



Breaking Down Silos Between Financial Aid, Advising, and Faculty

March 4 | 3:00 – 3:30 p.m. Eastern Time

Practice Deep-Dive Series: Breaking Down Silos Between Financial Aid and Student Success

Navigate Student Success Collaborative

We will begin at 3:02 p.m. Eastern Time
once everyone has joined!

Zoom Audio Options

2



You are confirmed for the following event:

Practice Deep-Dive Series: Breaking Down Silos Between Financial Aid and Student Success

Thursday, March 4 | 3:00 p.m. – 3:30 p.m. Eastern Time

Zoom Details

Join the Meeting : [Click Here for Your Personalized Meeting Link](#)

Note: This link should not be shared with others; it is unique to Lindsay Kubaryk.

For better sound quality, we recommend using your computer audio. However, if your internet connection is not stable or you prefer to dial-in by phone, we have included dial-in information below.

Telephone Dial-In: +1-312-626-6799

Meeting ID: 980-3620-8992

One-Touch Mobile Dial-In: 13126266799,,98036208992#

International numbers available: <https://eab.zoom.us/j/98036208992>

Using Your Computer Speakers

If you select the “Computer Audio” option, please be sure that your speakers or headphones are connected.

Using Your Telephone

If you select the “Phone Call” option, please dial in with the phone number and access code provided on the calendar invitation.

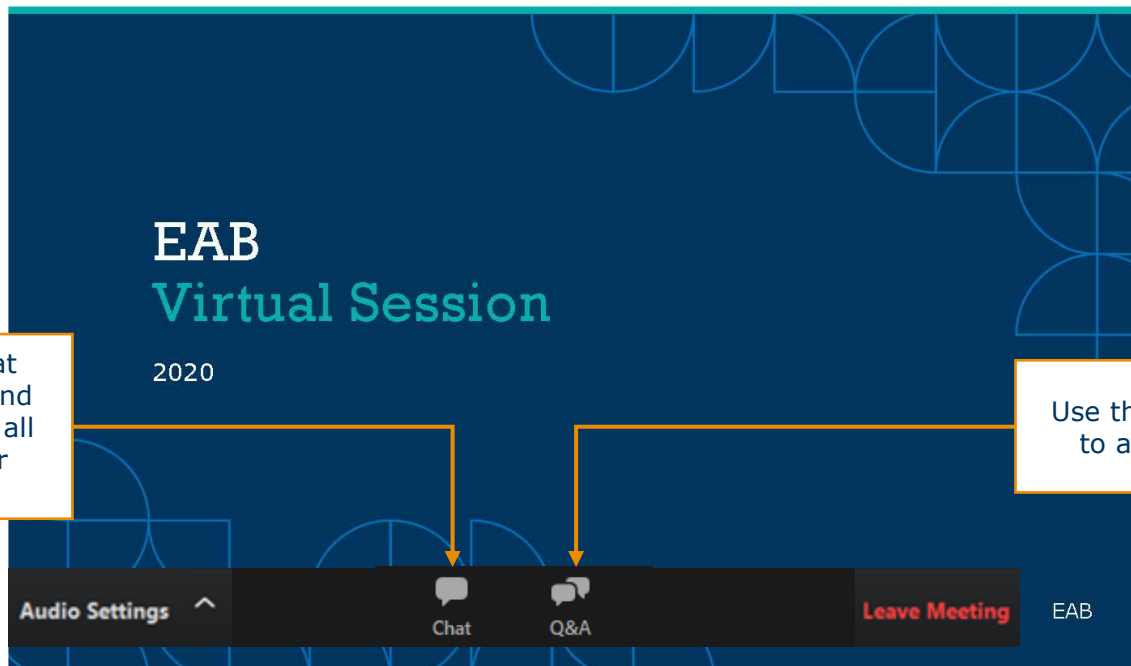


Zoom Webinar Features



Use the Chat feature to send messages to all panelists or everyone

Use the Q&A feature to ask questions



Today's Presenter



Christina Hubbard

*Senior Director,
Strategic Research*

Follow me on Twitter:
CM_Hubbard



Today's Featured Leaders from Wiregrass Georgia Technical College



Angela Hobby

Vice President for Enrollment Management



Jammie Wilbanks

Associate Vice President for Academic Success

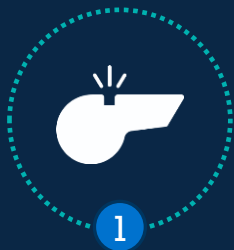
Quick Poll

My current role can best be described as:

