COMMITTEE: Student Scholarships, Fellowships and Financial Aid

MEETING DATE: October 28, 1996

PERSON PRESIDING: Hoekstra

ACTIONS OF MEETING

I: Review of Financial Aid Services

The meeting began at the offices of Financial Aid in the old cafeteria. R. Stelma conducted a brief tour of the facilities. The meeting then moved to the library building because there is no space in the Financial Aid office area large enough for a meeting.

R. Stelma distributed a report with comments about the Financial Aid office from the graduating senior survey.

A discussion was held about problems that were easy to identify from the tour and from the senior survey. Problems included such things as:

- the inadequate telephone system;
- long waiting lines especially at certain peak times of the year (May - Sept);
- inadequate number of staff especially at peak times to handle caseload;
- inability of people other than trained, experienced FA people to handle the work on individual student cases;
- student comments that FA office people are rude, unconcerned, & unable to help students;
- hours are not convenient for all students;
- students don't get correct information because students don't know what information they need in the first place;
- office is not generally an inviting place, having to discuss things at the front desk in order to get routed correctly is not conducive to privacy; and
- application process has many different steps and students can easily miss a step along the way.

No conclusions were reached about what could be done to address these problems. It was decided to continue the discussion at the next meeting.

II: Old business

S. Dar reported on presentation of resolution re: scholarships for sophomores at Faculty Senate meeting. The resolution was adopted.

M. Hoekstra & L. Allred will distribute a mailing to all schools/ departments to ask about any scholarships that are administered through the various schools/ departments.
III. Committee Mandates
A review of the committee mandates was done. Two ongoing tasks are to administer some small scholarships and to hear appeals for discontinuations of scholarships.

IV. Appeals
An appeal meeting has been scheduled for Thursday October 31. The designated appeal committee members may not be able to attend, but some other regular committee members are available, so the meeting will proceed with whatever members are able to attend. The designated appeals committee members will meet immediately after this meeting to find other times when they can all come to meetings in the future.

NEXT MEETING: November 25, 1996