

Subject: Fwd: Information for the Accreditation Committee  
From: View message header detail Sheldon Tawata <sheldont@hawaii.edu>  
Date: Monday, October 10, 2011 4:28 pm  
To: Elizabeth J Nakoa <nakoe@hawaii.edu>

Hi Liz,  
Below is something from Financial Aid.  
Sheldon

----- Forwarded message -----

From: Jennifer A M M Bradley <jbradley@hawaii.edu>  
Date: Mon, Oct 10, 2011 at 4:07 PM  
Subject: Re: Information for the Accreditation Committee  
To: Sheldon Tawata <sheldont@hawaii.edu>

Answers are below:

----- Original Message -----

From: Sheldon Tawata <sheldont@hawaii.edu>  
Date: Monday, October 10, 2011 9:16 am  
Subject: Information for the Accreditation Committee  
To: Jennifer Bradley <jbradley@hawaii.edu>

> Hey Jennifer,  
> I met with one of the Accreditation Self Study sub-committee member this past Friday and they had a few questions about Financial Aid that I was wondering if you could answer them.

>

Q.1. How backlogged is Financial Aid?

A. We are currently working on files that were completed during the week of June 8 - 14th.

Q.2. What led to the backlog?

A. Personnel issues (there were only two FA people working files until July; in April we Wes started w/us but he was focusing on the 2011-12 files by reviewing SAP, verification, completion lists...not actually awarding) which led to starting the award process later; trying to keep up with 2010-11 financial aid awards/issues which included summer; new process to try to 'batch' award. There are many processes that are run and we had to juggle both 2010-11 and 2011-12 requirements; keeping up with other reporting requirements and changes (example Gainful employment which was due 7/1/11 which was an institutional requirement which took a lot of time away from Fa processing.); training new personnel (Rob and I were the only two actually able to process student applications for both 1011 and 1112. Rob is new and is still considered 'in training'...when in fact during that time was in training). Manual processing: though we have a 'batch' process for packaging there are other processes that must occur before we are able to 'batch' award. More specifically SAP and verification are both manual processing. ALL students must be reviewed for SAP before packaging. Since this is a manual process, this takes time (especially since we had to train someone to do it). Additionally, there is no way we could batch verify...thus all verified applications have to be

manually reviewed. Thus the time to review completed apps for SAP continued/continues to take a toll.

Oh yeah, lets not forget about us having to move during the beginning of the semester when we are most busy (to a smaller space since the space we went into though bigger we did not get the entire space).

Q.3. How is the backlog being addressed?

A. We cannot only talk about backlog of student files as there are other requirements that we also have to juggle. But, in just talking about the backlog: Staci has been focussing on the batch awarding. She is getting assistance from Pam and Rob (since Wes left in late August) who are working cleaning the lists so that when she works on the lists it's easier to work with. Since Pam started she has been focusing on loading FA files into Banner and working our tracking process. This has alleviated Rob to be able to focus on verification and submitting FAFSA corrections and working them to ensure proper awards; Rob has also been focusing on revisions, certifying loan apps, seeing students, etc. Staci and I have program responsibilities that take us away from actual student application processing - thus we don't only focus on student files. As for me, I'm trying to keep up with the program requirements (reports) and focus on office operations. As you know Sean has finally starting working with us and is transitioning quite nicely. He will be transitioned to doing what Pam is doing (since Pam will not be with us for long)...he has already been trained to do verification (looks like he's comfortable with it and doing a pretty good job) and a little SAP. He is now working with Staci in cleaning the lists (perfect training for his job). So, ultimately, we have diverted our efforts to addressing the backlog by putting Rob, Pam and Sean in cleaning lists so that batch awarding (by Staci) can be done more quickly and smoothly. As for me, I'm pinch hitting (putting out fires/complaints - expediting some awards) and I, too, am able to batch award. It has been brought to my attention that we need to identify and work on revisions for reconciliation of accounts...thus I'll be focussing on that, too.

Q.4. Describe how the new staffing and/or workflow will help with addressing the backlog issue.

A. Do you mean with the new APT B or not? Since I don't know, I will NOT include the new APT B.

For the 2012-13 our workflow will be improved. We hope to be able to review SAP at dataload (what that means is be able to review SAP once we load FAFSAs). This will allow us to deny those who are ineligible and focus on those who can be completed who are SAP eligible. We will load FAFSAs as early as possible (for 2011-12 we didn't load files until mid-March - in prior year we loaded in late January...this was due to Banner issues throughout the system) and award as soon as possible. The earlier we load files and work on them then our batches will be smaller (in the long run). We have designated 'priority' functions for each staff. We have 3-APT A staff members. 1) One will focus on the dataload/processing of FAFSA files and completing them, SAP and verification (in addition to revisions and other functions); 2) Another person will also focus on SAP and verifications with a focus on making changes to FAFSA and meeting with student appointments; managing the application flow. These two functions are the up front functions prior to packaging students. They will be communicating w/students regarding basic eligibility requirements

(additional information and denials due to not meeting SAP) and working with them (they will meet w/students for possible questions of completing files and appeals). 3) The other person will focus primarily on packaging (by batch), which should be quicker since the other two have cleaned the files. Please note that we'll be juggling both 2011-12 and 2012-13 at the same time. Each staff member also may have other program responsibilities (examples: revisions, scholarships, complete withdrawals, etc.)

We have 2-APT B staff members (which I am included). These two will focus on program/processing responsibilities like reports and day-to-day reporting. Regarding the actual workflow for packaging, we will be back-ups and support for the As. The Bs actually work on the programming and trouble shoot the process (create the process, improve the process).

The UH CC system are working on initiatives to automate our SAP and maybe even dataload (application processing). If this actually happens then we'll be able to 'work' files more quickly. Also, please keep in mind that of the 5 staff that are on-board three are still neophytes and still in training...we hope that their transitions are smooth and quick.

Is this what you wanted?

Jennifer

> Sorry for the quick turn around but they need something by Wednesday. Thanks Jennifer.

> Sheldon

> --

> Sheldon Tawata, Coordinator

> Kapi'olani Community College, 'Iliahi 231

> 4303 Diamond Head Road, Hon., HI. 96816

> p. 808 734.9842 f. 808 734.9456

> w. [highschool.kcc.hawaii.edu](http://highschool.kcc.hawaii.edu), t. [twitter.com/uhkapiolani](https://twitter.com/uhkapiolani)

> y. [youtube.com/stawata](https://youtube.com/stawata), sn. [linkedin.com/in/stawata](https://linkedin.com/in/stawata)

> e. [sheldont@hawaii.edu](mailto:sheldont@hawaii.edu) skype. sheldon\_t

>

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipients and may contain confidential and/or privileged information. Any review, use, disclosure, or distribution by unintended recipients is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

--

Sheldon Tawata, Coordinator

Kapi'olani Community College, 'Iliahi 231

4303 Diamond Head Road, Hon., HI. 96816

p. 808 734.9842 f. 808 734.9456

w. [highschool.kcc.hawaii.edu](http://highschool.kcc.hawaii.edu), t. [twitter.com/uhkapiolani](https://twitter.com/uhkapiolani)

y. [youtube.com/stawata](https://youtube.com/stawata), sn. [linkedin.com/in/stawata](https://linkedin.com/in/stawata)

e. [sheldont@hawaii.edu](mailto:sheldont@hawaii.edu) skype. sheldon\_t

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipients and may contain confidential and/or privileged information. Any review, use, disclosure, or distribution by unintended recipients is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.