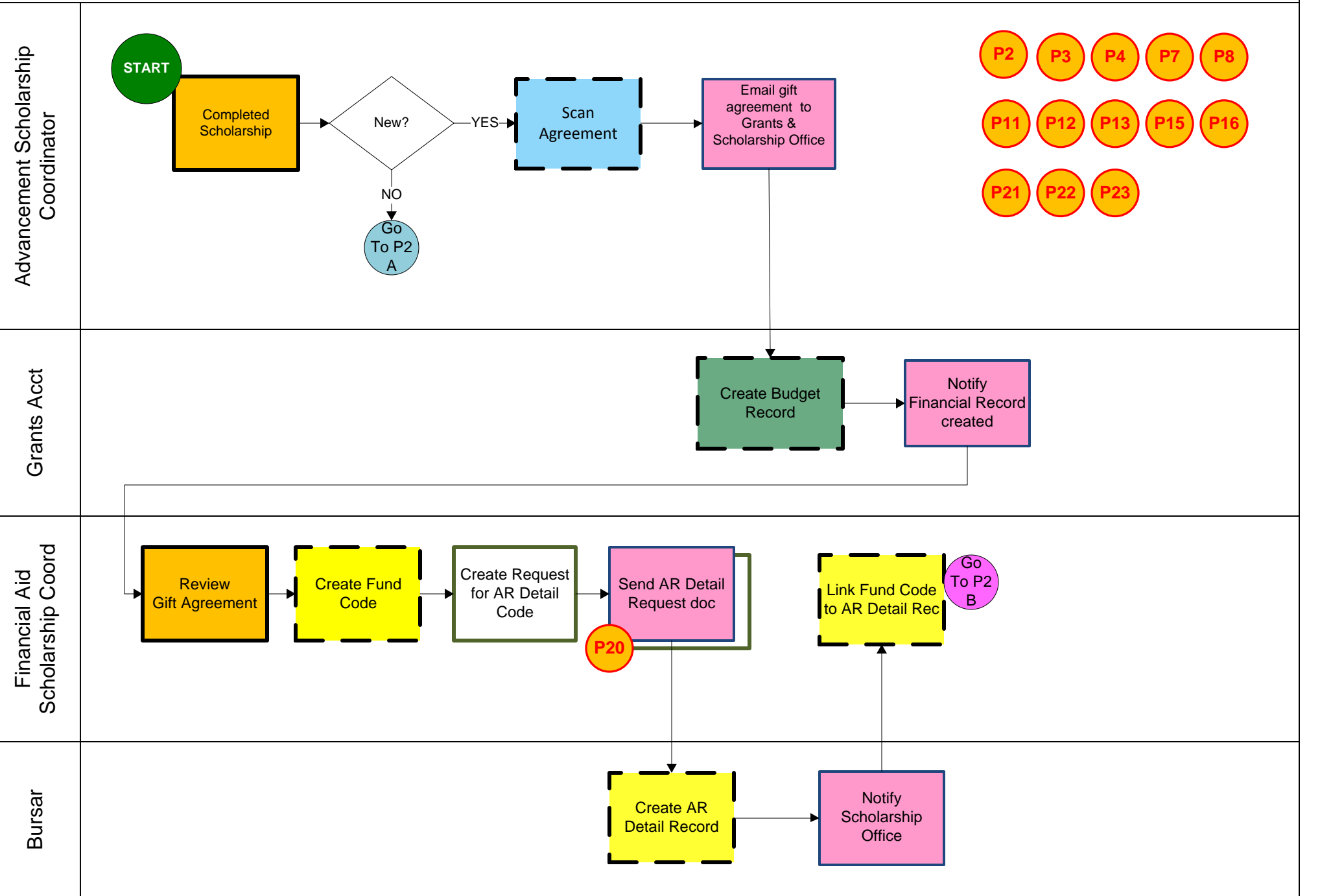
