



Dear Colleagues:

I am pleased to present the 2016-17 Annual Report for the Office for Student Financial Affairs (SFA).

This report provides detailed information about the major activities and events that have occurred in the reporting period July 2016 to July 2017.

The Annual Report also provides general information about the office.

This report is fully electronic, reflecting our efforts to reduce print publications and support sustainability efforts on campus.

Rick Wilder Director, Student Financial Affairs



STUDENT FINANCIAL AFFAIRS IS, AT ITS HEART. A SERVICE ORGANIZATION.

Our Mission

he mission of the Office for Student Financial Affairs is to enhance recruitment and retention of students through research and support of financial aid programs while assisting parents and students in planning for and meeting higher education expenses.

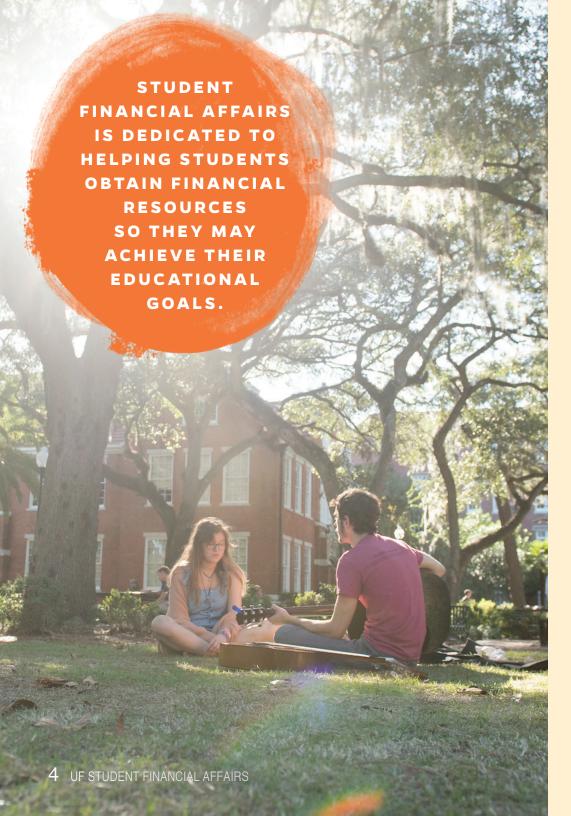
SFA staff assume a proactive role, reaching out to students to educate them about the benefits of higher education and the availability of financial aid.

Our Core Beliefs

- SFA believes that financial factors should not deny any student the opportunity to attend UF and successfully pursue their degree objectives.
- SFA is committed to maximizing the resources available to its students.
- SFA recognizes that each student's financial situation is unique—we make every effort to develop policies and procedures that treat each student fairly and equitably while taking into account unusual circumstances.

Our Role

The Primary role of SFA is to provide financial resources to students who would otherwise be unable to receive a post-secondary education without assistance. SFA offers eligible students financial aid packages consisting of scholarships, grants, loans, and part-time employment, alone or in combination.



Leading the Way

Each year, SFA continues to enhance the quality of its financial aid services and delivery capacity. UF is one of the country's leaders in providing financial aid to students, and has been frequently selected by the federal government to participate in experimental programs.

Overview

During the 2016-17 fiscal year, SFA delivered over \$589 million in student aid from federal, state, institutional, and private sources to over 48,000 students.

What is Financial Aid?

Financial aid is defined as money provided to students and their families as either "gift aid" or "self-help" to assist in paying college costs. "Gift aid," as the name implies, is free money such as scholarships and grants, which students do not have to repay. "Self-help" programs include loans and employment and are so named because students must repay loans and work for money awarded through employment programs.

Awards to students consist of scholarships, grants, loans, and employment—singly or in combination.

Important Factors

SFA awards aid to students according to financial need, defined as the difference between a student's current educational costs and what the student and the student's family can afford to pay toward these costs. UF uses a federally mandated need analysis formula provided by Congress to evaluate a student's financial need, based on information on the student's financial aid applications. Students and parents have the primary responsibility for paying students' expenses. When the funds

available from family, job income, savings, and other resources are insufficient to cover all of a student's educational expenses, SFA makes every effort to meet the student's remaining financial need.

