

Financial Aid Update

Office of Student Financial Aid and
Scholarships



Financial Aid Communication to Students

Scholarships

- Palmetto Fellows/LIFE Scholarship/General University Scholarships
 - Communicates to students the importance of keeping their scholarship(s)
 - Includes eligibility requirements and resources available through the Student Success Center
 - Congratulatory Notice
 - Early September
 - Warning Notice- informs the student that their academic performance could affect eligibility for next year
 - Early January



Financial Aid Communication to Students

Scholarships

- Suspension Notice- Informs the student that unless they take measures to remedy their academic performance, they will lose their eligibility for the next academic year
 - May



Financial Aid Communication to Students Satisfactory Academic Progress (SAP)

- Students contacted when there is an issue regarding their academic performance that is affecting eligibility for financial aid
- Since more than one issue possible, important for students to be advised by the financial aid office first
- The financial aid office will request certain information based on the student's academic review



Financial Aid Communication to Students

Satisfactory Academic Progress (SAP)

– SAP Notifications

- Warning Notice- student has not met the completion rate or GPA needed
 - January
- Maximum Timeframe Notice- student is approaching the maximum number of credits for which they can receive financial aid (cannot exceed over 180 credits)
 - September and March
- Academic Plan Notice- students are sent a notification because they did not meet the conditions of their appeal
 - October and March

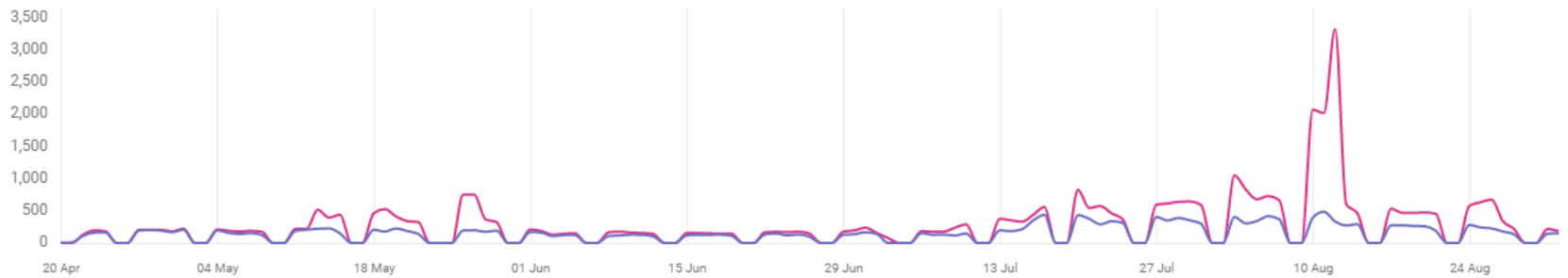


Call Volume Perspective

Queue KPIs [Select KPIs](#)

