Scholarship Award Process – AS IS

**Adv Scholarship Coordinator**

- Annual Scholarship – Budget Request
  - Send document to Grants & Scholarship Coordinator

**Grants Accounting**

- Create Budget Record
  - From P1 A

**Scholarship Coordinator**

- Create Award Form
  - P1
    - Create Packets for Dept Distribution (100)
      - P10
        - Review Award Form
          - Award Form Correct?
            - NO: Communicate Form Incorrect
              - Go to P3 E
            - YES: Update Student Record/Apply Scholarship
              - End
              - From P3 D
              - YES: End
              - NO: Communicate Student Not Eligible
                - Go to P3 F

- Verify Student Credentials
  - Student Eligible?
    - YES: End
    - NO: Communicate Student Not Eligible
      - Go to P3 F
Scholarship Award Process – AS IS

1. **College Coordinator**
   - From P2 C
     - Make copies of all forms in Packet
   - Communicate Award Process
   - Divide Award forms by Depts. & Hand Deliver
   - P1
   - P2
   - P4
   - P6
   - P8
   - P11
   - P13
   - P15

2. **Dept. Contact/Coordinator**
   - P2
   - P6
   - P8
   - P11
   - P15

3. **Selection Committee(s)**
   - From P2 E
     - 1) Review Stu applications
     - 2) Make Selection
   - Congratulatory Notification
   - P4
   - P10
   - P13
   - P4
   - Go to P2 D
   - Fax Award Form or Walk over to Scholarship Coordinator & Advancement
   - P2
   - P3
   - P4
   - P5
   - P7
   - P4
   - P13
   - P15
   - P22
   - P23

4. **Student**
   - Complete Release Authorization form/ Thank you letter
   - Go to P2 D
   - P2
   - P3
   - P4
   - P5
   - P7
   - P8
   - P10
   - P13
   - P16
   - P21
   - P23

Current not everyone sends email to those who do not receive the award

2/26/2013
Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Too many award packets have to be created by Scholarship Coordinator in the Scholarship Office
   RCA: Colleges/Departments have not designated a person responsible for receiving the packets and distributing throughout the college/department

2. A standardized calendar for department scholarships does not exist which causes duplication of efforts, recalculation of financial aid eligibility, impact on student, late fees assessed and potential of university image or public relations lost
   RCA: Departments solicit student applications at various times, no set deadlines. Timeline starts in April, accountability and accuracy issues that cause duplication of efforts

3. Lack of centralization of award information – tracking of the outcome (who was awarded)
   RCA: Do not have a scholarship system, paper process

4. People fail to move paper work through in a timely manner causing delays in the process
   RCA: Do not have a scholarship system, paper process

5. Students are unable to track their scholarship application during the process. Students can only see information after it is awarded in Banner.
   RCA: Do not have a scholarship system, paper process

6. Departments cannot track where the award is during the process
   RCA: It is a paper process

7. Impact when awarded late into the process with Financial Aid regulations
   RCA: People do not adhere to due dates and sometimes donations are not received until late. Timeline starts in April, accountability and accuracy issues that cause duplication of efforts

8. Best Practices are not identified and shared
   RCA: There isn’t a best practice document for departments to use as a guideline

9. File Maker Pro is the system used to generate award forms
   RCA: This is not an efficient system for generating the forms and information is not accessible outside the Scholarship Coordinator office

10. Inaccurate award forms are submitted to the Scholarship Coordinator
    RCA: People are not following the detail instructions provided how to fill out the form, use old saved forms and resubmit, they are not held accountable for their actions

11. Departments do not have access to information on who was awarded a scholarship unless they make paper copies before sending form to Scholarship Office
    RCA: It is a paper process

12. Budget approvals are not received in Scholarship Office until April which does not allow adequate time for making awards timely
    RCA: Current approval timelines for committees and Donors are too late in the Spring (March)
Pains & Issues con't:

13. There aren’t any check and balances on the award form  
   RCA: Form is paper so data cannot be pulled from Banner system

14. Departments do not receive budget information timely  
   RCA: Deans do not disseminate the approved budget down to the departments

15. There isn’t a process developed for reporting approved budgets to the areas of responsible  
   RCA: There isn’t an owner for the process

16. Departments do not following scholarship criteria for the University funded, they divide and split the award amounts among several students  
   RCA: Departments are not made accountable

17. Tuition based scholarship are general in the statement what being awarded; states “will cover tuition”  
   RCA: Amount can fluctuate if student takes more or less hours, scholarship should state exact number of hours or dollar amount

18. Re-creation of award packets  
   RCA: Departments lose the packets after they have been delivered or the contact person in scholarship office is not current

19. Departments use older version of the award form, not the standard or current form  
   RCA: Do not want to conform to the process

20. Hand off from Scholarship office to Bursar office to create the Banner accounts receivable record slows down the process  
   RCA: Scholarship office does not have the security access to create the record

21. Departments notify students they have received the award prior to Scholarship Office verification without stating this is not official  
   RCA: There isn’t an official notification process in place

22. Departments are not notified the student has been approved to receive the scholarship  
   RCA: There isn’t a process in place to notify departments

23. There isn’t an official notification sent from the Scholarship office to the students  
   RCA: There isn’t a standard letter or template or a notification mechanism in place