Annual Report – Office of Scholarships and Financial Aid  
AY 2011-2012

1. Identification & Executive Summary
   - Office of Scholarships and Financial Aid
   - Mission Statement: As part of the Office of Enrollment Management, staff members in the Office of Scholarships and Financial Aid are committed to supporting the University’s goals of enrolling and graduating a highly talented and diverse student body.

Our student-focused staff works to help students and their families seek, obtain, and make the best use of all resources available to help them finance the costs of attending Loyola University New Orleans. We aim to provide efficient and effective access to programs and services through personalized attention and the use of state-of-the-art technology.

In partnership with internal, federal, state, and other organizations, staff members coordinate the administration of all student financial assistance awarded to ensure equity and consistency in the delivery of funds to students. We are dedicated to providing for the proper stewardship of all University, government and private funds that are utilized by our students to finance their education.

We aspire to minimize the procedural barriers that sometimes frustrate applicants for financial aid and work to insure that our students learn to handle their financial affairs in a responsible manner. In the spirit of St. Ignatius, we want them to leave Loyola as men and women who will seek to act justly and to walk reverently in the world as "men and women for others."

This statement is available online at [http://www.loyno.edu/financialaid/our-mission](http://www.loyno.edu/financialaid/our-mission) Our mandatory Code of Conduct for dealing with student loan lenders is also available online at [http://www.loyno.edu/financialaid/code-conduct](http://www.loyno.edu/financialaid/code-conduct)

- Executive summary of activities (for AY 2011-2012) and office/department/center/institute highlights,

Staff in the Office of Scholarships and Financial Aid faced two major challenges at the start of the 2010-2011 processing year:

- Converting all operations from the university’s legacy mainframe-based student information system to the College Board’s “PowerFAIDS” system ([http://www.loyno.edu/financialaid/powerfaids](http://www.loyno.edu/financialaid/powerfaids)).
Annual Report Form – Offices, Departments, Centers & Institutes – Non-Degree-Granting

- Converting all federal Stafford, PLUS and Grad PLUS Loans over to the Federal Direct Student Loan Program (http://www.loyno.edu/financialaid/william-d-ford-direct-loan-program),

A significant amount of work remained with the conversion of all operations to the PowerFAIDS system at the start of the 2011-2012 academic year. The conversion process has been slowed by the retirement of JoAnn Wellmyer from the Information Technology staff. JoAnn possessed a wealth of knowledge, common sense, and great instincts that allowed her to anticipate issues that may arise as part of the conversion process. As the operations of the Financial Aid Office impact so many areas of the university, we still have a tremendous amount of work to be done before the PowerFAIDS system is fully operational.

The staff did successfully handle the conversion of over $57 million in federal student loans to the Federal Direct Student loan program. We successfully reconciled all account records for the 2010-2011 year with the Department of Education.

Staff Changes: One financial aid counselor, Lynn Folger, retired in December 2011. A second counselor, Tracy McLendon, transferred to the Student Finance Office in March 2012. We hired Tara Johnson, a veteran financial aid counselor from Delgado in March 2012. In August 2012, Michael Barrera was hired for the open counselor position. We also hired Linda Osorio to fill the newly created position of Assistant Direction for Operations. Linda is primarily responsible for handling graduate student aid applications and also is handling many of the daily computer operation functions. Tara and Linda were both out on maternity leave at different times during the award year which slowed their training. Other staff members “stepped up” in their absence to minimize any impact to the families we serve.

Federal Financial Aid Program Changes: The Department of Education implemented a whole series of “Program Integrity” Regulations during the 2011-2012 academic year. These regulations aim to provide a wide range of additional consumer information to students and parents. While the cause is noble, the regulations do add additional administrative burden to the aid office staff.

Congress mandated that all post-secondary institutions post a “Net price calculator” on their web sites by October 31, 2011. Our calculator is posted at http://www.loyno.edu/financialaid/net-price-calculator.

Outreach Efforts Expanded. Besides our traditional outreach to metro area high schools, the addition of Linda Osorio allowed us to increase our services to graduate students. Cathy Simoneaux launched additional outreach efforts to veterans (http://www.loyno.edu/financialaid/programs-veterans-military-service), alumni http://www.loyno.edu/financialaid/alumni) and students with disabilities

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This included learning how to create and upload short videos to our new You Tube Channel for students and parents who may have visual or hearing challenges and who might need an alternative communications channel

Finally, we launched a periodic resource guide for faculty and staff to make them aware of issues that may be impacting the students they are serving.

2. **Summary & Assessment Results for Key Performance Indicators (KPIs)/Student Learning Outcomes (SLOs), where applicable**

   (See Tables 2.1 through 2.4 located in the Appendix) – *not applicable*

3. **Summary of Office Achievements and Committee Service**

   Cathy Simoneaux was invited to speak at 12 high school “Financial Aid Nights” during the 2011-2012 academic year. She made additional presentations to students in the LatiNOLA and Upward Bound Programs who were attending programs at Loyola. She did a final presentation to a Pre-Law class on financing a graduate education.

   Cathy hosted the 2nd national “Twitter chat” organized by the Social Media Team from the Department of Education’s Office of Federal Student Aid on February 29, 2012 -

   Cathy was invited to speak at the 2012 National Student Financial Aid Conference on *Student Consumer Information Requirements*. In addition, she was invited by *The Chronicle of Higher Education* to submit a blog entry on the topic that was published during the Conference.(

   Cathy also continues to chair the financial aid directors conference within the AJCU.

   With the addition of Linda Osorio, we now have 3 staff members who are fluent in Spanish and can do effective outreach with the extended families of our Hispanic students.
B. University Committee Service (including: Task Forces and Special Initiatives) and Strategic Alignment

Not applicable

4. Strategic planning and goals for AY 2012-2013: As part of the Division of Enrollment Management, we work to support the Admissions’ Office in recruiting students. Once they are enrolled, we work with multiple university offices to retain students until graduation.