- Advisor
- Financial aid staff
- Other student support staff
- Vice-president or Provost
- College president
- Teaching faculty
- Faculty leadership (Dean, chair, etc.)
- Other (please share in the chat)

Practice Deep-Dive Series:

Breaking Down Silos Between Financial Aid and Student Success



1

Thursday, February 18
12:00 pm – 12:45 pm ET

**Solving Common SAP
Issues**

Watch the recording
on [FAB.com](https://www.fab.com)



2

Thursday, March 4
3:00 pm – 3:30 pm ET

**Breaking Down Silos
Between Financial Aid,
Advising, and Faculty**



3

Thursday, March 18
1:00 – 1:45 pm ET

**Proactively & Creatively
Engaging Students to
Reduce Financial
Barriers to Persistence**



WIREFRASS

GEORGIA TECHNICAL COLLEGE®

Valdosta, Georgia



~4,700 students enrolled
at four campuses



95% of students receive
financial aid



Navigate partner
since 2016

Confirming Student's In-Seat Status Suffered from Process Pain-Points

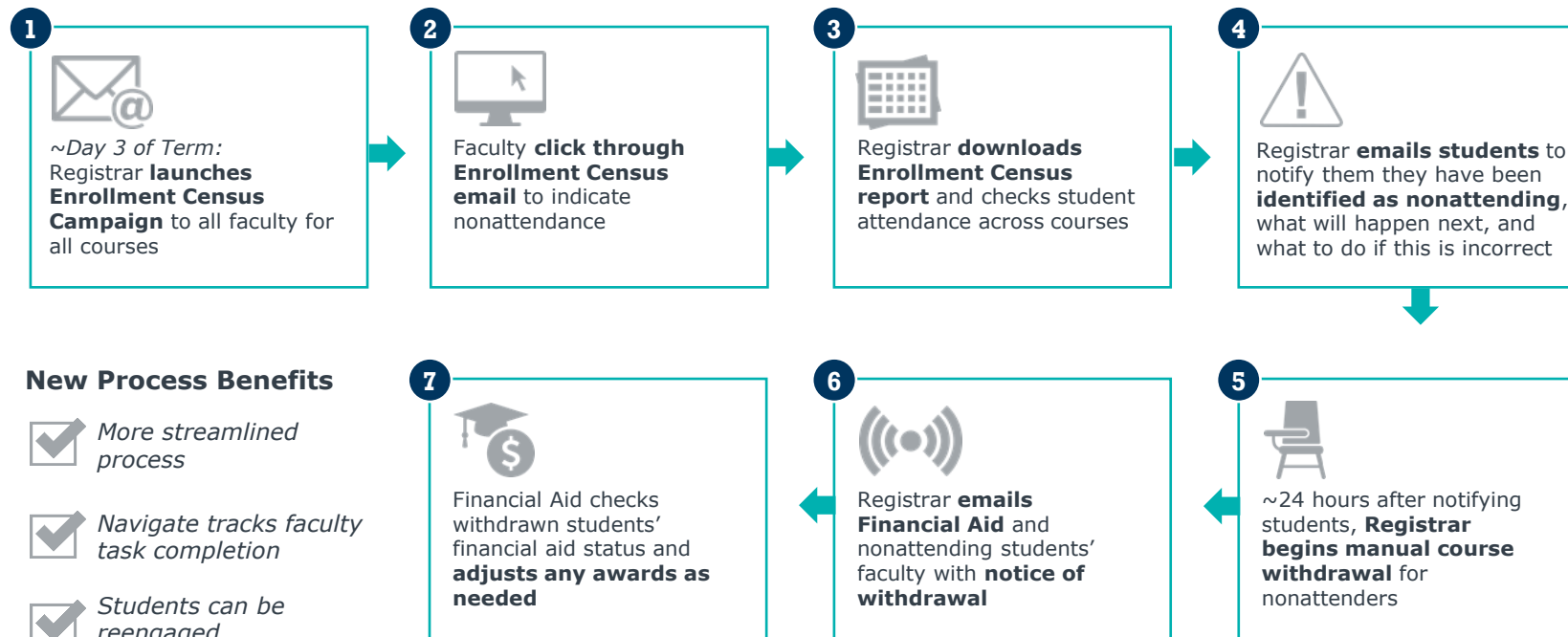
No insight Into Faculty Compliance and Lack of Student Notice Hampers Efficiency and Accuracy

