

Administrative Process Improvement Project
Quick Hits/ Recommendations
Annually Scholarship Award Process

The team met to review current practices and processes related to the scholarship award process. Design and implement an improved process, leveraging existing technology and reporting capability whenever possible. Develop a standardized calendar, and update policy, other documentation and training materials as needed.

Scholarship Award - Common Calendar:

- Allow University to officially notify students by end of spring term of their awards
- Retention improved if students are aware they are receiving awards; currently they may not be notified until June- July, and even then it is an unofficial notification
- Timeline:
 - Students apply November – February
 - Donor donations due – December 31st
 - Departments selections made by March 15th
 - Scholarship office certifies awards by April 30th
 - Students official notification – May 1st

College Scholarship Contact Person:

- Each college will designate a scholarship contact who will be the primary contact for the Scholarship Office
- College contact will be the central point to distribute the award forms to the departments, collect the award forms, review and sign-off before returning them to the Scholarship office
- Eliminates the creation of 100 award packets and the hand delivery by the Scholarship Office Coordinator to sixteen (16), a time savings of 30 hours
- Enforce common calendar deadlines

Selection Committee Chair:

- Adhere to common calendar deadlines
- Follow the new Scholarship Award Best Practice document
- Follow scholarship criteria when making selections
- Submit the committee's alternate choices – this will expedite selection process when the initial choice is not eligible
- Use the current award form that is provided by the Scholarship Coordinator, some departments will use old outdated forms
- Send the student an unofficial notification stating they have 'been recommended to receive...'
- If scholarship cannot be awarded, recommend it be held until the next award period

Award Notifications:

- Implement an un-official award notification template for departments to inform students at time the selection is made. Currently some departments send notification after the selection congratulating the student receiving the award, prior to certification by the Scholarship office
- Implement official award notification to the students after scholarship office has certified awards stating exactly what the student will receive (how much per semester, per year) for clarity
- Implement notification to those students who did not receive the scholarship. Currently there is no process in place across campus
- Scholarship office implements process to notify the College Contacts awards have been certified, currently there isn't a process in place

Banner Form Access:

- Grant Scholarship Coordinator, and a designee, access to create the NEW scholarship accounts receivable detail codes, currently this is a handoff that can cause up to a week's delay in processing

Future Recommendations:

Purchase Software:

- Recommend the University invest in a purchased software solution that begins with student applying through awarding
 - Standardized template for departments to use to create application forms
 - Status updates during the process that students can view through Portal
 - Eliminates Scholarship office having to create the paper award forms (estimated 600 forms)
 - Eliminates the use by the Scholarship office of Excel, File Maker Pro and Access for creating award forms
 - Departments would have access to view the status of the award after they make a selection
 - Automatic e-mail notifications to departments of awards approved. Currently there isn't any formal notification process in place
 - Standardized Award letters could be generated and e-mailed to students
 - Reduces the entire processing time in order to expedite the award certification and notification