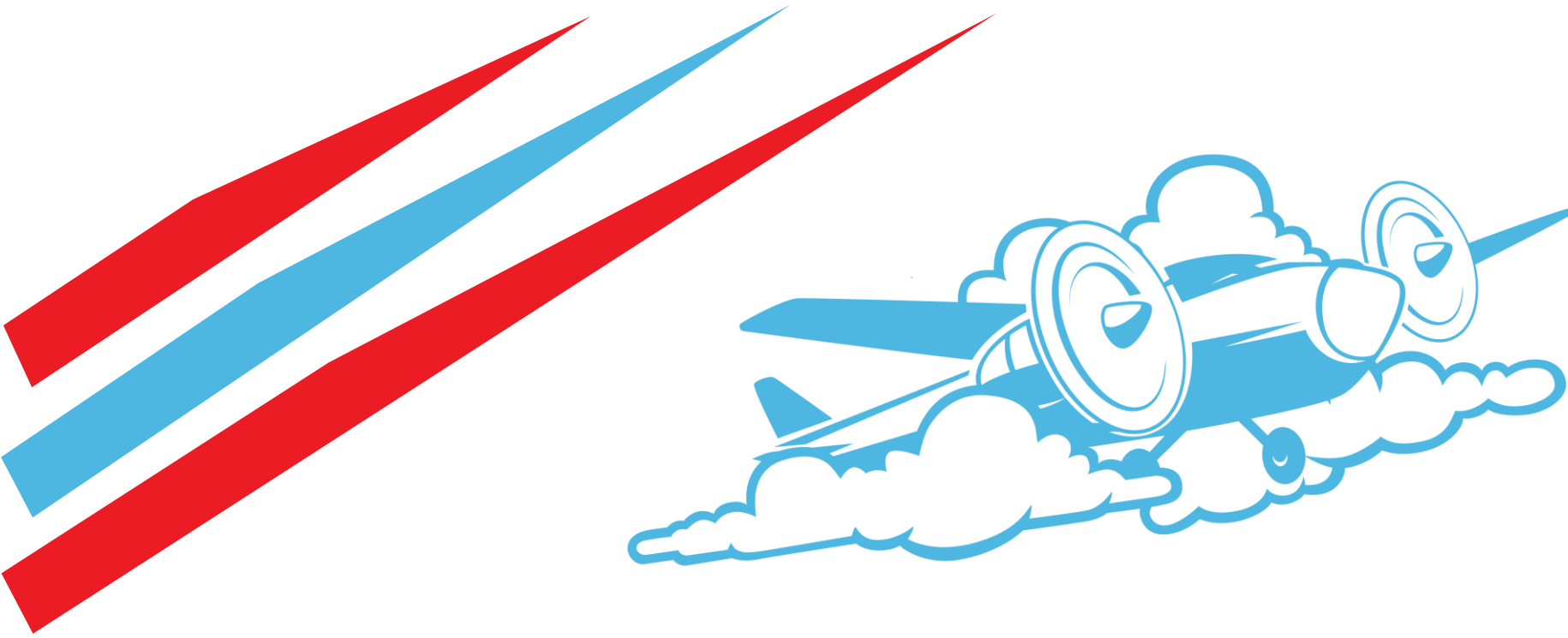


Traveling Through



Uncharted Territory

SWASFAA | TASFAA
Conference 2023



VICTORIA PADILLA
UNIVERSITY OF NEW MEXICO-VALENCIA

DEMOGRAPHICS OF COMMUNITY COLLEGE STUDENTS

- 1st Generation Students
- Rural Communities
- Low income/Underserved populations
- Non-Traditional students
- Dual Credit Students



Financial Aid at 2-year Institutions

- ✓ Dual Credit students
- ✓ Certificate Programs
- ✓ GED/Ability to Benefit Programs
- ✓ FAFSA Outreach at High Schools
- ✓ Student Employment
- ✓ Federal Verification/Processing
- ✓ Scholarship Awards/Applications
- ✓ Loans- Counseling and Monitoring
- ✓ SAP and Scholarship Petitions
- ✓ Transfer Support/Student Success events

What that means for us. . . .

- Our students are generally high-need
 - Opportunity to teach some financial literacy components
- No area of expertise, must be experts in ALL areas
- Can feel siloed from 4-year institutions
 - Network and connect for resources and tools to help us support our students
- More cases of fraud at community colleges
 - Open enrollment not open financial aid

What that also means for us. . . .

- Our interactions with students are different, lets use that to our advantage
 - How can we be intentional in our work?
- Coaching approach vs. Mentor approach
 - Focus on the student and not their choices
 - How can we make our interactions meaningful?