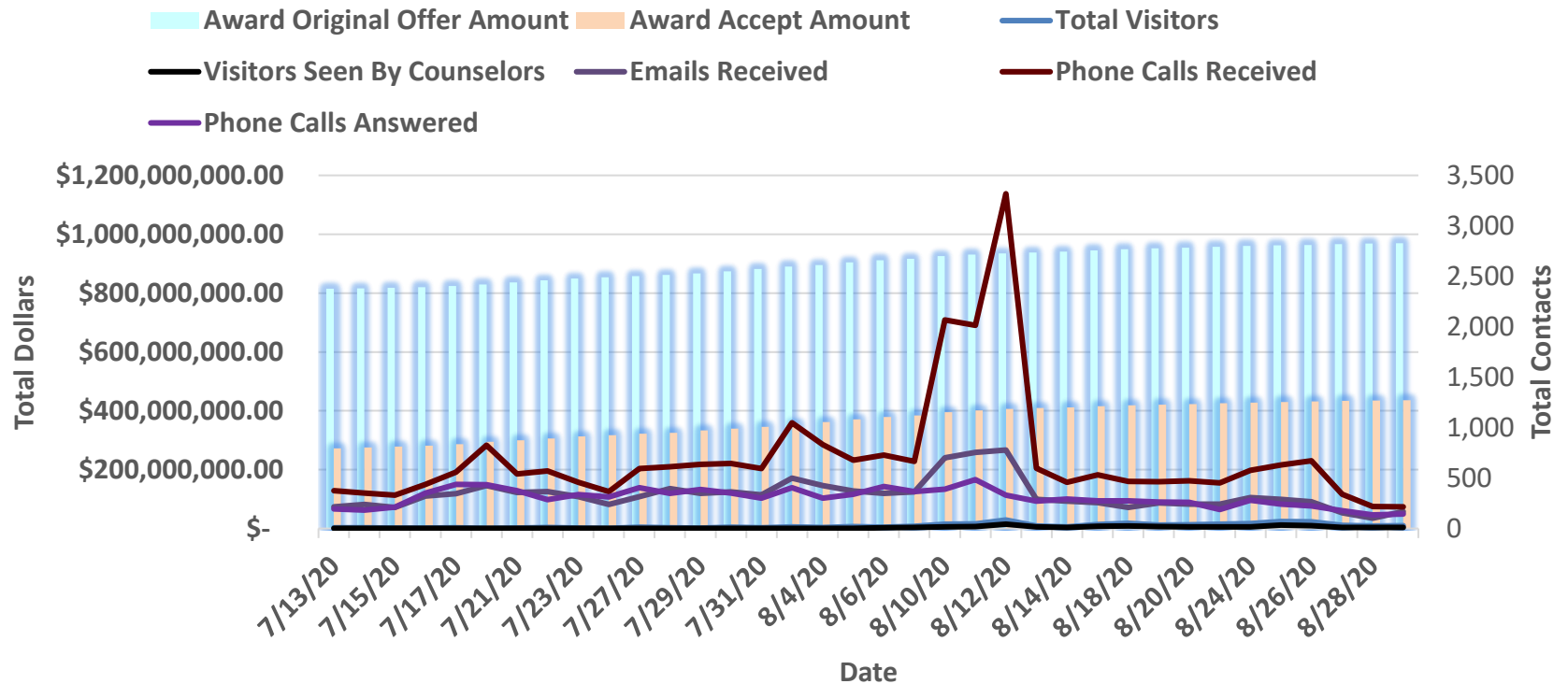


Trend PRIMARY METRIC # Inbound SECONDARY METRIC # Answered Day Week



Call Volume Perspective

Fall 2020 Contact Activity Compared to Awarding Activity



Challenges

- What if a student says he/she cannot reach the financial aid office?
 - Use “Ask Cocky” chat bot at www.sc.edu/financialaid
 - Answers based on information on our website
 - Not a live chat
 - Email uscfaid@sc.edu (allow time for a response, usually 24-48 hours)
 - Calling/office visits are always an option
 - Last-minute callers!
 - All you can suggest is to try contacting us again or wait for a response
 - Multiple emails/calls/voicemails ≠ quicker response



Challenges

- Gift aid (scholarships/grants) and Direct Loan limits stay relatively flat each year
 - Results in more Parent PLUS/private educational loans being applied for
 - Manual, time-consuming, and can be complex



EAB Pathfinder

- For privacy reasons, cannot leave details in EAB comments
- Referral Reasons
 - Scholarship Retention
 - Financial Implications of Withdrawal
 - Situation Affecting Grades
- Case Closed
 - Email sent to student: “You were referred to our office with financial aid questions. How can we be of assistance?”
 - Thank you for your helpful comments!



Questions?



UNIVERSITY OF
SOUTH CAROLINA

Thank You!

Brandon Lindsey

Senior Assistant Director- Student Services

Direct phone number (not to be shared): 803-777-7807

Email address: blindsey@mailbox.sc.edu

