

*D. Drumgoole*

1. Evaluated need for additional staff in summer 2003 to add new staff members in 03-04. Created new position for Loan Coordinator for 03-04. (See memos dated July 17, 2003 and August 7, 2003)
2. Created part-time Receptionist position in Spring 04. (See memos dated July 17, 2003)
3. Investigated imaging programs in 03-04 to move financial aid dept to a "paperless" office in 04-05. Purchased Image Now in Summer 04 and implemented program in Fall 04. (See memo dated May 04)
4. Began using EdExpress program in 04-05 to electronically package financial aid instead of manually packaging it to streamline and speed up the delivery of financial aid to students.
5. Evaluated need for additional staff to change part-time Receptionist position to full-time. (See 2004-2005 Budget Addendum)
6. See statistics for loan volume in memo dated January 20, 2005 and February 8, 2006.

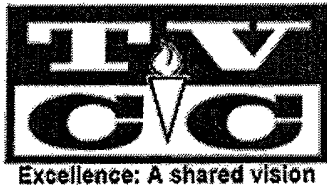


To: Dr. W. P. Drumgoole  
 From: Julie Lively  
 Date: July 17, 2003  
 RE: Budget Addendum

Please consider the following table of statistics when discussing the need for additional staff in the Financial Aid Office for the 2003 – 2004 budget year. I conducted an informal survey of institutions whose size and enrollment were comparable to that of TVCC.

### FINANCIAL AID OFFICE STAFFING AND STATISTICS

INSTITUTION	CONTACT HOURS	# OF STUDENTS	# FULLTIME EMPLOYEES	COMMENTS
TVCC	3 mil	6000	4	
Kilgore College	3 mil	4500	5	No Loans, Lost Eligibility
Navarro College	2.8 mil	4000	6	
Lee College	3 mil	5500	5	
Odessa College	2.5 mil	4000	7	
TSTC - Waco	3.9 mil	4000	10	No Scholarships, No VA
Tyler Junior College	4.6 mil	9000	8	



# Trinity Valley Community College

To: Dr. W. P. Drumgoole  
From: Julie Lively  
Date: August 7, 2003  
RE: Requested Information

The following items are needed to prepare our office for the newly created secretarial position.

Computer Desk – 5 foot with a right-hand secretarial return (see example attached)

Desk Chair (no arms)

Visitor Chair (to match ones we already have)

Brochure Holder (see example attached) \$199

Network plug on front left-hand corner for copy machine (ASAP) – I have already spoken to Alicia Willoughby and Lonie Packer regarding the need for this, but at that time it was not a priority.

Computer System (see bid attached)

Hewlett Packard HP LaserJet 1300 Series Printer w/cable & toner (approx \$400-Office Depot Catalog)

We will also need miscellaneous office supplies (stapler, staple puller, etc) but those items are small and can probably be purchased through our regular budget after 9-1-03.

Thank you for your attention to this matter.

PROPOSAL FOR IMAGING SYSTEM  
FINANCIAL AID DEPARTMENT  
MAY 2004

The volume of paperwork involved in the operation of a Financial Services Office is an increasing nightmare. Trinity Valley Community College's enrollment continues to grow each semester. With TVCC's multiple-campus system, the volume of paperwork and processing time has increased along with the increase in enrollment.

The Financial Services Office spends much time "searching" for information from student files when processing an aid application. If the student will attend a satellite campus, a file is made and the financial aid award is generated on the satellite campus. The original file must then be sent to the main campus office, creating a delay in the ability to process campus-based awards such as student loans, TPEG, TEXAS Grant, etc.

The imaging system (Image Now) presented to our department last week from Perceptive Vision, Inc. would simplify and integrate processing of student files from campus to campus. The program would also allow any financial aid staff member to access and work on any student's file that might be needed. Example: John Doe attends classes on the Palestine campus. He applies for a Pell grant and contacts Culley Rogers. Culley processes his Pell file, but still needs John to sign his Financial Aid Award Letter to be able to send his "completed" Pell grant file to Athens. John then applies for a student loan. John does not return his signed award letter to Culley until August 26 at Fall registration. Culley then is able to send his "completed" file to Athens. If we had the imaging system, the loan coordinator could pull up John's file and see that it is complete except for the award letter and can use the information to go ahead and process his student loan. When John brings his award letter at registration, his loan is already processed and waiting for him to pick up. In this scenario, the student is much happier and more pleased with services at Trinity Valley Community College and the financial aid staff is not overwhelmed with loan applications during the busiest time of the year. This is just one example of how this program can assist the Financial Services Office in faster delivery of student aid funds.

