

# Financial Aid Update

Office of Student Financial Aid and  
Scholarships



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# 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](#)

39,051  
# Inbound

19,636  
# Answered

19,415  
# Abandoned

07:00  
Avg. Handle Time

9,872  
# Holds

5,497  
# Refused

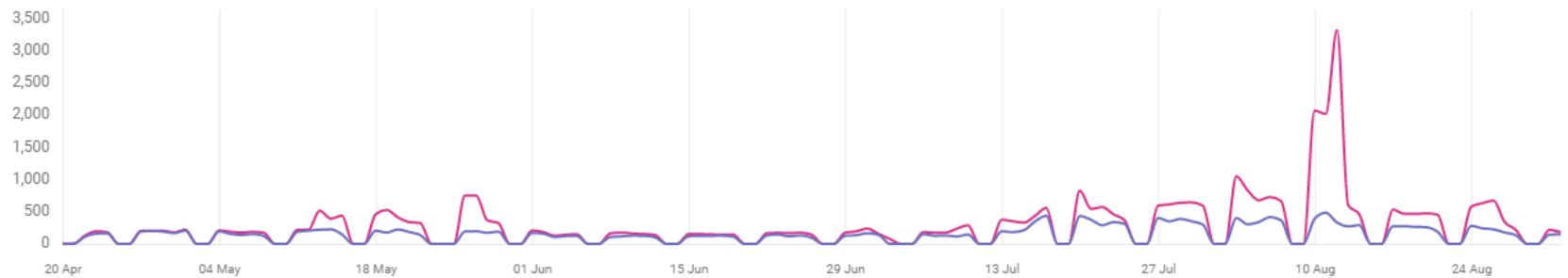
Trend

PRIMARY METRIC  
# Inbound

SECONDARY METRIC  
# Answered

Day

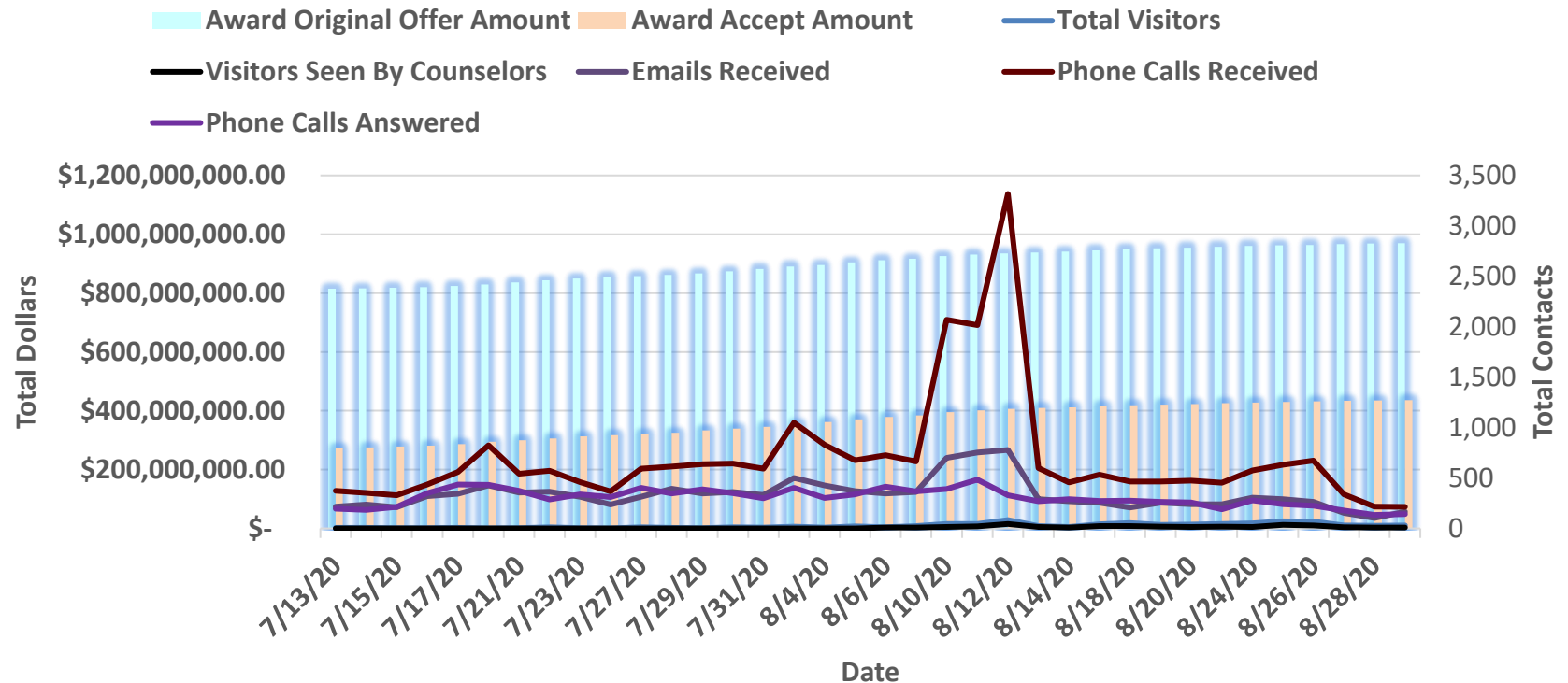
Week



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# 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](http://www.sc.edu/financialaid)
    - Answers based on information on our website
    - Not a live chat
  - Email [uscfaid@sc.edu](mailto: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?



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