Former Enrollment Verification Process:



Improved Census Means Fewer Students Miss Out on Aid

Navigate Facilitates Better Enrollment Census Reporting to Ensure Students Are in Seat



Prevent Student Financial Burden With Faculty Insights

Ask Faculty to Report Students Who Have Stopped Attending BEFORE Releasing Aid Refunds



WEEK 2:

Re-Launch Enrollment Census Campaign

Faculty Indicate Non-Attending Students

Reporting inactive students prevents financial aid refund checks from being sent to students who stopped attending



Outreach to Non-Attending Students

Financial Aid Tries to Reengage Student

This offers students the chance to regain momentum, and nonrespondents don't add refunded aid to their debt to the college



Student is reengaged and continues course



Aid is held, preventing additional debt



Enrollment Census Prevents Unnecessary Student Debt

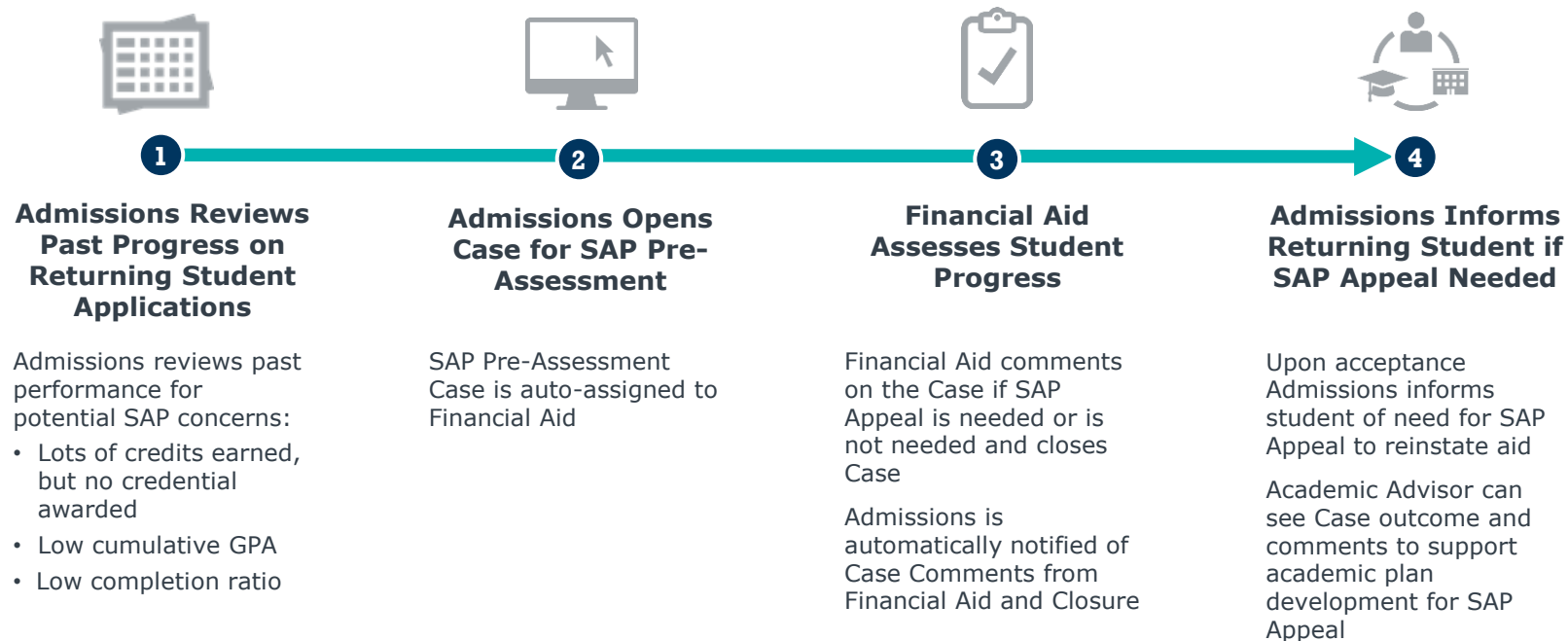
\$800 average tuition owed by withdrawn students

87 inactive students reported in Fall 2020

\$70k of potential student debt prevented

Readmit Process Addresses Aid Issues Earlier

Navigate Enables Admissions, Financial Aid, and Advising Collaboration for Returning Student Success