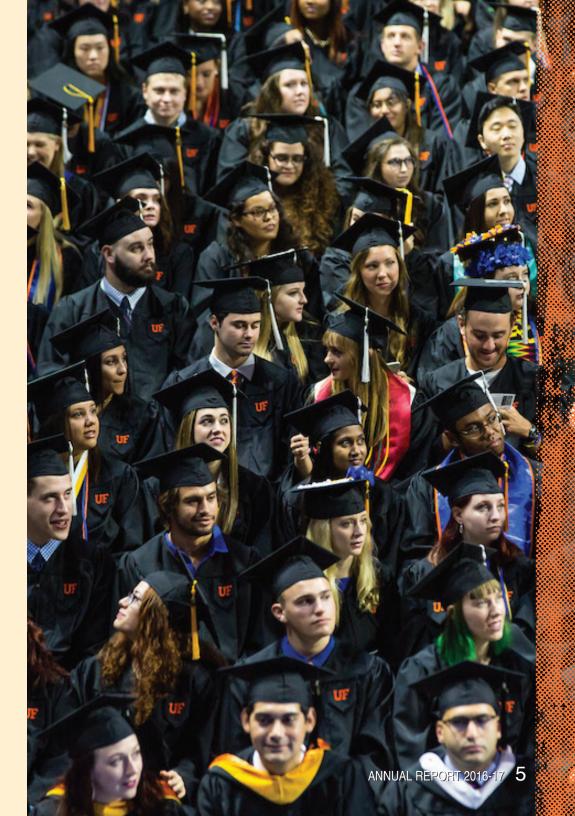
Beyond the Money

SFA is, at its heart, a service organization. Besides disbursing financial aid monies, SFA strives also to assist and educate students—giving them the information, resources, and understanding necessary to become fiscally responsible and successful.

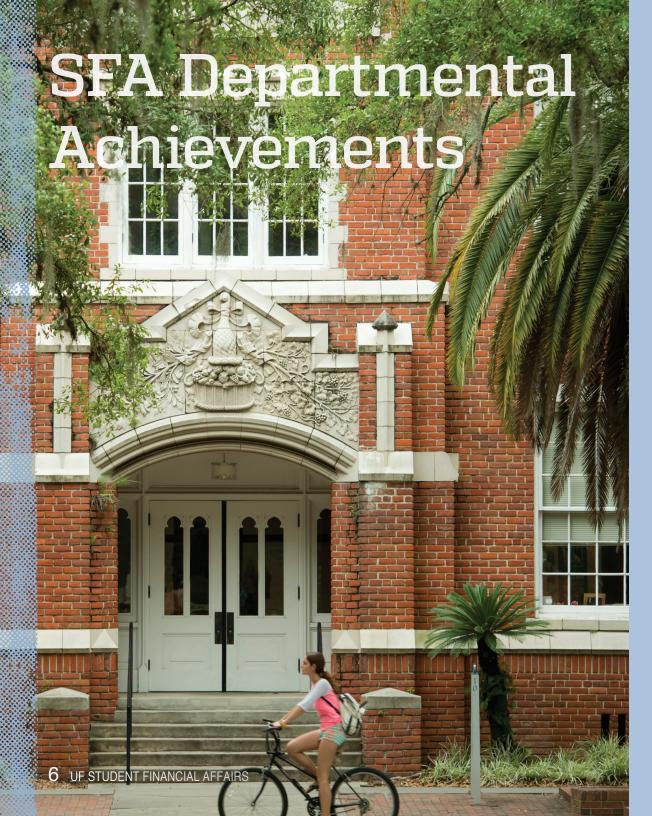
Towards this end, SFA offers financial aid advising services¹ throughout the year, comprehensive financial aid publications, and state-of-the-art technical support including an interactive website and student aid file information through UF's ONE.UF Student Information System website.

Facilities

SFA's Student Resource Center in our main lobby in S-107 Criser is available Monday through Friday to assist students with financial aid status checks, online aid application, and scholarship searches. Counseling and outreach services include financial aid advising, workshops, budget and debt management counseling, and financial planning. SFA also provides access to alternative resources to help students who do not qualify for financial aid, or who need more assistance than SFA can provide.



