# The Benefits of a Cross-Trained Admission Team

#### **Presenters**

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## Changes in Student Recruitment

- Traditional cycle has shifted
- Access to student information has changed
- Other pathways and gap years
- Media questions is college worth it & college affordability

## Search looks different for students and institutions

#### For colleges/universities

- Test optional is here to stay...probably
- Changes to College Board
- Direct Admissions Programs

#### For students

- Getting to know a college
- In-person vs. virtual
- Search focus has shifted
- Considering more options or not going at all

## Storm clouds ahead?

- Declines in first-year students
  - Enrollment fell 6.1% at public four-year institutions and 4% at private nonprofits
  - Community college first-year population is flat
  - PA is faring better than most where enrollment change is flat YOY
- Backlash in the media
  - Are people losing faith in higher education?
    - A Wall Street Journal poll says that more than half of it's respondents said that is bachelor's degree isn't worth the cost

# Changing the narrative

- The work is not easy
- The fit conversation has changed
  - Student fit vs. parent fit
  - Parents care about
    - Outcomes
    - Affordability
    - Who shows their student love (meaning who offers the most scholarship
- Educating students and families about net price

### So how do we do it?

New hires experience a financial aid overview right off the bat.

Group trainings take place at least once per year.

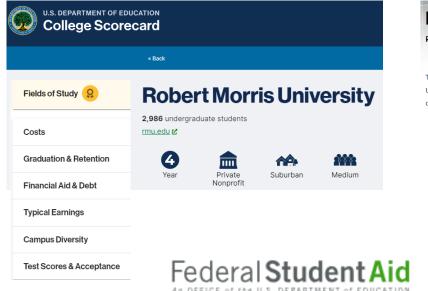
- Update on changes in the world of financial aid
- FAFSA Overview
- Role play opportunities
- System Training
- Lots of Q & A

Other trainings as needed throughout the year.

College Affordability Academy



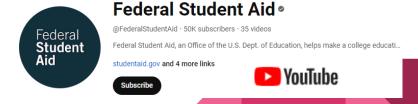
## Financial Aid Resources for the Admissions Staff











# It's All About the Big Picture

#### For Students...

 Understand Cost and the Financial Aid Process

- Avoid Unmanageable Debt

- Secure a Path to Employability

#### For Us...

- A Better Student Experience

Increased Retention Rates

- Better Student Outcomes

Happier Alums

Increased ROI

# TWO STUDENTS





## Q & A

- Roadblocks that admissions counselor encounter related to financial aid?
- Creative ways to engage families in the financial aid process?
- Early reads, how do people feel about simplified FAFSA?