Q&A with Wiregrass Georgia Technical College



Angela Hobby

Vice President for Enrollment Management



Jammie Wilbanks

Associate Vice President for Academic Success



Conclusion

SECTION

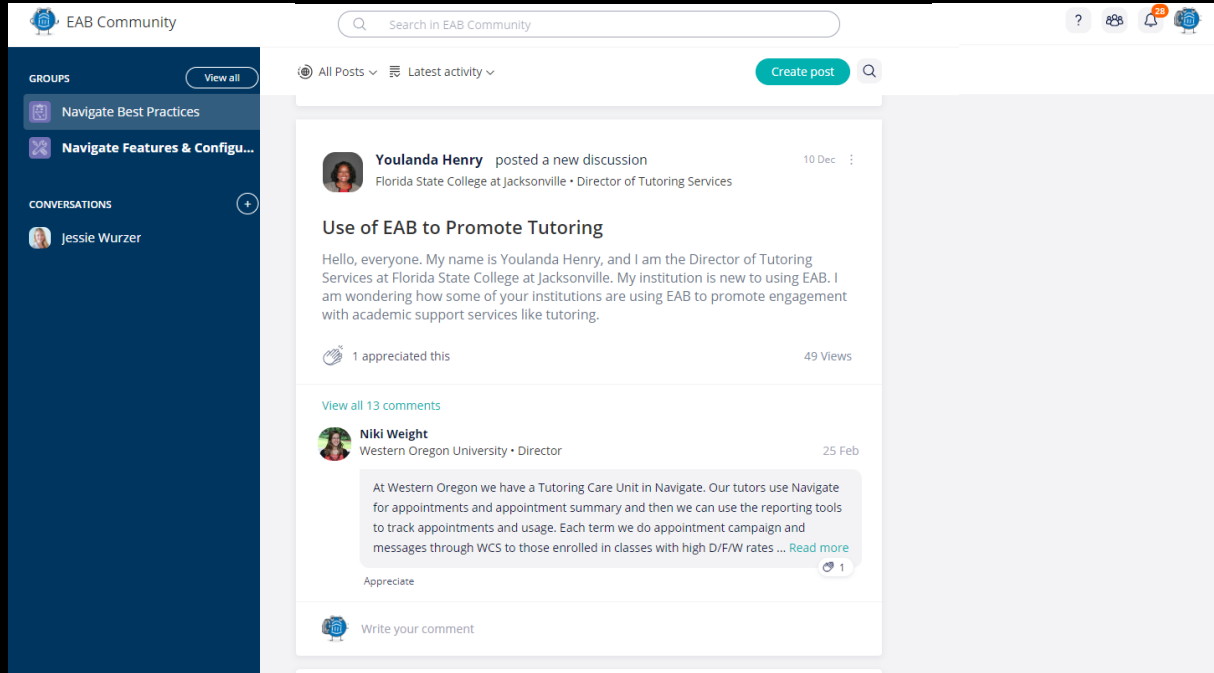
Questions to Consider

Jumpstart Discussion to Implement These Processes on Your Campus

- 1 At what point during your institution's start-of-term does it make sense to launch an initial Enrollment Census Campaign to identify non-attending students?
 - Who can/will own this processes? Consider who has visibility on student aid status, who has or can be granted the necessary permissions in Navigate to do this.
 - What will outreach to students who are marked non-attending look like? Who will own this?
- 2 What potential impact could eliminating financial aid refund debt have on...
 - Stopped-out student's ability to re-enroll in a future term?
 - The bottom line for the institution?
- 3 What guidance or training do admissions officers need to identify potential SAP risks earlier?
 - How and when in the current readmit application process are students advised to meet with financial aid?
 - How could leveraging Cases and Alerts in Navigate reduce office bounce for returning students and streamline their re-entry?

Join us in the EAB Community

Visit networking.eab.com to sign up and log in



NETWORK with other Navigate-using practitioners. Send direct messages 1:1 or in groups of up to 50.

SHARE STUDENT SUCCESS STRATEGIES that are working on your campus and find new ones to implement


ASK QUESTIONS about Navigate features or student success best practices to learn more from your peers and EAB

Final Thoughts



Please take a moment to answer this final poll question to provide your overall experience on today's session.

We have also shared a link to a short online evaluation in the **Chat** and we would appreciate if you could take 2-3 minutes to give us additional feedback on your experience today.





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