¹ Five two-person advising teams handle inquiries from the majority of the student body



- In May 2017, UF was recognized for helping low- and middle-income students financially. UF ranked No. 6 on The New York Times' third annual "Top Colleges Doing the Most for the American Dream." The Times created these rankings based on a combination of the number of lower- and middle-income students a college enrolls and attendance costs. More than 25 percent of the roughly 6,800 UF freshmen admitted in 2015 received Pell Grants, which is federal government money given to students who need help paying for college. UF students who received Pell Grants in 2009 had a six year overall graduation rate of 87 percent.
- The Superior Accomplishment Award program recognizes staff members who contribute outstanding and meritorious service, efficiency and/or economy, or contribute to the quality of life provided to UF students and employees. Carol Huber and Nolan Simmons received Superior Accomplishment Awards in February, 2017.



Nolan Simmons and Carol Huber received 2017 University of Florida Superior Accomplishment Awards.

 In 2017, SFA launched a website redesign for its financial literacy training workshops. The new design uses UF branding elements and responsive web design for use on a variety of devices. In April and May 2017, the COMPASS-SIS
Financial Aid Workgroup completed several
demonstrations to help familiarize SFA
staff with some of the features in Campus
Solutions. The financial aid implementation
begins with the 2018-19 academic year.



The COMPASS-SIS Financial Aid Workgroup: Kimberly Schmitt, Tina Lamb, Max Mauney, Saire Errico, Paula Kurtz and Mike Dugger.

SFA staff attended the Florida Association of Student Financial Aid Administrators (FASFAA) conference in Orlando on May 30-June 2, 2017.



Michele Dominguez, Erica Alexander, Jennifer Towers, Jose Garcia, Tyler Rosenberger, Rick Wilder, Joshua Felch, Morgan Bright, and Markell Saunders.

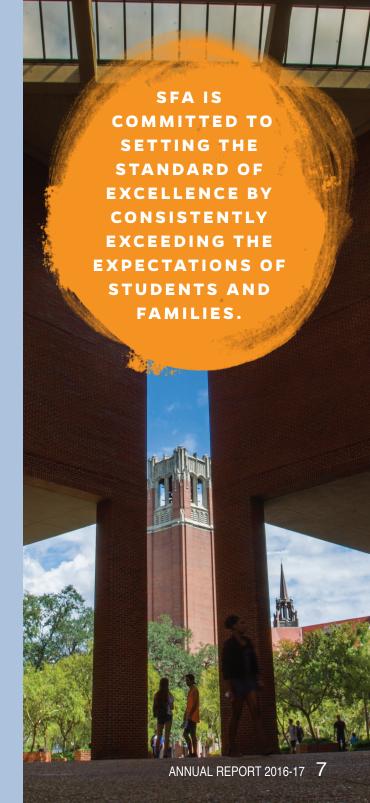
- SFA Assistant Directors Nolan Simmons and Zachary O'Neill attended the Southern Association of Student Financial Aid Administrators (SASFAA) conference in February 2017 in Biloxi, Mississippi.
- The Student Financial Affairs Leadership
 Retreat took place at the Thomas Center on
 May 12, 2017. The SFA Management Team
 worked on planning for the financial aid
 COMPASS implementation.



2017 SFA Leadership Retreat.

In the summer of 2017, Florida restored the top tier of Bright Futures scholarships. The revised Bright Future Florida Academic Scholar award reflects 100% tuition and applicable fees plus a \$300 stipend that can be used for college-related expenses for the fall and spring terms. Recipients of the Bright Futures Florida Academic Scholars Award will also be eligible for funding for summer 2018. The new 2017-18 state budget also increased the amount of financial aid provided to low-income students.

Continued



 On February 20, 2017, the Office for Student Financial Affairs (SFA) notified 24,785 potential financial aid recipients of their financial aid awards. This included 13,802 returning students and 10,983 FTIC students. This notification, 6 weeks earlier than ever before, is unprecedented and was the direct result of careful planning and hard work by the entire SFA team.



Student Financial Affairs staff preparing 2017-18 award letters for mailing.

