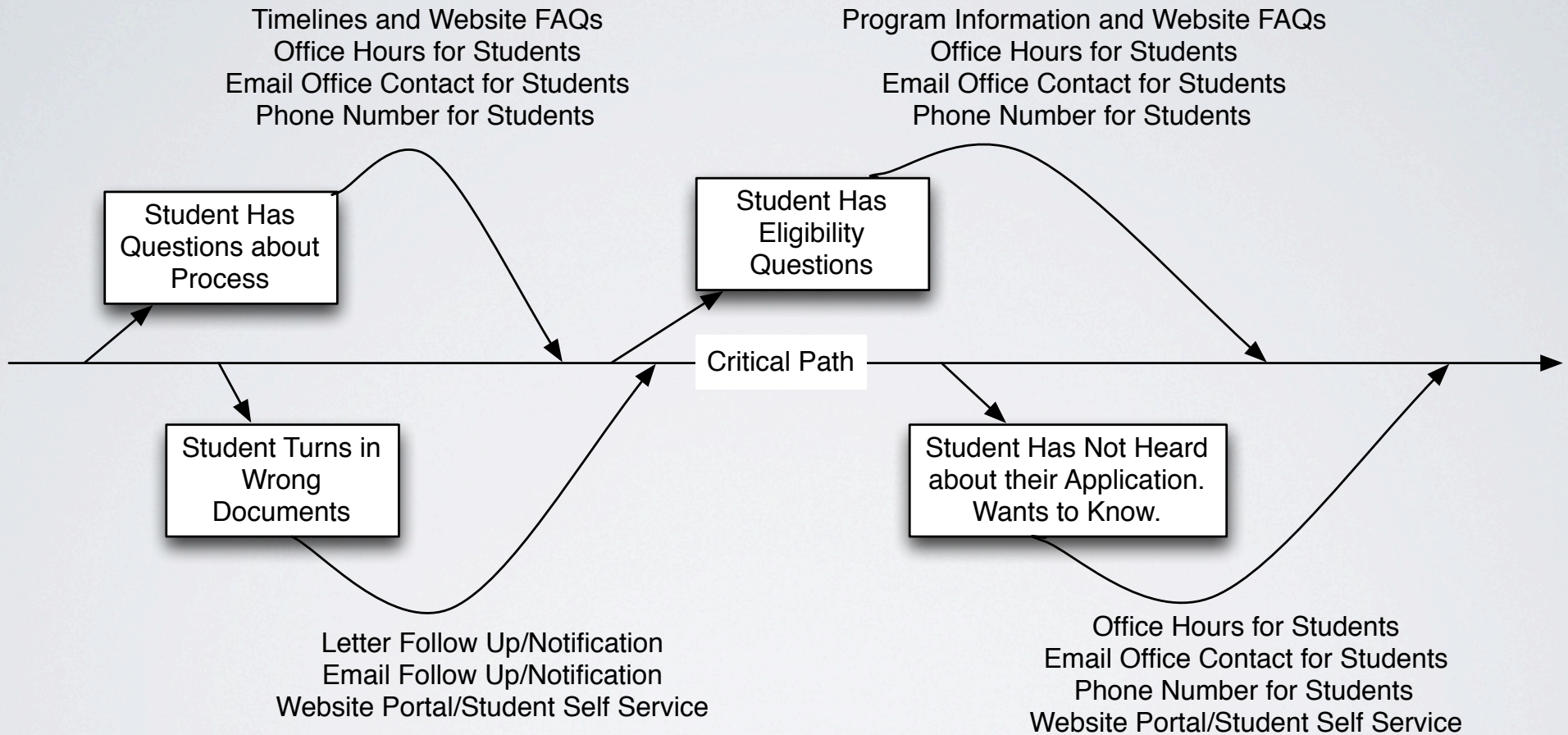
# BACKGROUND

- Me
- What I am studying
- Why I am studying this
- How this impacts you
- Our road map

# The Critical Path



# The Feedback Loops



# RESEARCH FINDINGS

- Student-to-Staff Ratios Matter
- Office Hours Matter
- The Process Matters
  - Availability/Delivery of Forms
  - Availability/Delivery of Information Matters

# APPLICATION

- Can you outline/draw your financial aid process?
- Do you know what your feedback loops are?
- Do you know how effective your institutional process is?
- Do you know why the process is in place?
- Do you know if your students understand the process?
- Do you know if your students know how to find answers to their questions?

QUESTIONS?

# MORE INFORMATION

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