



FINANCIAL AID NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

1. Program Mission/Description:

Mission:

The Financial Aid Office at Citrus College, a College of Completion, ensures student success by purposely delivering outstanding service, with every effort, to every student, every time.

Description:

The Financial Aid Office participates in the Title IV Federal Student Financial Aid Programs such as the Pell Grant program as well as other campus based programs which include various state grant programs. The Financial Aid Office must comply with all federal and state program regulations, policies and procedures. The Financial Aid Office administers and delivers over twenty-three million dollars in federal and state aid to students attending Citrus College. The main purpose of the financial aid programs are to assist eligible students with their educational expenses, while pursuing an educational program that leads to a certificate, degree or transfer program.

2. Key functions/goals of this Department/Program:

The Financial Aid Office is responsible for the initiation, supervision and disbursement of funds provided by the federal, state, and local government agencies in the form of grants, employment, loans and scholarships. The financial aid programs are intended to assist all eligible students from all income levels, specifically those students from low and middle income families

3. Assessment of Outcomes:

Populate with the existing Unit Outcomes			
<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1.Students demonstrates the ability to complete online FAFSA application	Identify number of FAFSA applications.	In 2010-11 there were 18,000 FAFSA applications processed by the financial aid office.	The financial aid office processed over 20,000 financial aid applications for 2011-12. The change is an 11% increase from 10-11 to 11-12.

4. Recommendations/Next Steps:

	Previous Recommendation	Progress/ Persons Responsible	Status	Estimated Completion
1	Implement fillable PDF financial aid forms on financial aid website.	Director of Financial Aid	Completed Fall 2012	N/A
2	Launch CCCBOG Application	Due to vendor software technical implementation issues and state regulatory changes surrounding the passage of the CA Dream Act this goal was not achieved and has been eliminated. Effective spring 2012 AB540 students are eligible to apply for the Board of Governor's Fee Waiver. Due to this new regulation, a new goal has been established. See the recommendations below for Banner CAL-B FA Release. Director of Financial Aid	Goal Abandoned Refer to new recommendation #1 below for Banner CAL-B FA release.	N/A
3	Create Financial Aid policies and procedures manual	This goal was not achieved.	Carry forward to 2012-13 award year.	Summer 2013

	New Recommendation	Progress/ Persons Responsible	Status	Estimated Completion
1	Launch Banner CAL-B FA. Passage of the CA Dream Act (effective Spring 2012) allows AB540 students to apply for the Board of Governor's Fee Waiver. This created the necessity for an interface between the California Student Aid Commission CA-ISIR database and Banner to import CSAC CA-ISIRS. This will allow the financial aid office to automate the BOG awarding process for eligible AB540 students.	Implementation phase with Banner Consultant, Dean of Admissions and Records, Director of Financial Aid and TeCServices.	Financial Aid, TeCServices, and Banner consultant are in the planning stages of implementing Banner CAL-B FA.	Spring 2013
2	Implement Pell Life Time Eligibility Used (Pell LEU) Tracking Process in Banner. Recent federal legislative changes limits the duration of eligibility for students to receive a Pell grant. Once students receive the equivalent of 12 full time semesters, they are no longer eligible for additional Pell grants. This change has created the necessity for colleges to track student prior usage in order to not over award and create institutional debt.	Implementation phase with (Banner) software vendor. Director of Financial Aid, Banner Consultant and TeCServices	Financial Aid, TeCServices, and Banner consultant are in the training and planning stages of implementing a process for effectively tracking Pell LEU.	Software release is expected fall 2013.

3	<p>Post and Fill Three Vacant Staff Positions.</p> <p>The department currently has two full-time (100%) Advisors and one part-time (49%) Technician positions vacant. These positions are necessary in order to maintain reporting deadlines, processing awards in a timely manner, assisting students at counter and over the phone, and being compliant with federal and state regulations. Being understaffed poses a hardship to the department.</p>	<p>The department filled a vacant Financial Aid Coordinator position on 9/24/12 and will meet with appropriate departments to determine steps necessary to proceed with posting and filling the three remaining vacant positions.</p> <p>Director of Financial Aid</p>	Discussions are In progress.	Fall 2013
4	<p>Install and Activate SAR's Scheduling</p> <p>In an effort to improve internal and external communications between staff and students, the department will utilize SAR's scheduling. SAR's allows all staff members (including the front counter) to schedule and view student appoints for the entire staff at all work stations within he department. This will allow the department to efficiently and systematically schedule appointments to meet with students.</p>	<p>SAR's has been installed on all staff workstations. Staff schedules are being established and programmed in SAR's.</p> <p>Director of Financial Aid TeC Services</p>	Installed	Fall 2013
5	<p>Attend Annual Federal and State Training</p> <p>In order to stay abreast of the ever changing federal and state regulations, it is necessary for staff to receive routine training at conferences and online when possible. Training covers all facets of financial aid and enables staff to provide critical cross training to other employees.</p>	<p>Staff will register and complete required travel authorization request.</p> <p>Director of Financial Aid</p>	In Progress	2012-13 Award Year

5. Resources requested

Financial Aid Office

Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
Financial Aid Coordinator	A critical position needed in the financial aid office in order to maintain the integrity of the student financial aid programs that have a direct relationship to the college mission and program goals to deliver aid effectively and efficiently.		2

Financial Aid Advisor	A lower level position to the coordinator that is just as critical and needed in the financial aid office in order to maintain the integrity of the student financial aid programs that have a direct relationship to the college mission and program goals to deliver aid effectively and efficiently.		2
Educational Advisor	An Educational Advisor position is necessary to meet with financial aid students to develop SEP's and to monitor Satisfactory Academic Progress (SAP) standards appeals which are all part of the program goals and objectives.		2
Financial Aid Technician	A full time financial aid technician position is needed to disseminated and process student financial aid applications in a positive and courteous manner in order for students to achieve their goals and compete in a global society.		2

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Federal Student Aid Training Conference	The FSA annual conference is designed to provide the most up-to-date information on Title IV programs and the evolving federal policies and procedures affecting financial aid. Topics range from the technologies associated with the Department of Education information systems to improved practices for supporting aid applicants and recipients. This year's conference program focuses on topics related to changes in Title IV policies and programs impacting schools participating in the federal student aid programs.	\$2,500 for two staff	1
California Association of Student Financial Aid Administrators(CASFAA)/ California Community College Student Financial Aid Administrators Association (CCCSFAAA) Training Conferences	The CASFAA/CCCSFAAA training conferences provide robust training covering a wide range of topics and programs along with recent and proposed federal and state regulations thus allowing staff to keep abreast of changes as they occur each year.	\$2,625 for five staff	1

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
N/A			

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Computers/Lap Tops	To effectively communicate with students and staff and for training purposes.	\$4,000	2
Wizehive Scholarship Software	To continue to provide an automated process for scholarship applicants, reviewers and recipients.	\$5,000	1

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Office supplies	Various office supplies	\$3,000	1
Outreach supplies	Disseminate financial aid information to student increasing financial aid literarily.	\$3,000	1