- In 2016-2017, two SFA staff members retired with a combined total of 65 years of service to the University of Florida. IT Manager Susan Smith retired in December 2016 after 30 years of service to Student Financial Affairs and SFA Assistant Director Peggy Myers retired in March 2017 after 35 years of service to the UF and Student Financial Affairs.
- Charlotte Tupper was promoted to IT
 Manager in January 2017. In February 2017
 Marie Guerra Rosado was promoted to a
 Coordinator II in verification and Jordan
 Masters was promoted to a financial aid
 coordinator on the SFA advising team.
- Sharon Eyman attended the 2017 Salesforce Higher Ed Summit in Austin, Texas on April 27-29, 2017.

- Angela Moore earned a NASFAA U professional credential in Gainful Employment in May 2017. Angela Moore is the first person in SFA to receive a NASFAA credential certificate. These nationally recognized credentials acknowledge a financial aid administrator's expertise in a subject and are earned by passing an examination administered by the National Association of Student Financial Aid Administrators (NASFAA).
- The Student Financial Affairs Staff
 Appreciation Luncheon was held on May 19
 in the Friends of Music Room to celebrate the past year's accomplishments.



2017 Staff Appreciation Luncheon.

 In 2016, Student Financial Affairs began providing free access to Iontuition to UF students. Iontuition.com is a resource for students to manage and monitor federal and private student loans. It includes the most up-to-date loan repayment planning tools including interactive calculators, repayment and budgeting planners, loan status updates, monthly credit scores and more. In 2016-17, SFA had more than 50 staff trainings on a variety of topics, including one for staying hurricane strong with UF meteorologist Jeff Huffman.



- SFA began Federal Verification during the 2016-2017 school year.
- The UF Service Recognition Program recognizes employees with at least five years of continuous service. The following staff received service pins in 2017: Deborah Galloway-Coleman (35 years), Raleigh Pickard (20 years), Connie Reed (20 years) Heather Dampier (10 years), and Amber Young (10 years).
- The 2017 UF Preview sessions took place from May through August. The SFA advising teams were available at the Welcome Center to help students and families with their financial aid.



Kathy Guillaume and Jose Garcia at UF Preview.

The implementation of SFA's early FAFSA communication plan resulted in a significant increase in the number of on-time applicants. On-time applicants increased by 4,984 (24,785 for 2017-18 up from 19,801 in 2016-17). The communications plan reached a variety of audiences and included videos, signs, promotional materials (buttons, bookmarks, posters), targeted emails, brochures, a FAFSA Toolkit, packets mailed to Florida high schools, news releases, administrative memos, banners, electronic sign messages, tabling events, presentations, and social media posts.



















SFA By The Numbers

Summary

Total Aid Disbursed	\$589,731,685
Total Aid Recipients (unduplicated) ¹	48,553
Percentage of Enrolled Students Who Received Aid	80%
Average Undergrad Cost of Attendance (on-campus)	\$21,230
Average Undergrad Cost of Attendance (off-campus)	\$21,230
Average Undergrad Indebtedness (students graduating 15-16)	\$22,188
Federal Direct Stafford Loan 2013 3-year official Cohort Default Rate	2.6%

Breakdown by Type of Funds

Scholarships (including waivers)	\$203,289,561 (33%)
Grants	\$86,816,305 (15%)
Loans	\$275,198,028 (48%)
Employment	\$24,427,791 (4%)

Breakdown by Source of Funds

Federal	\$313,185,854 (53%)
State	\$133,454,270 (23%)
Institutional	\$105,905,173 (18%)
Private	\$37,186,388 (6%)

¹ Each student is counted only once in the total, regardless of how many awards the student receives

Florida Bright Futures

Total Bright Futures Students	23,421
Total Amount Disbursed	\$54,686,249
Percent In-State Freshman Receiving Bright Futures	89%
Percent In-State Undergraduates Receiving Bright Futures	61%
Academic Scholars	\$40,473,626
Medallion Scholars	\$14,074,507
Top Scholars	\$138,116

Machen Florida Opportunity Scholars

Number of Recipients	1,349
Total Dollars Paid	\$11,778,138
Average Family Income	\$18,875
Average Award	\$9,160

Fiscal Review

- SFA functioned with a \$\$3,868,117 operating budget in 2016-17
- 95% went to Salary and OPS², 5% to Operating Expenses
- State E&G funds provided 84% of the total budget
- Remaining 16% came from administrative allowance and financial aid fees
- Staffing was at 66 FTE³ as of October, 2017
- · Operating expenses and OPS expenditures are variable year to year, depending on departmental needs and funds available

