

2011 Program Report Card: Financial Aid Program (Connecticut Community Colleges)

Quality of Life Result: Connecticut citizens have access to excellent and affordable post-secondary education through financial aid that enables them to enroll and earn degrees and certificates that provide the foundation for economic self-sufficiency, the workforce requirements for securing employment and career advancement in Connecticut's Knowledge Economy, an improved quality of life for students and families and a renewable resource in the form of a skilled workforce for the State and its communities.

Contribution to Results: The Financial Aid program at the Connecticut Community Colleges provides access to a quality postsecondary education to the citizens of Connecticut at a low cost in order to provide students of all socio-economic levels, particularly low income and first generation students, with the opportunity for academic success that will encourage persistence and completion of associate degrees and certificates leading to continued education, employment and career advancement.

Total Program Funding: \$100,017,781* preliminary- FY 2010 4Q. **FY 2011 Estimated total: \$130m.** Anticipated FY2011 amounts are in parentheses below.

Sources: GF: \$4.2m (\$2.8m) Student Tuition/Fees: \$20m(\$24m) Federal: \$63m (\$91m) State: \$11.7m (\$12m) Private: \$1.3m (\$11,250.)

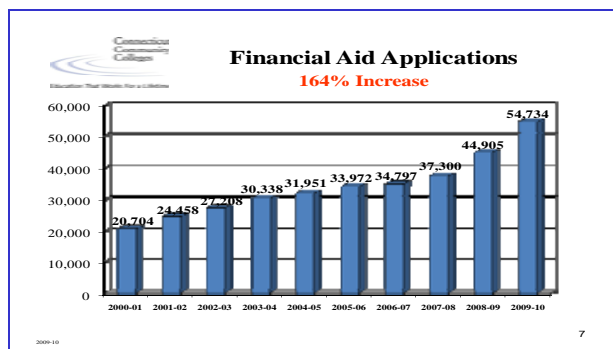
*Excluding loans

Partners: Our major partners in the delivery of financial aid services are the federal and state governments, the Department of Higher Education, college foundations and private donors, public and private higher education institutions.

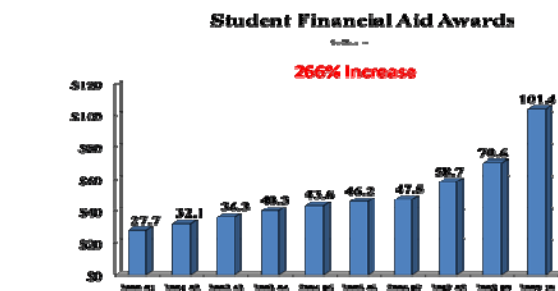
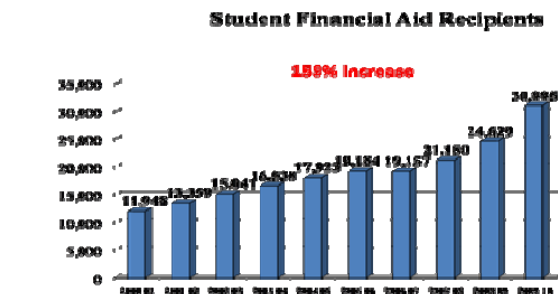
Performance Measure 1:

Without access to financial aid Financial Aid over 30,000 students would not have been able to attend even the lowest cost institutions in Connecticut in 2009-10. They would therefore not have been able to overcome financial obstacles to gain access to a post secondary education and improved job opportunities.

There has been a 164% increase in financial aid applications since 2000-01 with approximately 46% of all students attending Connecticut Community Colleges receiving financial aid, and nearly one half (49%) of those recipients attending as full-time students. Full-time attendees have improved completion rates.



The numbers of students receiving Financial Aid has increased by 159% since 2000-01, and student award dollars have increased by 266% since that time.



Story behind the baseline:

Large increases in the amount of financial aid award to growing numbers of applicants is the result of a technology solution developed by the Connecticut Community Colleges that is gaining national recognition for efficiency and effectiveness.

By creating a technology infrastructure at our System Office that supports the financial aid activities at our 12 colleges, community colleges offer a "service bureau" approach, that is a virtual 24/7 streamlined process that handles applications and awards and assists students and campus-based financial aid offices

Since the development of the financial aid services office in the 2000-2001 academic year, phenomenal growth in applications and financial aid awards to students has been facilitated through this system maximizing federal student aid dollars to benefit students.

A stringent satisfactory academic progress policy applies to all students receiving financial aid from any source. Students not making progress lose their financial aid eligibility.

