



FINANCIAL AID STUDENT SERVICES ANNUAL PROGRAM REVIEW 2014-2015 AND PLAN 2015-2016

Committee Members:

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1. Program Mission/Description:

Program Mission and Relationship to College Mission:

The Financial Aid Office (FAO) and its staff support and promote financial aid programs that remove financial barriers to ensure access to all students in pursuit of academic excellence, economic opportunity and personal achievement.

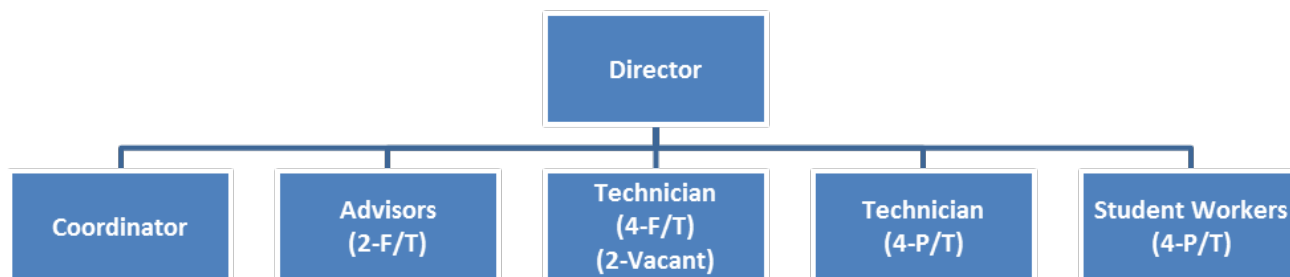
Program Description:

The Financial Aid Office participates in the Title IV federal student financial aid programs such as the Pell Grant and, state programs such as the Cal Grant program, as well as other campus based programs. The Financial Aid Office must comply with federal and state program regulations, policies and procedures. The office administers and delivers over twenty-three million dollars in federal and state aid to students attending Citrus College. The financial aid program assists eligible students with their educational expenses while they pursue an educational program that leads to a certificate, degree, or transfer.

2. Key Functions/Goals:

- Administer and allocate state and federal grants and loans
- Award and package student aid
- Assess student's satisfactory academic progress
- Award scholarships
- Administer federal work study aid
- Provide services to former foster youth
- Verify student eligibility
- Provide financial aid outreach and information
- Comply with state and federal regulatory reporting requirements

Organization Chart



3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data and/or document with a survey.

Populate with the existing Unit Outcomes				
	Outcome	Assessment	Result	Change
1	Students demonstrate the ability to complete the online Free Application for Federal Student Aid (FAFSA) application.	Identify number of FAFSA applications processed.	FAFSA's processed 2014-15 (22,190*) 2013-14 (23,701) 2012-13 (22,000) 2011-12 (20,000) *as of 05-01-15	This outcome has been assessed and achieved in 2011 through 2014 and will not be assessed in 2015. Students have demonstrated they have the ability to correctly complete the FAFSA.
2	Host an annual Financial Aid Literacy Awareness Fair to increase student's awareness of available financial resources. EFMP pg. 347	Disseminate financial aid information and survey students for desired outcomes.	Attendees 2013 – 400 participants 2014 – 500 participants 2015 – 500 participants Survey results showing the percentage of students who indicated the fair increased their awareness of financial aid 2013 – 93.94% 2014 - 96.39% 2015 - 96.20% 2015 Survey- Appendix A	Students indicated that they learned of other services and found the vendors very informative. Several students indicated they would like to have more vendors and other financial aid departments from transfer colleges present. The department will invite additional vendors in 2016.
3	Promote transparency of financial aid through workshops facilitating, access, retention, and student success. EFMP pg. 347	Track the number of Financial Aid Workshop participants. Ask participants to fill out a satisfaction survey when feasible after each workshop.	Financial Aid Workshops were phased in over the 2014-15 academic year. Workshop Attendees <ul style="list-style-type: none"> • 70-Hands on FAFSA • 6-Financial Aid for AB540 Students • 3-Cal Grants • 0-Chaffee Foster Youth • 4-Satisfactory Academic Progress • 2-Federal Work Study • 108-Scholarships 	The department will continue to offer workshops and advertise more widely on the financial aid web page, clarion, financial aid TV monitor, posts flyers in lobby and on portable white board, and give out flyers at scheduled outreach events. Although the majority of the surveys were positive, there were not enough surveys collected to adequately assess the Financial Aid Workshops.