²Other Personnel Services ³ Full-time employment

Total Financial Aid* \$633,356,740

2016-17

Grants \$86,816,305

26,283 Awards

Loans \$275,198,028

35,050 Awards

Scholarships \$178,455,694

45.686 Awards

Student Employment \$24,427,791

11.477 Awards

Custodial Funds \$24,833,867

6.324 Awards

Florida Prepaid \$43,625,055

13,271 Awards

* Total includes Florida Prepaid



Machen Florida **Opportunity Scholars** \$11,778,138

1,180 Awards



Pell Grants \$44,070,787 10,837 Awards



Florida Bright Futures \$54,686,249 23,421 Awards



I. Douglas Turner \$15,712,968 6,440 Awards

Direct Loans Disbursed \$258,262,385

> **Subsidized Loans** \$34,732,421 9.506 Awards

Unsubsidized Loans \$169,688,213 17.582 Awards

PLUS Loans \$20,687,790 2.112 Awards

Graduate PLUS Loans \$33,153,961 3,474 Awards



Advising

- Five 2-person adviser teams handle inquiries from the majority of the student body
- · Six satellite offices, primarily serving graduate and professional students
- · Combined Fall/Spring walk-in total of 8,340 students during 16-17 Rush period

SFA's Financial Aid Advising Section is the initial point of contact for all students who apply for aid or who need assistance with the financial aid application process.

All UF students and aid applicants are assigned to two-member financial aid advising teams according to the last two digits of students' UFID. These teams are responsible for assisting students with all aspects of the financial aid process. They provide service to students via several methods: (1) on a walk-in basis, (2) by office appointments, (3) by telephone, or (4) by written communication.

SFA also maintains satellite offices to serve students in: the College of Business Administration's graduate programs; the Colleges of Dentistry and Veterinary Medicine; the College of Law; the College of Medicine; the College of Pharmacy; the Colleges of Public Health and Health Professions and Nursing.

In addition, the financial aid advising area is responsible for the Summer AIM program, the revision petition committee review process, and the coordination of aid for UF student athletes and UF Study Aboard programs.



Grants

Grants are gift aid (no repayment required) awarded to students who show financial need.

26,283 awards totaling \$86,816,305 to 15,260 recipients

Federal Pell Grant	\$44,070,787
Federal Supplemental Educational Opportunity Grant (FSEOG) Grant	\$2,886,756
Florida Student Assistance Grant (FSAG)	\$6,785,122
Graduate Grants	\$5,108,581
TEACH Grant	\$37,223
I. Douglas Turner Grant	\$15,712,968
Athletic Grants	\$11,441,494
Metta Heathcote Grant	\$76,539
UF Micro Grant	\$119,878
Other Grants	\$576,957



Scholarships

Scholarships are gift aid (no repayment required) based on academic achievement, but financial need may also be considered.

45,686 awards totalling \$178,455,694 to 35,532 recipients

Florida Academic Scholars	\$40,473,626
Florida Medallion Scholars	\$14,074,507
Benacquisto Scholarships	\$6,505,886
Florida Top Scholars	\$138,116
Machen Florida Opportunity Scholars	\$11,778,138
Out-of-State Matriculation Waivers	\$15,685,669
In-State Matriculation Waivers	\$49,508,745
UF College Awarded	\$34,401,761
National Merit Stipend	\$327,500
Presidential Academic	\$1,970,000
University Academic	\$4,000
Miscellaneous Other State	\$360,592
General & Special	\$834,954
Dental/Disadvantage	\$638,588
Brecht	\$56,000
Miscellaneous	\$25,000
Lombardi	\$178,729
Alliance Partner	\$154,687
UF Gold	\$624,000
UF Platinum	\$490,000
Honorably Discharged Graduate Assistance	\$27,000
US National Service	\$198,196
OS National Service	\$190,190



Loans

Loans are considered self-help aid, as loan funds must be repaid.