The Business Office and the Financial Services Office could "share" information regarding scholarships and the billing for donor scholarships currently managed through a maze of paperwork.

In addition to increasing productivity and the faster delivery of funds, the Financial Services Office (and many other offices!) has completely run out of paper storage space. We currently have the equivalent of 23, four-drawer file cabinets of information in our office. We anticipate this number could be reduced to approximately five cabinets (one per full-time staff member). We then could set up a "workstation" in the reception area (utilizing a computer we already have) for students' use to complete their financial

aid and loan application processes online with assistance from our staff. At this point, there is no room to offer this service.

Much of the information stored in our office could be archived through an imaging program so the paper records would not have to be stored for the currently required seven-year period. We, of course, would have to follow the appropriate procedure to obtain permission to do this and follow the guidelines for storing information electronically rather than with a hard copy.

An option can be provided with additional cost to the base program to be able to interface the imaging program with the Department of Education software we currently use, Microsoft Office, and the Texas Guaranteed Student Loan Corporation information required for reporting purposes, etc. Integration of the imaging program with our AS/400 mainframe system is already a part of the base program cost.

Estimated Costs are as follows:

10 users in the Financial Services Department, 1 scan station, 3 scanners, setup and startup of software, training, and 1 <sup>st</sup> year maintenance	\$ 34,000
Workflow option to integrate with outside programs	\$ 8,000
Imaging Server (only 1 for any/all departments)	\$ 8,000
Computer to serve as Scan Station	<u>\$ 1,000</u>
Total estimated startup costs	\$ 51,000

The yearly maintenance after the first year (for 10 seat licenses and one scan station) would be 18% of the cost of the software (approximately \$3,000). The imaging program could be operational within approximately 60 days of the company receiving TVCC's purchase order.

Thank you for your consideration,

Julie Lively  
Director, Student Financial Services  
Trinity Valley Community College

**Trinity Valley Community College  
Financial Services Department  
2004 – 2005 Budget Addendum**

Additional personnel are needed for the Financial Services Department for the 2004-2005 academic year.

As you know, the student population continues to increase. With that increase, naturally the financial aid volume increases. However, the pell grant volume has increased by approximately 40%, whereas the student population has increased only 9.5% from Fall 2002 to Fall 2003. Loan volume increased (again!!) by 61% from Fall 2002 to Fall 2003.

We are making many changes to the way financial aid is processed at TVCC. With automation, there is always a transition period when things are somewhat chaotic. We anticipate being able to handle the transition; but in order to facilitate the operation of our office, we need an additional staff member.

With the increase in reporting requirements, volume of scholarships and additional responsibilities, it is not possible to be an effective administrator and keep up with changes to keep us in compliance with the Department of Education and THECB requirements, due to the day-to-day clerical work (reporting, etc.) that is very time-consuming. These duties cannot be delegated to current staff members because all of the personnel in my office are already completely overloaded. Automation will help us operate more efficiently and accurately, delivering funds to students more quickly. However, it will **NOT** reduce the volume of work the Pell counselors have to do.

On last year's budget request, I asked for three additional personnel. The office employed one additional person who has taken over processing loans. For the office to operate at maximum efficiency, I would like to change Cindy Sims to a full-time receptionist position at her current salary. I feel this position would be less stressful and demanding for Cindy. I would like to create an Assistant Director of Student Financial Services para-professional position. The duties assigned to this position will include all aspects of the loan program, assistance with reporting, Title IV Refunds, scholarships, and cross-training with Veterans' Affairs and administration of the workstudy program.

In addition, I have contacted a company called Regional Adjustment Bureau in regard to handling the assignment to the Department of Education of our old Direct and Perkins loans. I have attached a cost proposal from them. The cost would be \$30 per account (we have 406 accounts) for a total of \$12,180. The man I spoke with, Bob Pugh said that the cost could be negotiable or payment terms could be worked out. I realize this is a large sum of money. However, if you break it down to how much it would cost if I worked on it, it would cost approximately \$15,330 (406 files divided by 5 files per day = 81 days; 81 days x 7.5 hrs x \$25.17 per hour = \$15,330). In addition, someone would have to do the job I was not doing while I was working on assigning those loans. I was unsure where this would be listed within the budget, therefore, I did not include on the formal request. Navarro College used this company and they were able to get the Department of Education to accept assignment on ALL of their old loans.

