College Goal FAF$A

Site Coordinator Quick Guide

ARIZONA COMMISSION FOR POSTSECONDARY EDUCATION

…expanding access and increasing success in postsecondary education for Arizonans

Dear Site Coordinator,

Thank you for offering to host a College Goal FAF$A event this year. The Commission for Postsecondary Education wishes to thank you for your commitment to helping students access financial aid. It is individuals such as you who make a difference.

The mission of College Goal FAF$A is to increase the number of low-income, first generation, and under-represented college students entering postsecondary education. The goals of College Goal FAF$A are to:

1. provide high school staff, site coordinators and volunteers with online resources and interactive training to host successful FAFSA completion workshops,
2. support high schools as they work with families to assist all high school seniors complete a FAFSA on time,
3. support community partners and postsecondary institutions who help prospective, current or returning students in their community to complete the FAFSA on time, and
4. maintain online resources for students, families, and the public to access accurate and timely information regarding financial aid and financial aid processes.

Thank you for your willingness to volunteer. We wish you a very successful College Goal FAF$A event!

Warmest Regards,

The Arizona Commission for Postsecondary Education

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College Goal FAF$A Site Coordinator Quick Guide

Thank you for your willingness to help with College Goal FAF$A this year. The purpose of this manual is to help you prepare for your events.

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College Goal Sunday is a nationwide effort which focuses on helping first generation and under-represented students and their families to complete the Free Application for Federal Student Aid.

Arizona has been part of the national College Goal Sunday campaign for more than 21 years. In 2015 Arizona changed the local name of the campaign to College Goal FAF$A. The College Goal FAF$A website is https://collegegoal.az.gov/college-goal-fafsa. College Goal FAF$A Site Coordinators can find an electronic version of this quick guide along with a much more detailed manual and many other valuable resources and materials at https://collegegoal.az.gov/site-coordinator-resources.

1. FAFSA Timeframe

What is it?

The 2018-2019 FAFSA will be available October 1, 2017 for students and parents to fill out. Additionally, the 2018-2019 FAFSA requires 2016 tax year information.

2. College Goal FAF$A Site Coordinator Overview

Site Coordinator Major Job Responsibilities

- Get to Know Your Community: Understanding the demographics of your local community is the key to creating a strategy to reach the target groups.
- Share Information with Your Community: The Site Coordinator must be willing to reach out to the high school community and other places that current and potential students gather in order to make them aware of College Goal FAF$A.

- Coordinate Volunteers: The Site Coordinator will recruit and communicate relevant information to volunteers. Have each volunteer (including staff) complete the volunteer registration at http://www.signupgenius.com/go/30e0549abac2fa1fc1-college2.
- Site Preparation: Contact the appropriate people for facility use, custodial needs, computer and equipment needs, etc. It is a good idea for the coordinator to physically visit the site prior to the College Goal FAF$A event.
- Ask for Local Community Support: It is a good idea for the Site Coordinator to look for community business partners or sponsors that may be able to assist in lowering costs of the event with donations, in-kind support, or even by sponsoring a scholarship.
- Managing Multiple College Goal FAF$A Events: As you can see from this description, these events are more than just a few hours allotted to fill out the FAFSA. By the time you get to this point you will be fully prepared and have all of the tools needed at your disposal to replicate successful events at your site.

3. Responsibilities of a Site Coordinator

Prior to the Events:

- Establish a Committee of Key Personnel
    - The committee may assist with the logistics of:
        - Setting up the event,
        - Determining event agenda,
        - Publicizing to target groups,
        - Assisting students in completing the FAFSA,
        - Securing data of success through student report completion.
- Setting Dates and Times
    - Review your school's calendar to see what dates and times work best and don't conflict with other activities. Keep in mind your target groups' work schedule and upcoming special events.
    - Set a goal and determine how many events you may need to serve your student population.
- Securing a Space or Location
    - Determine that you have a space or a location available and accessible for the set dates and times.
    - Visit the site. Ensure necessary equipment and supplies are available: computers, internet connection, printer, tables, and chairs. An LCD screen, projector, or whiteboards may be needed if you want to display helpful information during the event or display next steps.
    - Check the facility for restrooms, handicap access and any other logistical needs.
- Recruit for Volunteer Roles

- Registration/Other Helpers: Greet students and families as they arrive. Ensure that everyone signs in and knows where they should be going. Distribute materials and handout prize drawing tickets for completed student reports/questionnaires. Handout wristlets and next steps flyers to students after completing a FAFSA. Flag down staff if help is needed. Print out signature pages.
- Financial Aid Professional: Answers the tough FAFSA questions and provides expert guidance.
- Quick FAFSA Helper: Advises attendees regarding general FAFSA questions.
- Language Interpreter: Assists in interpreting a different language like Spanish or Sign Language.
- Setup/Cleanup: Helps get the site ready for the event. Anything from setting up and tearing down tables and chairs to picking up forgotten papers and pens.

