



## QEP Play 2: Financial Aid

### Awareness Play

**Goal:** Enhance awareness of Financial Aid requirements to assist applicants in successfully completing the financial aid application process, which includes meeting required deadlines.



**Quarterback:** Joy Dailey, *Financial Aid*



#### Essential Staff

- Recruiters
- In-house admission staff responsible for electronic admission inquiries.
- Financial Aid Staff



#### Linkages w/ Other Plays

- Application & Admission: - Play 1
- Advising & Registration – Play 3
- Institutional Technology



#### Process Focused Play

This play is focused on the organization around a process to facilitate specific outcomes.

#### Strategies

- P-2a. Collaborate with Recruitment to enhance financial aid documentation shared during events.
- P-2b. Actively monitor updates on financial aid application and award packaging.
- P-2c. Train other key university staff to utilize financial aid information to assist students in obtaining aid.

#### Measures

##### Institutional Change/Output Process Implementation

1. Date info on financial aid provided, date of direct contact by financial aid, and number of times contact made. (Archived Argos Report)
2. Date FAFSA submitted (Argos report/enrollment checklists)
3. Date all required documents submitted (Archived Argos reports/enrollment checklists)
4. Date award was made and date student accepted award (Argos Report)
5. List the implementation progress of Banner Communication Management tool for this reporting period. (ex. Initiation phase, developing phase, testing phase, etc.)

##### Student Learning / Behavior Change Scale

Ten (10) item scale on student awareness of relevant information and deadlines associated with obtaining financial aid at TSU. Scale also addresses the quality of the financial aid information provided.