- Our major operational goal continues revolve around mastering PowerFAIDS and perfecting the interfaces with the university’s legacy system and the Admissions Office’s system.

- Program Goals:
  - Cathy Simoneaux is working with Kathy Gros to fully implement the Principles of Excellence program (http://www.loyno.edu/financialaid/programs-veterans-military-service) by the start of the 201302014 academic year.
  - Cathy Simoneaux is working with Linda Osorio to resolve the numerous complications caused by the online MSCJA Program’s non-traditional calendar AND the increased workload on the office with the growth of the Title VIII Programs for graduate nursing students.
  - Depending on the results of the November elections, we can foresee additional changes to federal aid programs in the future, (http://www.loyno.edu/financialaid/presidental-policies
  - Considering the state of Louisiana’s current financial situation, we do not foresee the growth on any state financial aid programs.

5. General statement on how assessment has been conducted within the unit during AY 2011-2012

The unit is annually audited by the university’s internal and external auditors. The unit is also subject to periodic audits by the Louisiana Office of Student Financial Assistance. None were scheduled by “LOSFA” during 2011-12 due to the state’s current budget situation.

The unit also must submit numerous reports to the Department of Education throughout the year. One measurement that the Department uses is the default rate of the school’s borrowers under the Federal Direct Student Loan Program. Our students should be commended as we are below the national rate as well as the average rate for private schools (http://www.loyno.edu/financialaid/default-rate-statistics).

6. Budget for AY 2011-12 - Federal financial aid programs for post-secondary education have faced a number of challenges during the past several years. A basic stalemate in Congress led to no additional funding and only minimal cuts to the campus-based

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programs in 2011-12. The Pell Grant program faced close scrutiny but annual awards were not cut. Additional information on about specific Title IV programs is available at http://www.loyno.edu/financialaid/future-federal-student-aid-programs. Graduate Programs in nursing continue to receive generous awards under Title VIII for the Nurse Faculty Loan Program (http://www.loyno.edu/financialaid/nurse-faculty-loan-program) and for Traineeship Grants.

State aid programs for undergraduates from Louisiana remained essentially stagnant during the 2011-2012 academic year. Federal funding for the “LEAP” Grant Program ended. The Program was “replaced” with the Louisiana “State Matching Grant” Program (http://www.loyno.edu/financialaid/louisiana-state-matching-funds-grant). With the loss of the federal match, the total amount awarded to Loyola was approximately $10,000 less than what we received during the 2010-2011 year through the old “LEAP” Program (http://www.loyno.edu/financialaid/leap-grants). The amount we receive each year under the “GO” Grant Program (http://www.osfa.la.gov/index.jsp?SRC=/go_grant.htm) is annually capped which causes problems for late applicants. With the state’s ongoing budget problems, future funding for this program is always open to being cut. We receive a small amount of state grant funds from Vermont, Pennsylvania, and Rhode Island for their undergraduate students enrolled at Loyola.

Priorities for the Institutional Aid budget, as well as packaging policies, are established by the Vice-President for Enrollment Management.

**APPENDIX**

**Table 2.1: List of all Personnel and Associated Position Titles AY 2011-2012**

**Data Source: HRS**

<table>
<thead>
<tr>
<th>A. List Name of Personnel (Last Name, First Name, MI)</th>
<th>B. Personnel Employment Status</th>
<th>C. Position Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simoneaux, Catherine M</td>
<td>FT</td>
<td>Director</td>
</tr>
<tr>
<td>Thompson, Carolina</td>
<td>FT</td>
<td>Associate Director</td>
</tr>
<tr>
<td>Aguirre, Claudia</td>
<td>FT</td>
<td>Associate Director</td>
</tr>
<tr>
<td>Osorio, Linda</td>
<td>FT</td>
<td>Assistant Director</td>
</tr>
<tr>
<td>Barrera, Michael</td>
<td>FT</td>
<td>Counselor</td>
</tr>
<tr>
<td>Johnson, Tara</td>
<td>FT</td>
<td>Counselor</td>
</tr>
<tr>
<td>Schott, Michelle</td>
<td>FT</td>
<td>Counselor</td>
</tr>
<tr>
<td>Rankins, Kim</td>
<td>FT</td>
<td>Administrative Assistant III</td>
</tr>
</tbody>
</table>
Table 2.2: Non Academic Offices, Departments, Centers, & Institutes Personnel Headcount by Status Over Last Four Academic Years  
Data Source: HRS

<table>
<thead>
<tr>
<th>Personnel Headcount</th>
<th>AY 08-09 No.</th>
<th>AY 09-10 No.</th>
<th>AY 10-11 No.</th>
<th>AY 11-12 No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>FT</td>
<td>7.0</td>
<td>7.0</td>
<td>8.0</td>
<td>8.0</td>
</tr>
<tr>
<td>PT</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total FTE</td>
<td>7.0</td>
<td>7.0</td>
<td>8.0</td>
<td>8.0</td>
</tr>
</tbody>
</table>

FTE Personnel: Fulltime Equivalent Personnel = FT Headcount + 1/3*PT Headcount

Table 2.3: Non Academic Offices, Departments, Centers, & Institutes - Aggregated Results on Relevant Surveys (e.g., 2011 Graduating Student Survey, Course Evaluations, SSI, IPS, ASPS, NSSE, and FSSE)* not applicable

Award Source Summaries

- **2010 – 2011 Academic Year**
- **2011 – 2012 Academic Year**
- **2012 – 2013 Academic Year** (as of 10/31/2012)

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