35,050 awards totalling \$275,198,028 to 17,831 Recipients

UF continues to participate in the Federal Direct Loan Program. The U.S. Department of Education (USDOE) acts as both lender and guarantor for Direct Loans, so only two agencies are involved: the federal government and the university. The university originates loans and disburses students' loan funds when they have been approved. Repayments are made to a USDOE Federal Direct Loan Servicer.

The Loan Certification Department administers the Direct Loan programs, including Federal Direct Subsidized Stafford Loans, Federal Direct Unsubsidized Stafford Loans, Federal Direct PLUS Loans, and certifies alternative educational (private) loans.

Subsidized Stafford	\$34,732,421
Unsubsidized Stafford	\$169,688,213
Perkins	\$3,240,827
PLUS	\$20,687,790
Grad PLUS	\$33,153,961
Short-Term	\$457,525
UF College Awarded	\$586,614
Private	\$11,254,110
Dentistry	\$912,072
Medical	\$147,375
Student Aid for Education	\$50,453
Arthur I. Wallace	\$78,667
Veterinary Medicine	\$208,000



Disbursements

\$589.731.685 disbursed to 48.553 students \$275,198,028 in Federal Direct Loans disbursed

Disbursements monitors and controls the automated disbursement system and works with the University Bursar (UB) to ensure that the batch disbursement programs run correctly and efficiently.

Disbursements reviews student eligibility for loans, scholarships, and campus-based aid before disbursing these funds.

Disbursements receives, processes, and deposits paper checks from scholarship donors and private lenders. During the 2017-18 fiscal year, the area

processed 5,203 individual checks, totalling \$24,427,791 in custodial scholarships.

Disbursements manages monthly and academicvear fund reconciliation between UF and the federal government for all Federal Direct Loan funds. This involves transmitting and reconciling all disbursement data and repayment data (due to voluntary or obligatory repayment) and internally adjusting student files when repayment occurs.

Awarding/Pell Processing

Awarding and Pell Processing staff process all financial aid award revisions and monitor Pell Grant delivery. Requests for revisions to students' awards mostly come from financial aid advising staff when:

- students' enrollment, residency, or housing statuses change
- students receive additional outside funds
- students request revisions to awards.

Awarding staff are also responsible for monitoring and adjusting awards when students' need has been

'overmet' (outside resources such as scholarships, fellowships, etc. cause a student to be awarded more than they need). Awarding also monitors and documents students' repayments of aid funds when required.

In addition to these responsibilities, Awarding has oversight of the Pell Grant program, including recalculations and reconciliation of grant funds. The area also processes all professional judgment petitions and reviews award file updates.



State of Florida Programs

UF leads the state in Florida Bright Futures recipients (23,421)

UF leads the state in Florida Top Scholars recipients (121)

The Florida Department of Education offers a variety of student assistance programs that are administered by the State of Florida Bureau of Student Financial Assistance in Tallahassee. Florida. SFA's State Programs Section is the UF liaison with the Bureau of Student Financial Assistance and is the campus administrator for most state-funded student scholarships and grants.

Major state of Florida programs administered through this section include:

- Florida Academic Scholarship*
- Florida Medallion Scholarship*
- Top Scholars Award*
- Scholarship for Children/Spouses of Deceased or Disabled Veterans and Service members
- Florida Student Assistance Grant
- José Martí Scholarship Challenge Grant
- Rosewood Family Scholarship Program
- Florida Work Experience Program
- Benacquisto Scholarship
- Honorably Discharged Graduate Assistance Program

^{*} Part of the Florida Bright Futures Scholarship Program



Student Employment

Student Employment coordinates the following programs: Federal Work Study (FWS), including the Federal Community Service (FCS) component; and Student Other Personnel Services (OPS). Employment is considered self-help aid.

\$24,427,791 awarded to 11,477 students

Federal Work Study (FWS) is funded 75% by the federal government and 25% by the institution. Awards are based on financial need.

1,084 awards totaling \$2,065,245

Federal Community Service (FCS) was implemented in 1994, allowing students to work with various community agencies dedicated to improving community living.

Other Personnel Services (OPS)¹ is a state-funded campus work program which is not based on financial need.

10,310 awards totaling \$22,238,568

Florida Work Experience Program (FWEP) is a statefunded, need-based student work program which is awarded by SFA.