Proposed actions to turn the curve:

Continuous improvement of the financial aid delivery system alleviates budget and staff reductions and allows expansion of best practices to better serve students and our college financial aid staffs without adding staff.

Increased use of automated processes through improvements to our technical structure and standardizing business practices among college financial aid offices will lessen the obstacles for students seeking financial aid.

With appropriate resources, customization to the student self-service platform including new and advanced technologies, such as imaging technologies, would enhance aid and document processing at 12 colleges.

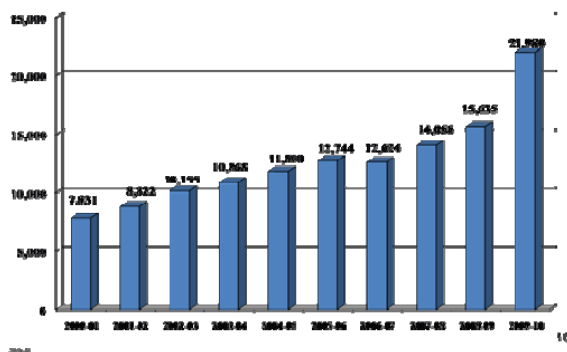
Performance Measure 2:

There has been a 181% increase in the number of students receiving Pell Grant awards since 2000 and the Pell Grant Award amount has increased by 427%.

Connecticut's largest number of Pell Grant recipients attend the state's community colleges. The grants are intended to make higher education accessible for low income students. Without those grants from the Federal Government, nearly 22,000 students would not have been able to attend college this year and would not have been able to afford the benefits offered by higher education.

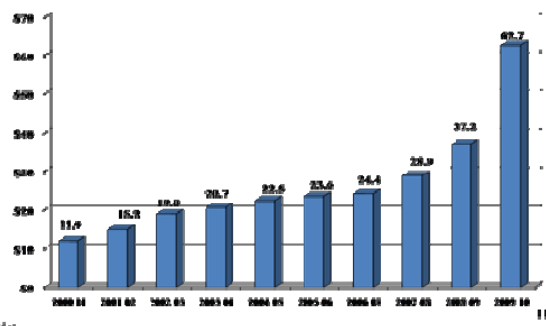
PELL Grant Recipients

181% Increase



PELL Grant Awards

427% Increase



Story behind the baseline:

31% of students/families applying for financial aid possess zero financial resources to contribute towards a CCC education.

57% of students/families possess financial resources insufficient to finance direct costs (tuition, fees, books) of a CCC education.

Only 9% of students/families filing for aid possess financial resources sufficient to cover all costs associated with attending a Connecticut Community College for one year as measured by average cost of attendance figures. If these students don't gain access to community colleges, the lowest cost constituent unit of public higher education, there is no educational option available to them.

Delivery of financial aid services are subject to rigorous federal & state compliance and accountability requirements. Federal compliance audits (A-133) conducted by the Auditors of Public Accounts have consistently reported no compliance issues in the Community College administration of the federal financial aid programs.

Proposed actions to turn the curve:

We will continue to work closely with the U.S. Department of Education and members of Congress to improve access to the financial aid system and to realize increases in Pell grant funding that will enable more

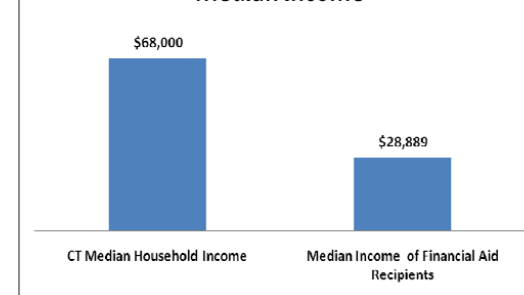
students to qualify for financial aid enabling them to enroll and complete college certificates and degrees.

Further simplification of the Free Application for Federal Aid (FAFSA) and the implementation of Direct Lending in concert with USDOE will reduce any unnecessary compliance burdens faced by college financial aid offices.

Performance Measure 3:

99% of aid is need-based assistance and 90% of aid is grant aid. In this way, student aid flows to the state's neediest students and loan indebtedness is kept at extremely low levels with no more than 7% of community college students taking loans annually.

Median Income



Story behind the baseline:

On average 90% of CCC students receiving need-based grant funding have a household income lower than Connecticut's median household income as derived from U.S. Census Bureau data.

Proposed action to turn the curve

We will encourage maintaining Connecticut's investment in its Aid to Public College Students Program (CAPCS) to encourage college attendance for more students.

We will work to increase the number of national grant-funded student success initiatives that come to the Community colleges to help greater numbers of disadvantaged, low-income, first generation students to succeed at college level work and to persist and complete their courses of study.