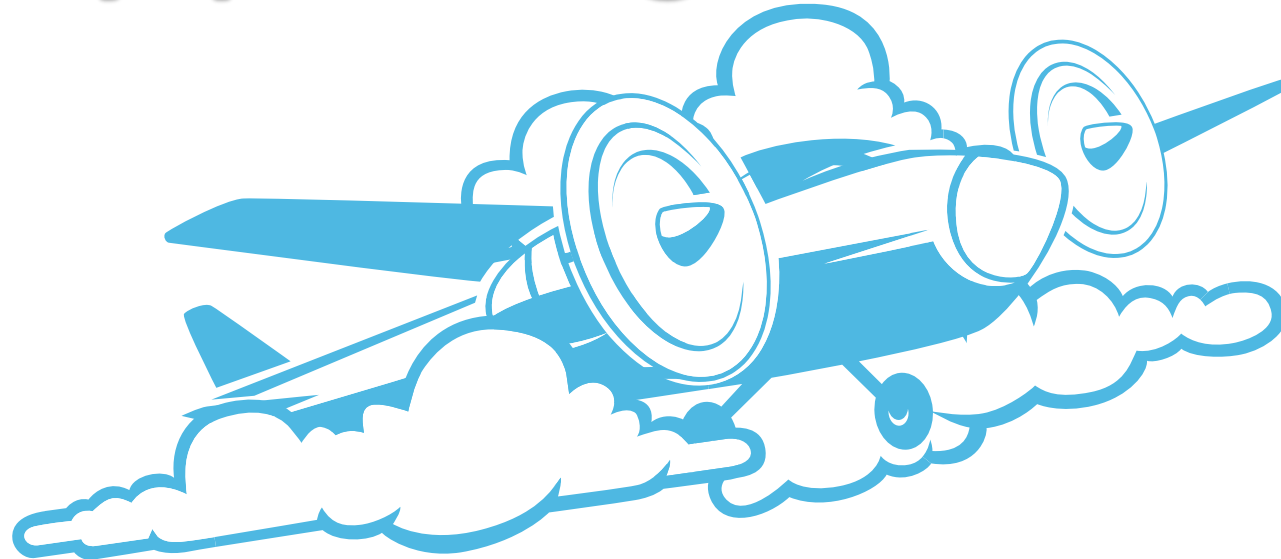
Do you, or have you,
worked at a 2-year
institution?

Do you, or have you,
worked at a 4-year
institution?

Did you attend a 2-year
institution?

Did you attend a 4-year
institution?

Go to playspent.org



select continue to spent and play the game

Money means different
things to different people

Money is a personal and
touchy subject

Learned financial habits,
students need resources

So, how do we still
support students when
we have difficult news to
deliver?

Think about the ways you relay this information

What words do you use?

Do you listen?

Small changes can completely change the interaction

... .Why did you fail your Academic plan vs. what happened that semester?

... I am sorry I know this is not the news you want but I have to deny your financial aid, lets talk about a plan for you to get it back

How do we get this done?

Use your campus resources and community resources

Network!

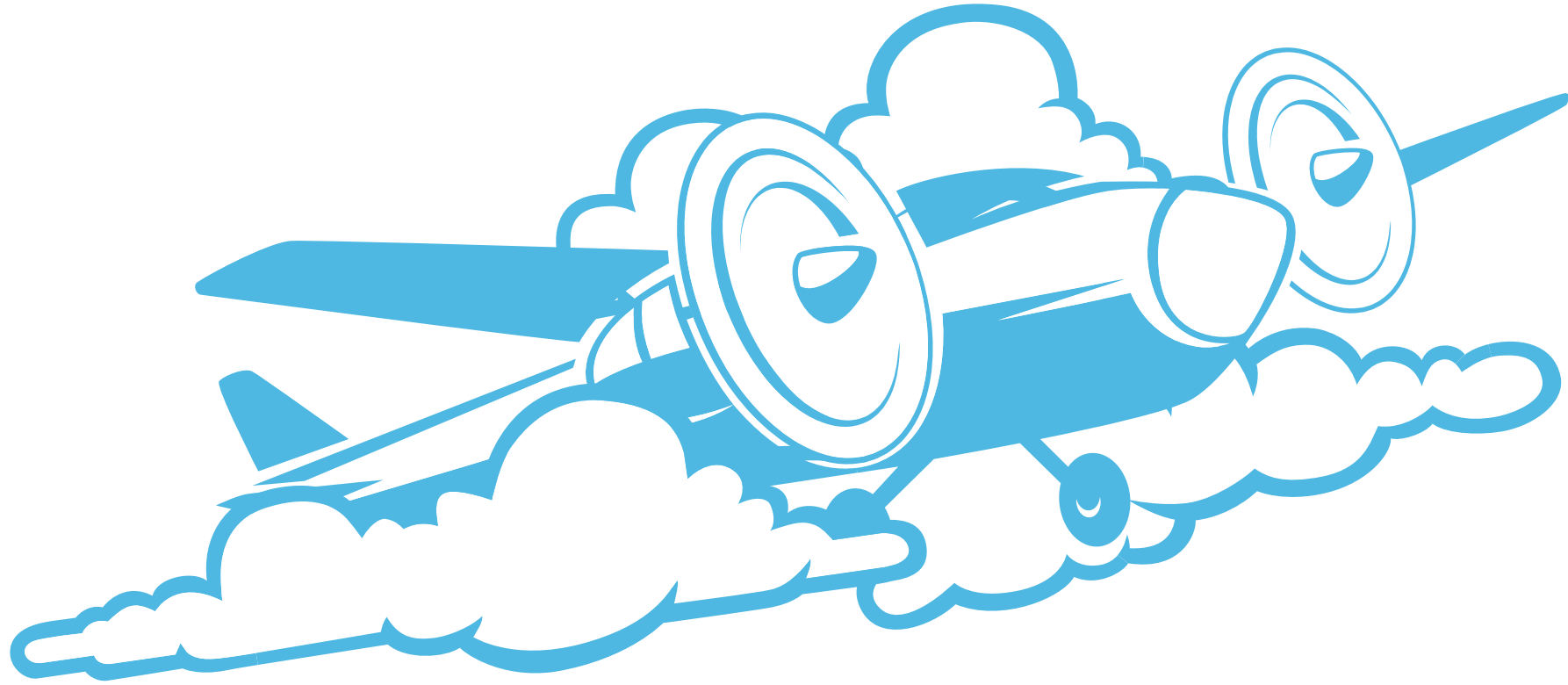
Get your staff on board, have a consistent message in your office

- Listen to feedback from staff and student employees

Can not do it all, but can connect students to resources elsewhere

- Warm hand off
- Campus/community events

Traveling Through Uncharted Territory



Thank you!

Victoria Padilla
victoriapadilla@unm.edu



2023 SWASFAA/TASFAA Annual Conference