- Advertise
  - Resources to help with advertising are available on the College Goal FAF$A website at: https://collegegoal.az.gov/site-coordinator-resources
- Build Excitement
  - This will encourage students and parents to attend your events.
- Consider Available Technology
  - Online FAFSA
    - Completing the FAFSA online is an option that requires several accessible computers at one time. The student completing the FAFSA can obtain a Federal Student Aid ID (FSA ID) at any time. If students don't have one by the time they submit their FAFSA, they will be prompted to apply for one. The FSA ID is used as an electronic signature. When creating an FSA ID for the first time, students may use their FSA ID to sign the original FAFSA only. A newly created FSA ID can take up to 72 hours to be confirmed with the Social Security Administration before it can be used to start a renewal FAFSA or make corrections to an existing FAFSA. An FSA ID is required for the student to complete the FAFSA online and is also required of a parent if parental information was requested on the FAFSA.
    - FSA ID website: https://fsaid.ed.gov
    - When creating a new FSA ID, students and parents will be asked to provide one email address for the student and a separate email address for the parent as well as a mobile phone number. While neither an email address or mobile number is required, an email address or cell phone number will allow a forgotten password to be more easily reset. <u>If the student or parent does not have either a mobile number or an email address, it is **critical** that the student and parent each remember their individual passwords and challenge questions, otherwise it could take multiple weeks to access and reset their FSA IDs in the future.</u>
    - Students start the online FAFSA at www.fafsa.ed.gov.

- Will there be a Presenter at your FAFSA Completion Workshop?
    - A presenter is someone from the Financial Aid community that will provide information in the form of a presentation.
- Prize Drawing
    - Determine if you are offering additional prizes beyond the gift cards provided by the Commission. After a student completes their FAFSA remind them to fill out the online "student report" questionnaire and get a prize drawing ticket from you. Online "student reports" should be completed onsite. Prize recipients can be randomly drawn after each site completes all of their College Goal FAF$A events.
- Communicate with Volunteers
    - Send an introductory email including:
    - Finalize a list of volunteers and their assignments.
    - Send out updates and reminders to your volunteers with date(s) and time(s) where they should meet. Provide location/parking details, training or information needed for assignments.
    - Provide information to the Presenter regarding how they will be able to present information.
- Be on the lookout for email reminders and communications from the Commission. Additionally, check the College and Career Goal Arizona website (https://collegegoal.az.gov/college-goal-fafsa) periodically for College Goal FAF$A updates.
- Digital/Printed Handouts
    - Sample materials can be found at https://collegegoal.az.gov/site-coordinator-resources.

Several Days before the Event:

- Visual Resources
    - Include visual resources on the days of your events. These could be directions and helpful posters around the computer lab displaying the 1-800# for the Federal Student Aid Information Center on the whiteboard, useful scholarship websites, or "next steps" in the process.
- Registration/Sign-in
    - Note: Registration helps the Commission measure the impact and success of these events each year.
    - Set up a registration table so students and parents can sign in at the event. Registration should be completed before a student starts the FAFSA.
    - Workshop registration forms can be found at: https://collegegoal.az.gov/site-coordinator-resources. These registration forms need to be collected and sent to the ACPE office no later than a week after you last scheduled event:

        2020 North Central Ave., Suite 650
        Phoenix, AZ 85004
- Student/Participant Report

- The online questionnaire is available online: https://collegegoal.az.gov/cg-fafa-data-collection. The Student Report for High School Sites or the Participant Report for Community Sites is required by all students/participants who attend your event. Offering prizes for completion increases cooperation and improves results.
- A paper version of the student/participant report can also be found at: https://collegegoal.az.gov/cg-fafa-data-collection. The paper version is a **last resort**. The online version is preferred. If paper "student reports" are completed, these forms need to be collected and sent to the ACPE office:

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  Phoenix, AZ 85004
- The volunteer survey will be available online at: https://collegegoal.az.gov/site-coordinator-resources and should be completed by each of your volunteers before they leave your event.
- The site coordinator survey will be available at: https://collegegoal.az.gov/site-coordinator-resources and should be completed by each site coordinator after all events are finished.

Event Day:

- Arrive at the event early to set up.
- Set up directional signs for parking, to the event location/registration, and restrooms.
- Provide information and support to volunteers and presenter(s) before and during the event.
- Provide refreshments (optional).
- Provide childcare or a play area with supervised activities (optional).
- Greet College Goal FAF$A attendees and have them sign-in/register.
- Have students/parents complete the FAFSA.
- Next have students complete the online "student/participant report."
- Give students a prize drawing ticket for completing the FAFSA.
- As students/parents leave, thank them for attending your event and provide "next steps" info.
- Have volunteers complete the volunteer survey.
- Finally, clean up. You have had a successful College Goal FAF$A event!
- Start planning for your next event.

