

## JUNE 2017 UPDATES

### **ORIENTATION UPDATE – STUDENTS WITH OUTSTANDING REQUIREMENTS**

With orientation well underway, our efforts in encouraging students to complete their financial aid outstanding requirements has been positive. We want to assist students to avoid future challenges and consequences that can come by not having aid when their university bills arrive, so we implemented a communication plan and temporary hold on incoming students accounts. As of June 19, we have assisted and lifted FA Holds for 175 students who had financial aid outstanding requirements.

### **FINANCIAL AID #'s**

For the 2015-16 aid year ending on June 30, 2016, approximately 15,200 undergraduate students (78%) received \$215.3 million of financial aid, of which \$82.6 million was grants and/or scholarships.

### **FEDERAL LOAN RATES**

Federal Subsidized, Unsubsidized, Grad PLUS and PLUS loan interest rates and loan fees for the 2017-18 aid year are available at [www.wmich.edu/finaid/loans](http://www.wmich.edu/finaid/loans).

### **FINANCIAL LITERACY, EDUCATIONAL PLANNING AND OUTREACH TIP**

Encourage students to only borrow what they truly need. A loan incurs interest and must be repaid. If a student does over-borrow, they can always return money they do not need to the loan servicer.

### **FINANCIAL AID CUSTOMER SERVICE TEAM**

Working closely with the Financial Aid Training Team, the Customer Service Team is reviewing and developing a Customer Service vision statement, goals/objectives and standards for the Financial Aid Office. In the next month they are hoping to present guidelines and expectations that will further the department goal of providing outstanding service. In addition, they will also be inviting Human Resources to present seminars and trainings to the department that will help connect the expectations of both Financial Aid and the university.

### **OFFICE TRAINING**

Our staff continually participate in training and continued education through MASFAA (Midwest Association of Student Financial Aid Administrators) and NASFAA (National Association of Student Financial aid Administrators). Four of our staff attended the week long MASFAA Summer Institute in early June and are in the process of taking NASFAA credentialing exams.

### **BEHIND THE W**

The Office of Student Financial Aid and Bronco Express staff attended and completed the Behind the W program and are all Certified Brand Ambassadors as of March 2017. We were fortunate to accomplish this outstanding opportunity as an office and are thankful for the chance to do so.

### **FINANCIAL AID NEW INTERIM DIRECTOR ANNOUNCED**

We are pleased to announce that our new interim director for the 2017-18 school year will be Shashanta James. Shashanta has worked in financial aid for over 30 years and has been an integral part of the WMU Financial Aid staff with her most recent role as the Associate Director of Financial Literacy, Educational Planning and Outreach. Shashanta will begin her new role on July 1, 2017.