			<p>Surveys Collected = 15 Of the few surveys collected the majority of students indicated:</p> <p>2015 Survey Appendix B</p> <ul style="list-style-type: none"> • They would like to have a printer available. • They would like more one-on-one assistance. • They strongly agreed that the workshop was helpful in completing the FAFSA and answering their questions. • They strongly agreed that the workshop met their needs. • The staff was courteous and helpful. • They would like a scholarship and personal statement workshop. 	
4	<p>Promote enrollment access, retention, and student success through in reach and outreach efforts to current students and K-12 students.</p> <p>CCSP 6.1.1 CCSP 2.1.2</p>	Track the events and number of students served.	<p>Provide Financial Aid workshops and services to various student populations.</p> <ul style="list-style-type: none"> • I Will Complete College Program (IWCC) • Early Decision FAFSA Workshop • Cash for College Workshop • Clock Hour Orientations • EOP&S & CalWORKs Orientations for New Student and Probation Students • Classroom Presentations 	This is a new SLO to be tested fall and spring 2015-2016.

4. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendation/ Goals 2014-2015	Person(s) Responsible	Status/ Progress	Completed
1	Ensure Classification of Instructional Programs (CIP) codes, major, and program length are reported correctly in Banner in order to meet new federal regulations limiting direct loans to a maximum of 150% of program length.	Director, Dean of Admissions and Records, Articulation Officer, and TeC Services (TeCS)	Completed	November 2014
2	Install Scheduling and Reporting System (SARS) TRAK system and begin scheduling student appointments and set up a student check in system for students.	Director and TeCS	In Progress The hardware has arrived and there is a work order in place to have the hardware installed.	June 2015

3	Install and set up Shore Tel phone tree to queue incoming phone calls and improve phone customer service.	Director and TeCS	Completed	December 2014
4	Install four scanners in staff cubicle work stations to allow additional help with scanning documents.	Director and TeCS	Completed	December 2014

5. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable, reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendation/Goals 2015-2016	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	Work with TeCS and Admissions and Records (A&R) to ensure Gainful Employment reporting technical requirements are set up in Banner and submitted to the National Student Loan Database System (NSLDS) by July 30, 2015. CCSP 3.1.2	Program Director, Dean of Admissions and Records, and TeCS	July 2015	1
2 nd	Implement Clock Hour program polices and begin disbursements effective fall 2015.	Director, Dean of Admissions and Records, and TeCS	July 2015	1
3 rd	Complete Financial Aid Policy and Procedure Manual.	Director	June 2016	1
4 th	Develop annual on campus staff training retreat to facilitate improved customer service and stress reduction in the work place. CCSP 1.2.2	Director	June 2016	3
5 th	Hire an Administrative Secretary to assist the Director with a variety of support duties including meeting notes, research, invoices, budgeting, processing timesheets, receptionist, filing, scheduling, and other related assignments.	Director	December 2015	3

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
	Completed	In Progress	Not yet begun
Financial Aid			
EFMP – 1 Increase students' access to services available online, such as submitting forms and checking the status of financial aid applications.	X		
EFMP – 2 Develop a system whereby financial aid is awarded and disbursed through electronic funds transfer.		X	
EFMP – 3 Train students, faculty, and staff to increase student access to and understanding of the financial aid application process.		X	

6. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page below to complete the Link to Planning column.