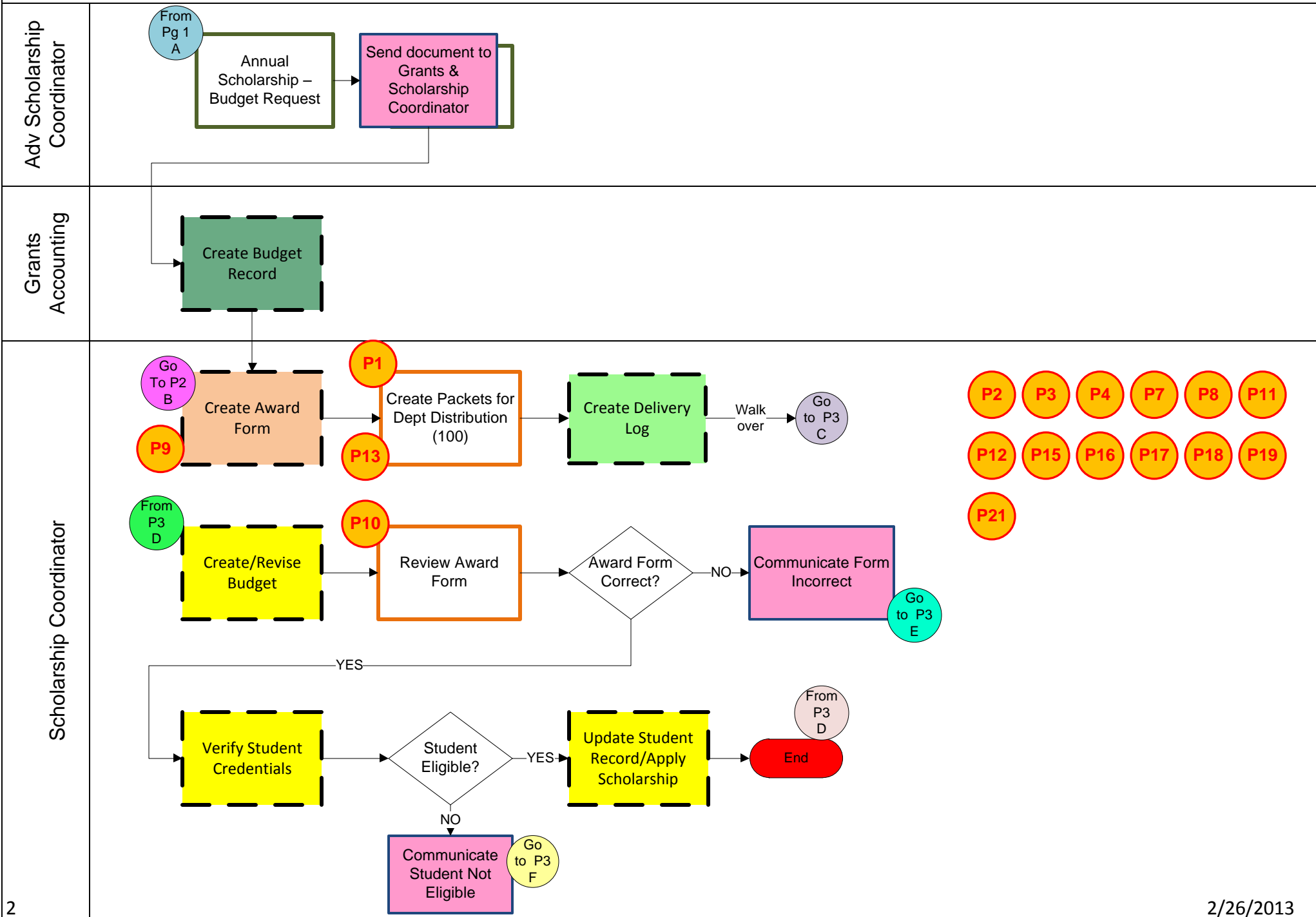


