







# Journey Map - First Time Applicant

	PHASE 1		PHASE 2		PHASE 3	
TIMELINE	APPLICATION	SEND DOCUMENTS	CONFIRMATION	DECISION	MAILING \$	PROCESSING \$
	1 - 2 days	4 - 8 weeks	1 week	3 weeks	4 weeks	2 weeks
PARTICIPANTS	Student	Student ONNSFA staff (2) Vital Records University Financial Aid Staff (2) 3rd Party Transcripts College Counselor	ONNSFA Counselor	ONNSFA Counselor	ONNSFA University Financial Aid	University Financial Aid
ACTION	<ul style="list-style-type: none"> <li>• Student creates online account.</li> <li>• Student completes application.</li> </ul>	<ul style="list-style-type: none"> <li>• 12 Calls to ONNSFA Office, 5 were answered.</li> <li>• 12 Calls to ASU, 2 calls were answer.</li> <li>• 2 Online cases submitted to ASU regarding FNA.</li> <li>• 6 Faxes Completed.</li> <li>• 4 Emails w/ ONNSFA, Department and ASU</li> </ul>	<ul style="list-style-type: none"> <li>• Student successfully got all documents in in last phase.</li> <li>• Couselor reviewed and approved that all documents were correct.</li> </ul>	<ul style="list-style-type: none"> <li>• Counselor and ONNSFA decided if student can be awarded funds.</li> <li>• Student is Awarded.</li> <li>• Portal is updated with letter of award.</li> <li>• Letter is mailed to address notifying student.</li> <li>• Student has to keep checking portal updates.</li> </ul>	<ul style="list-style-type: none"> <li>• ONNSFA process and mails check to university.</li> <li>• Note* this is not immediate, it takes time for process and normal mailing time from award date.</li> </ul>	<ul style="list-style-type: none"> <li>• University obtains check and applies it to the students account.</li> <li>• If funds exceed tuition/ room and board, a refund check is sent to the student for other school related expenses. (example text book/ laptop ect.)</li> </ul>
EMOTIONS	 "Are they still using that same picture on the website?"	 "There are 500 callers a head of you..."	 "OMG YES! All the documents are in, the hard part is over!"	 "OMG! This is going to help so much!" *cries*	 "I'm so stressed! The semester has started but the funds haven't come in. My classes have a hold on them and I can't buy my books."	 "Hi, Honey, my funds finally came in. I'm okay now! I feel so much better!"
IDEAS	<ul style="list-style-type: none"> <li>• Update website or switch to a more developed hosting platform.</li> <li>• Align with branding.</li> <li>• Provide better policies about after and spending/ taxes. (No taxes need to be paid on Tribal scholarships)</li> </ul>	<ul style="list-style-type: none"> <li>• Less run around for student.</li> <li>• More direct access lines.</li> <li>• Merge request to one platform.</li> <li>• Less parties involved.</li> <li>• Have an app organize and manage verification.</li> <li>• NO MORE FAXING</li> </ul>	<ul style="list-style-type: none"> <li>• More transparency and quicker notifications.</li> <li>• Chance to create a better relationship with student and student trust.</li> </ul>	<ul style="list-style-type: none"> <li>• Quicker notfications.</li> <li>• Option for no-paper notfication.</li> </ul>	<ul style="list-style-type: none"> <li>• Help make the overall process smoother for ONNSFA employees</li> <li>• Better tech support.</li> <li>• Keep in touch and reassure student.</li> <li>• Mail tracking for student?</li> </ul>	<ul style="list-style-type: none"> <li>• University processing-- needs to be reviewed.</li> </ul>