83 awards totaling \$123,978

¹ Now known as STAS



Verification

7.818 student files selected for verification

6,122 files completed (78%)

906 discrepant files found

636 files completed (70%)

2016-2017 was the first year UF participated in Federal Verification. "Federal Verification" is a review process, mandated by the federal government, to check the accuracy of information reported on financial aid documents submitted by students and their families. The federal verification process was established to ensure that limited financial aid dollars are awarded to eligible students in an equitable and consistent manner. Nationwide, the federal government selects more than 30 percent of student financial aid applications for verification.

2016-2017 was also the last year of using Prior Year income to complete the FAFSA. 2016-2017 used 2015 income information to complete the FAFSA.

During 2016-17 the items selected for federal verification were:

Household Size, Number in College, Child Support Paid, SNAP, High School Completion, Identity Statement/ Ed Purpose, Income Earned from Work, Other Untaxed Income, AGI, Taxes Paid, Untaxed Portions of IRA Distributions, Untaxed Portions of Pensions, Education Credits, IRA Deductions and Payments, and Tax Exempt Interest Income



Systems & Programming

Responsible for maintaining the records of more than 80,000 financial aid applicants

Systems and Programming (S & P) develops and maintains the computer software systems needed for automated delivery of student financial aid at UF. The SFA computer system is a fully functioning, automated system comprising numerous files and/or modules, involving both batch and online processing.

S & P designs and maintains the online, web-based display system and coordinates electronic data exchange with federal, state, and local agencies to gather all information required to process students' financial aid.

Additional responsibilities include:

- · Scheduled batch production & maintenance of 1,500 programs
- The online, real-time, updatable interface with the University Bursar (UB) for student award and disbursement data

- Nightly production interfaces with UF's Registrar's Office, UB, and student payroll files
- The daily, two-way, electronic transmission of student records to and from the federal and state processors
- All email communications with students
- Daily and ongoing maintenance of the network
- Production and maintenance of federal reports as needed
- Relationships with outside departments & agencies including UFIT-Enterprise Systems, Registrar/ Admissions, UF Computing & Network Services (CNS), among others.



Documents/Mailroom

Mailed financial aid packets to more than 872 High Schools; private, public and charter

Processed approximately 9,671 pieces of incoming mail

Processed approximately 13,284 pieces of outgoing mail

Bar coded 19,955 documents

The Document Editing Section is where the application processing cycle begins. The staff of this section receive, sort, date-stamp, and distributed an estimated 9,671 pieces of incoming mail during 2016-17, not including documents received directly by advisers, by drop boxes, or faxed documentation.

This area handles the majority of mailouts for the office, including sending financial aid application packets to over 872 Florida high schools and community colleges at the beginning of every application year.

This area is supported by two senior clerks from the Records area.

Records/Scanning

Received & Scanned 177.464 documents

SFA's Records/Optical Scanning Section maintains an accurate, up-to-date system of records consisting of active and inactive files stored in three different file systems.

This section optically scans, edits, and indexes all records. In 2016-17, this section scanned:

Information Releases: 2,674 Verification Checklists: 68,001 Electronic data changes from the FAFSA: 3,854

Pell Calculations: 21,981

Awards and award revisions: 11,379

Scholarship Documents: 16,473

The total number of documents received and scanned for the 2016-17 school year was 177,464 with the majority received between June and October.

¹ Staff purge the file system once a year.



Satisfactory **Academic Progress**

To be eligible for Federal Student Aid (FSA) funds, a student must be making satisfactory academic progress (SAP) under the school's published standards.

To comply with federal regulations, UF must ensure that all federal aid recipients maintain satisfactory academic progress (SAP). This policy requires that students make progress toward their degree by maintaining a satisfactory qualitative standard (GPA) and a quantitative standard (such as credit hours earned and percent of hours earned/hours attempted). Students who fail to meet the specified standards are placed in warning status or are terminated from financial aid eligibility.

Three times a year, a financial aid satisfactory academic progress program generates email communications to students not meeting required standards. A petition procedure is

available for students who believe their failure to maintain satisfactory progress is due to extenuating circumstances. The satisfactory academic progress coordinator reviews petitions and oversees notifying students as to their SAP status. SFA advisers counsel students on the satisfactory academic progress policy and petition process.