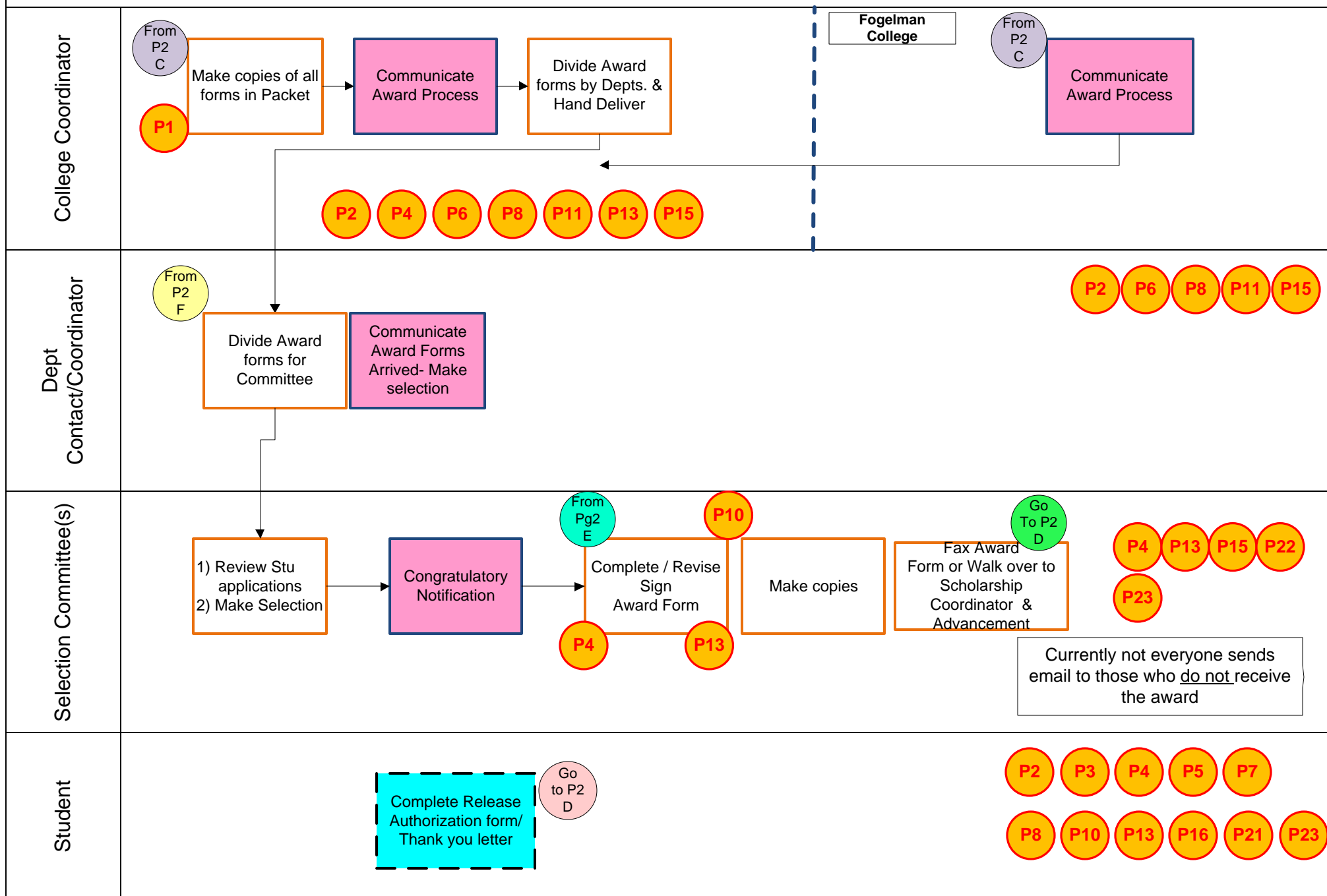
Scholarship Award Process – AS IS



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Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by **RCA** prefix.

1. Too many award packets have to be created by Scholarship Coordinator in the Scholarship Office

RCA: Colleges/Departments have not designated a person responsible for receiving the packets and distributing through out the college/department

2. A standardized calendar for department scholarships does not exist which causes duplication of efforts, recalculation of financial aid eligibility, impact on student, late fees assessed and potential of university image or public relations lost

RCA: Departments solicit student applications at various times, no set deadlines. Timeline starts in April, accountability and accuracy issues that cause duplication of efforts

3. Lack of centralization of award information – tracking of the outcome (who was awarded)

RCA: Do not have a scholarship system, paper process

4. People fail to move paper work through in a timely manner causing delays in the process

RCA: Do not have a scholarship system, paper process

5. Students are unable to track their scholarship application during the process. Students can only see information after it is awarded in Banner.

RCA: Do not have a scholarship system, paper process

6. Departments cannot track where the award is during the process

RCA: It is a paper process

7. Impact when awarded late into the process with Financial Aid regulations

RCA: People do not adhere to due dates and sometimes donations are not received until late. Timeline starts in April, accountability and accuracy issues that cause duplication of efforts

8. Best Practices are not identified and shared

RCA: There isn't a best practice document for departments to use as a guideline

9. File Maker Pro is the system used to generate award forms

RCA: This is not an efficient system for generating the forms and information is not accessible outside the Scholarship Coordinator office

10. Inaccurate award forms are submitted to the Scholarship Coordinator

RCA: People are not following the detail instructions provided how to fill out the form, use old saved forms and resubmit, they are not held accountable for their actions

11. Departments do not have access to information on who was awarded a scholarship unless they make paper copies before sending form to Scholarship Office

RCA: It is a paper process

12. Budget approvals are not received in Scholarship Office until April which does not allow adequate time for making awards timely

RCA: Current approval timelines for committees and Donors are too late in the Spring (March)

Pains & Issues con't:

13. There aren't any check and balances on the award form

RCA: Form is paper so data cannot be pulled from Banner system

14. Departments do not receive budget information timely

RCA: Deans do not disseminate the approved budget down to the departments

15. There isn't a process developed for reporting approved budgets to the areas of responsible

RCA: There isn't an owner for the process

16. Departments do not following scholarship criteria for the University funded, they divide and split the award amounts among several students

RCA: Departments are not made accountable

17. Tuition based scholarship are general in the statement what being awarded; states "will cover tuition"

RCA: Amount can fluctuate if student takes more or less hours, scholarship should state exact number of hours or dollar amount

18. Re-creation of award packets

RCA: Departments lose the packets after they have been delivered or the contact person in scholarship office is not current

19. Departments use older version of the award form, not the standard or current form

RCA: Do not want to conform to the process

20. Hand off from Scholarship office to Bursar office to create the Banner accounts receivable record slows down the process

RCA: Scholarship office does not have the security access to create the record

21. Departments notify students they have received the award prior to Scholarship Office verification without stating this is not official

RCA: There isn't an official notification process in place

22. Departments are not notified the student has been approved to receive the scholarship

RCA: There isn't a process in place to notify departments

23. There isn't an official notification sent from the Scholarship office to the students

RCA: There isn't a standard letter or template or a notification mechanism in place

Legends