Financial Aid**Certificated Personnel (FNIC)**

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Secretary - 100% (Range 28)	<p>Goal: Hire an Administrative Secretary</p> <p>Impact: Having a secretary will allow the director to focus on regulatory and compliance requirements, planning, administering, directing, attend meetings, and coordinating the office operations. With the secretary taking over the time consuming daily support duties including meeting notes, doing research, processing invoices, budgeting, processing timesheets, serving as receptionist, filing, scheduling, and performing other related duties.</p> <p>New recommendation #5</p> <p>Priority Note: Depending on final 2015-16 BFAP budget allocation, additional district funds may be necessary.</p>	Salary \$37,563 Benefits \$8,056 Health \$21,824 <hr/> Total: \$67,443	2	N/A

Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Annual Retreat	<p>Goal: Develop annual on campus staff training retreat</p> <p>Impact: Training will facilitate improved customer service and stress reduction in the work place.</p> <p>New recommendation #4</p>	\$500	3	EFMP pg. 382

Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Financial Aid Workshop Room	<p>Goal: The Financial Aid Office is in need of space on campus to conduct regular workshops and presentations. Some of the workshops would include hands on FAFSA, Cal Grant, AB540, Chaffee Foster Youth,</p>	N/A	2	EFMP pg. 347

	<p>Satisfactory Academic Progress, Appeal, Scholarship, Disbursement, Clock Hour Programs, Financial Aid Overview, and Financial Aid Overview.</p> <p>Impact: Having a dedicated room available to present various financial aid workshops would increase the number of workshops available to students and increase the available slots for student participants. This goal would increase student awareness and promote transparency and reduce the number of students in line. Having a dedicated space would also save staff time spent on constantly having to coordinate room availability and updating schedules and room locations.</p> <p>New recommendation SLO #3</p>			
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Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

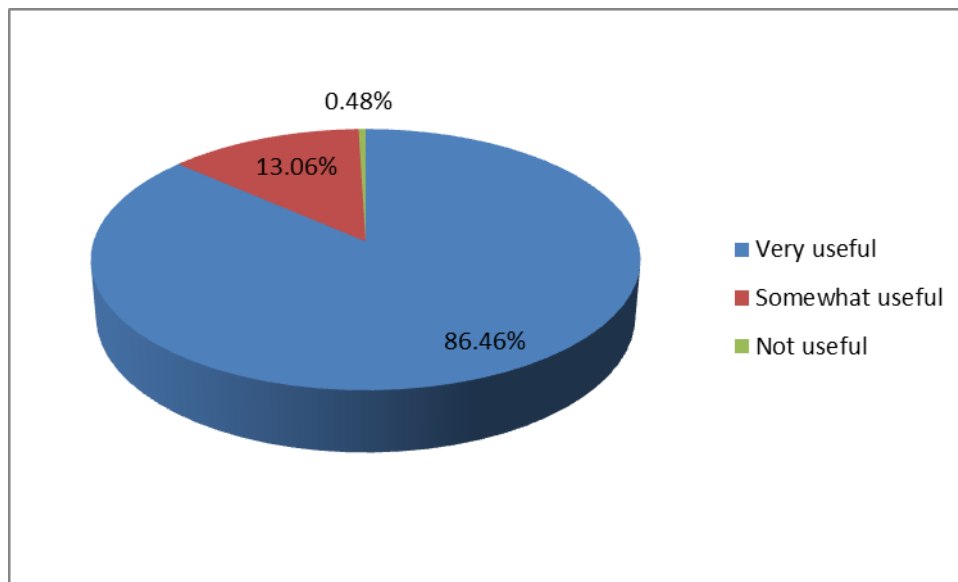
Supplies (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Outreach supplies	<p>Goal: Disseminate financial aid information to students.</p> <p>Impact: Increase financial aid literacy.</p> <p>New recommendation SLO #4</p>	\$5,000	2	<p>EFMP pg. 347</p>