2016-17 Satisfactory Academic Progress Yearly Totals

Terminations - 3396

Warnings - 3336

Approved Petitions - 1082

Post Bacs - 498



Information/Publication Services

The Information/Publications (IP) Services area is responsible for SFA's consumer information program, including the SFA website and the Gator Aid publications.

SFA website averaged over 46,700 hits per month in 2016-17

Information/Publication Services strives to disseminate high quality, cost-effective consumer information related to financial aid, using a variety of media, including:

- SFA website
- The Scholarship Search Engine sub-site 1
- Gator Financial Aid Guide (published annually) ²
- Gator Aid Handbook (published annually) 3
- SFA News (distributed electronically each semester) 4
- Various brochures (print/electronic)
- Timely, effective news releases for various news media, including Facebook and Twitter

Information/Publication Services also produces internal materials for SFA staff, including assisting with the Fact Book, the SFA Flip Charts, forms and other materials for the Enrollment Management Division including the EM newsletter, fact sheets and infographics.

- ¹ A comprehensive listing of college-awarded aid at UF
- ² 6 panel brochure, 20,000 copies. Gator Financial Aid Guides are mailed to the guidance office of every high school in Florida and are used by UF Admissions.
- ³ 32 pages, available online. The Gator Aid Handbook is SFA's in-depth publication.
- ⁴ Emailed to every student receiving financial aid.



Outreach

In 2016-17 SFA participated in over 50 outreach functions including Preview

Over 11,000 faculty, staff, parents and students attended various SFA presentations, including Preview

Over 20 Financial Aid and Financial Literacy Workshops were attended by over 500 participants

SFA expanded outreach efforts to all students by involving advising staff in providing nurerous campus and community financial aid presentations. The SFA advising staff participated in lectures, conferences, workshops, open houses, information sessions and other functions throughout the year.

SFA continues to participate in Preview, UF's summer freshman orientation program. Outreach and Training staff thoroughly brief students about financial aid before they enter UF, while providing the opportunity for financial aid applicants to check on the status of their awards and conduct business with the financial aid office.

Training

30 Professional Staff Trainings

10 Full Staff Trainings

10 Support Staff Trainings

Because of the large number of financial aid programs administered by SFA, the complexity of the financial aid process, and the need for compliance with federal and state regulations, ongoing staff training is critical to SFA's operation.

Training sessions on timely subject matters, generally dealing with technical training, updates on specific program areas, and personal enrichment and growth are scheduled for each of the regularly scheduled weekly staff meetings.

TOGETHER FOR THE

In November and December 2016, Student Financial Affairs celebrated the **Enrollment Management guiding value of** service and participated in the EM

Food Drive

Non-perishable food and personal hygiene items were collected for the Bread of the Mighty Food Bank and the Field and Fork Pantry Food Program.



As a new student, purchasing items needed for a residence hall or apartment can be very expensive. The Division of Enrollment Management adopted four students and EM staff assisted with gathering items needed for college move-in. The baskets of supplies for the new Gators were delivered in August 2016 to students in Orlando, Perry, Gainesville and Hillsborough.

36.36%

of Student Financial Affairs staff made contributions to the 2016 **UF Campaign for Charities** for a total of

\$5,088

to local charities.

The Office for Student Financial Affairs partners with many other UF departments to help serve our students and their families including:

Office of Academic Support (OAS)

Admissions

Office of the Bursar

Department of Family, Youth and **Community Sciences**

Dean of Students Office

Enrollment Management

UF Gamma Sigma Sigma National Service Sorority

UF Human Resources

Housing and Residence Education

Innovation Academy

International Center

New Student and Family Programs

Office of the Vice President for Student Affairs

UF Online

UF PaCE

Registrar

Traffic and Parking

UF Police Department

UF Communicators Network (UFCN)

UF Saves, Florida Master Money Mentor Program

University Relations



Office for Student Financial Affairs • S-107 Criser Hall • P. O. Box 114025 • Gainesville, FL 32611-4025

The Division of Enrollment Management

The University of Florida is committed to nondiscrimination with respect to race, creed, religion, age, disability, color, sex, sexual orientation, marital status, national origin, political opinions or affiliations, or veteran status.