Post Events:

- Your workshops are done! Congratulations!
- Thank your volunteers for their time and energy!
- Report to the ACPE on the success of your events.
  - Return registration forms and any paper student reports that were completed to the ACPE after each event to:

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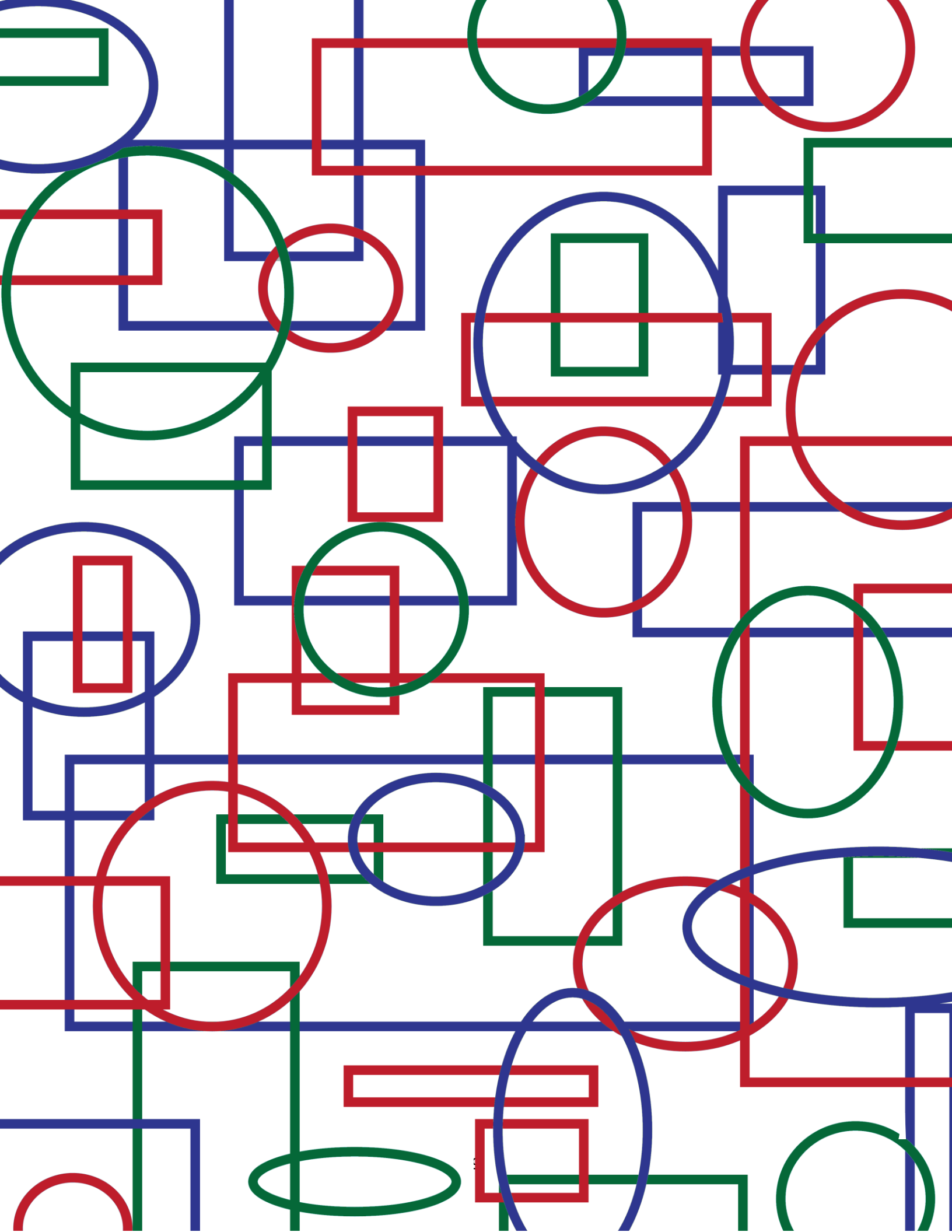
Phoenix, AZ 85004

  - Complete the site coordinator survey. Sharing your experiences helps to improve the campaign for next year.
- Please share the highlights and what you thought worked well for your events. This can include event agendas, pictures of your events, press releases or news articles, or ideas on how you organized or promoted your event. You can send this information via email or post photos to Facebook.com/CollegeGoalArizona. We want to showcase your best practices and help other schools be as successful as you!
- Are you participating in the FAFSA Finish Line program?
  - FAFSA Finish Line allows high schools to receive information on seniors as they go through the FAFSA application process.
  - High school staff can use this information to improve FAFSA completion rates through targeted intervention activities.
  - Enlist your higher education and college access partners to support you in your follow-up activities with students

4. List of Resources and Websites

➢ State Resources

- **College Goal FAF$A Site Coordinator Resources** – https://collegegoal.az.gov/site-coordinator-resources
  - Listing of carefully selected site coordinator resources for a successful College Goal FAF$A workshop.

➢ Federal Resources

- **FSA ID** – https://fsaid.ed.gov/
  - A username and password combination that serves as a student's or parent's identifier to allow access to personal information in various U.S. Department of Education systems and acts as a digital signature on some online forms.
- **FAFSA** – www.fafsa.ed.gov
  - Free Application for Federal Student Aid; this is the site where students and parents complete the FAFSA.
- **Federal Student Aid Information Center** - https://fafsa.ed.gov/help.htm
  - FSAIC's primary role is to respond to student and parent inquiries. Customer service representatives provide comprehensive assistance in English, as well as Spanish, on general information related to federal student aid (Title IV programs), the FAFSA application (paper and online). Phone number and customer service hours can be found under "Contact Us".