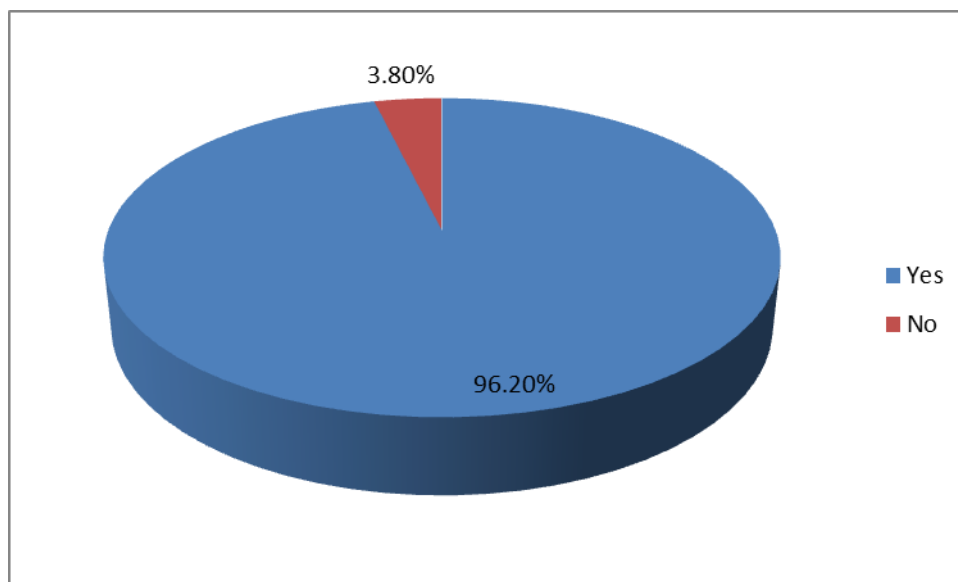
Appendix A

2014-2015 Annual Financial Aid Literacy Awareness Fair

1. How useful did you find the Financial Awareness Fair?



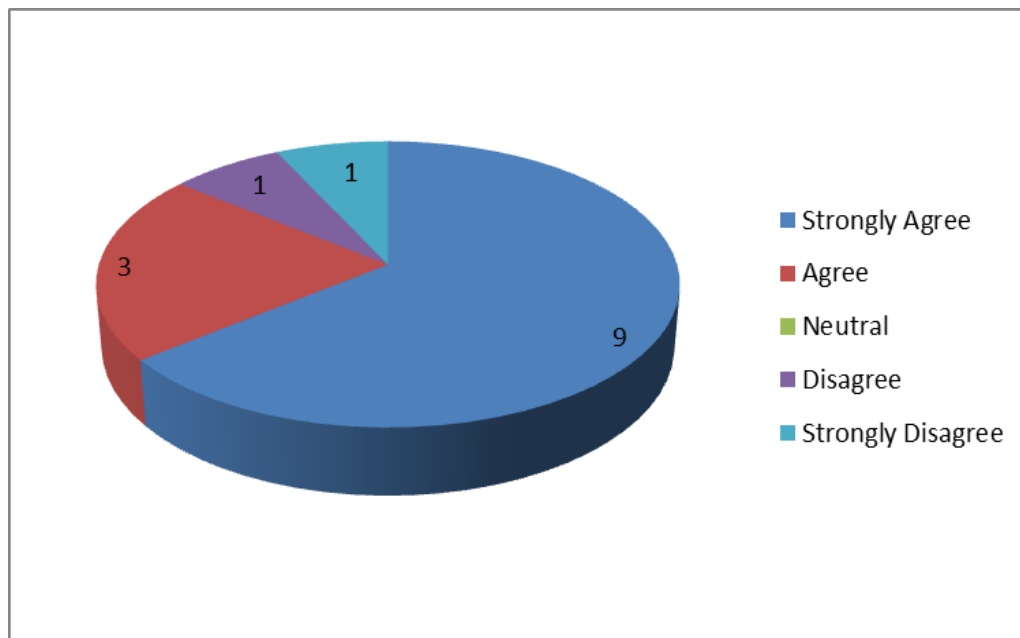
2. Did the information provided today increase your awareness of financial aid?