Thank you for your consideration.



# Trinity Valley Community College

To: W. P. Drumgoole  
From: Julie Lively  
Date: January 20, 2005  
RE: Loan Coordinator Position

I would like to speak with you regarding the Loan Coordinator position. After you have read this memo, please call so we can get together and discuss it.

Cherre has spoken with Cindy regarding the Accounts Payable position she has available and Cindy has agreed to accept the position. Cherre spoke with Mr. Baugh and he requested that she post the position in-house since it has been so long since it was posted. She will do so tomorrow. The posting will close on Tuesday and she should know by Wednesday if any other employees are interested in the position. Assuming that Cindy is still chosen for Cherre's position, I have a few items to discuss in regard to filling the Loan Coordinator position.

The Loan Coordinator position has turned out to require a higher skill level than we anticipated. The volume of loans has increased greatly from 2003-2004 to 2004-2005, and we are still early in the 2004-2005 year. As we have previously discussed, I was unable to turn over to Cindy all the duties associated with the loan program because of the increased volume of loans. We received approximately 1,100 checks to process for over 600 students for the Spring 2005 semester alone. According to our reports, there are 735 students who have borrowed money so far in the 2004-2005 academic year, with a total loan amount of \$3,476,846 borrowed.

A person with a higher skill level would be able to perform the duties associated with the loan program in addition to being able to assist with reporting requirements, scholarships, and the management of the financial aid office in my absence. Even though the position might require some after-hours work, a person classified as a para-professional earning a higher salary would be more willing to work until the job is done (at peak times) and would be exempt from accumulating compensatory time, therefore eliminating the backlog created when an employee must use their comp time. All of the positions in the financial aid office require a skill level above most of the clerical positions of TVCC. You have noticed the amount of comp time accumulated by my staff. The workload of the financial aid office continues to increase, and there is just not enough time get the job done in a 37.5 hour week. This places a strain on the office when the employees must take their comp time off, as well as having three employees who now have 18 vacation days per year. Scheduling time off is a challenge in my office!

With the increase in reporting requirements, volume of scholarships and additional responsibilities, it is not possible to be an effective administrator and keep up with changes to keep us in compliance with the Department of Education and THECB requirements, due to the day-to-day clerical work (reporting, etc.) that is very time-consuming. These duties cannot be delegated to current staff members because all of the personnel in my office are already completely overloaded. Automation will help us operate more efficiently and accurately, delivering funds to students more quickly. However, it will **NOT** reduce the volume of work the Pell counselors have to do.

The Loan Coordinator position should be reclassified as a para-professional position with the title of Assistant Director of Student Financial Aid, with an annual salary of approximately \$27,000. The duties assigned to this position will include all aspects of the loan program, assistance with reporting, Title IV Refunds, scholarships, and cross-training with Veterans' Affairs and administration of the workstudy program. This position would require a bachelor's degree.



# Trinity Valley Community College

To: Dr. W. P. Drumgoole  
From: Julie Lively  
Date: February 8, 2006  
RE: Stats

I had Holley pull some statistics on loan volume to compare with the stats I sent you in January 05. For the Spring 2005 semester, we had received approximately 1,100 checks to process for registration. For the Spring 2006 semester, we received approximately 2,000 checks to process for registration. Our reports indicated at that time that there were 735 student borrowers with a total loan amount of \$3,476,846. Our current reports indicate for 05-06 there are 1,249 student borrowers with a total loan amount of \$5,360,986.

In addition, as of February 8, 2005, we had packaged 2,613 financial aid files for 04-05. We had disbursed pell grant funds on 2,048 students with a total pell volume of \$4,931,745.86. As of today, we have packaged 2,801 financial aid files for 05-06. We have disbursed pell grant funds on 2,284 students with a total pell volume of \$5,119,451.40.

We have processed more financial aid from 04-05 to 05-06 with fewer complaints than ever before! I attribute this improvement to the implementation of the electronic packaging system and the imaging program. The additional staff members added since 03-04 has also helped to improve efficiency, accuracy and the timeliness of financial aid delivery to students.