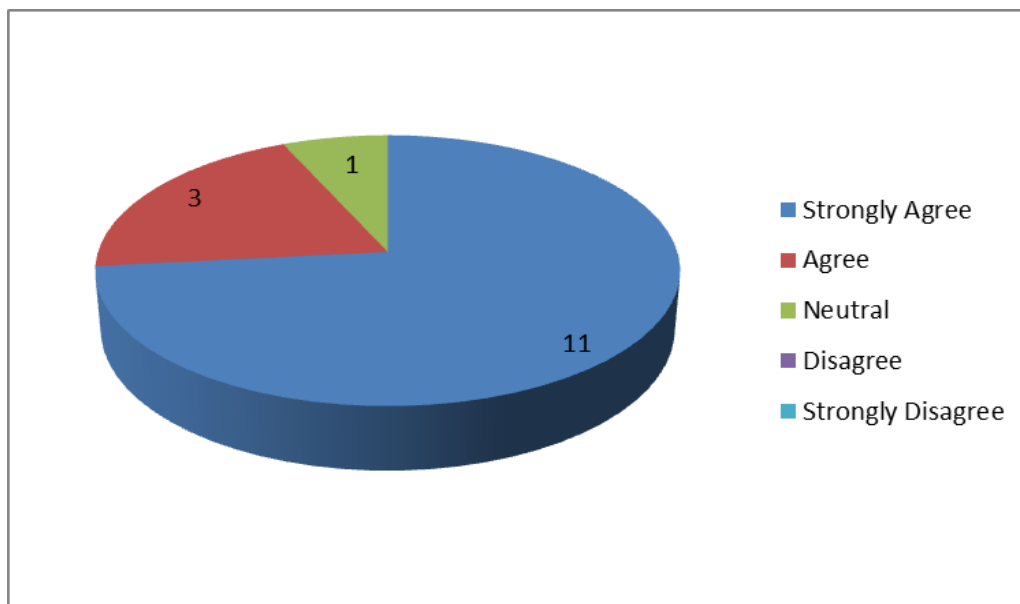
Appendix B

2015 FASA Workshop Survey

1. The time allotted for the workshop was sufficient

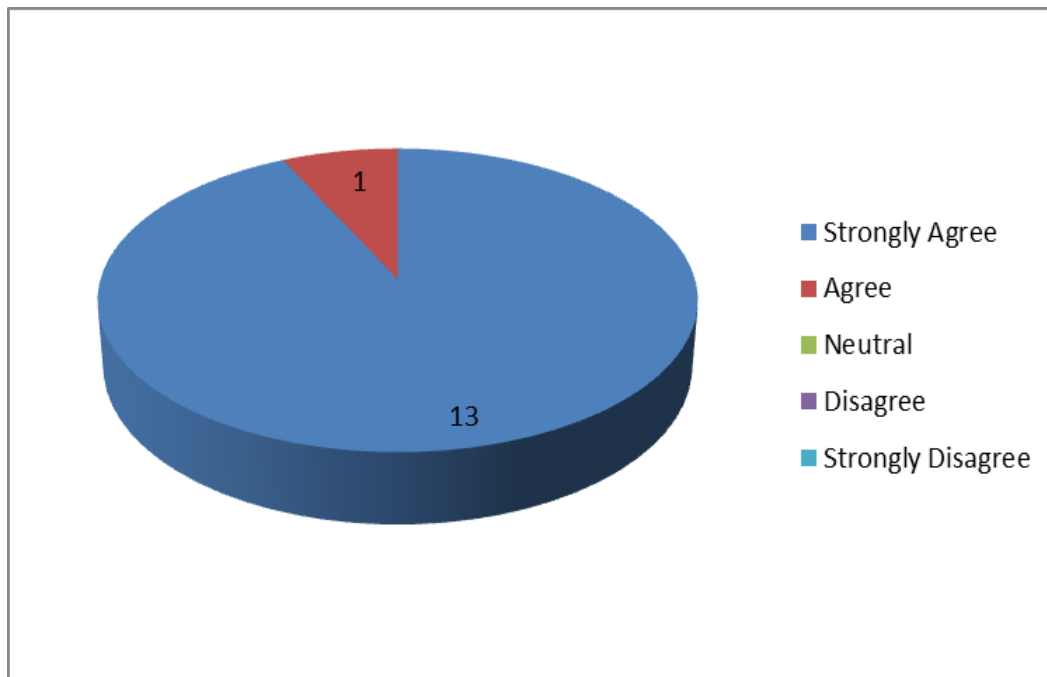


2. The workshop was helpful in completing your FAFSA and answering your questions

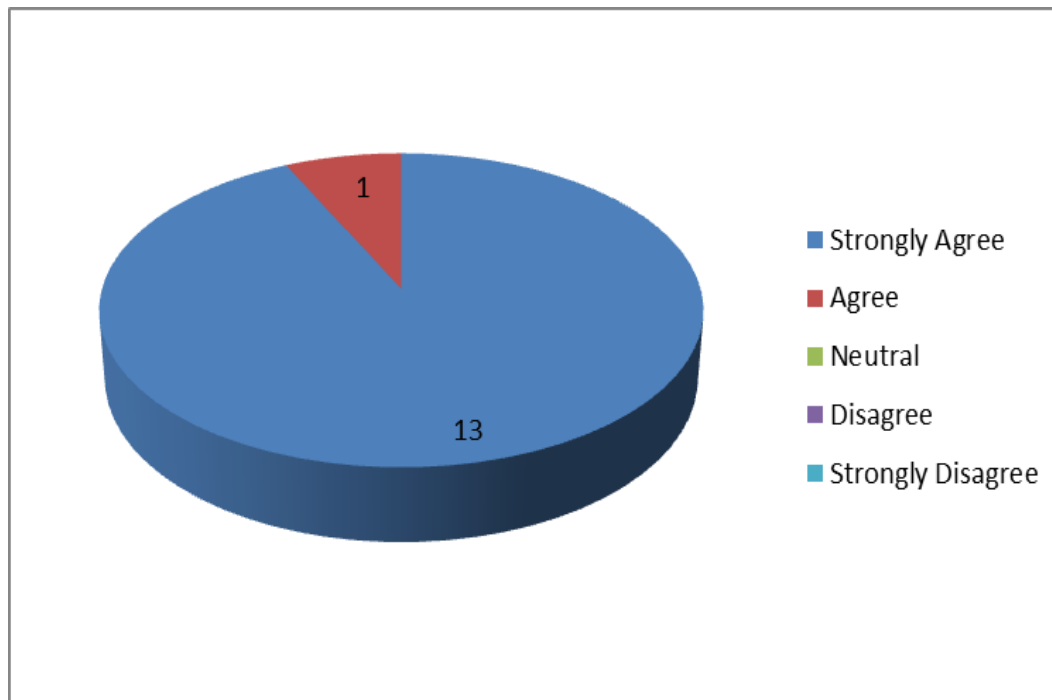


Appendix B

3. The workshop met your needs



4. The staff was courteous and helpful



Appendix B

5. Additional comments and suggestions

What aspects of the workshop could be improved?	What other financial aid workshop or assistance would help you complete your financial aid goals?	Any other suggestions or comments to help us improve future workshops?
Have a printer, nothing, they are good	None, scholarship workshop, personal statement editing, ok	Computer time/More one-on-one help, coffee and donuts, one-on-one assistance or more people assisting. More people to satisfy your needs and to answer questions in a specific way, ok, more time, patient and more time and good computer to work with