



**FINANCIAL AID
STUDENT SERVICES
COMPREHENSIVE PROGRAM REVIEW and PLAN
2009 to 2014**

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Executive Summary (brief summary, commendations, challenges, and recommendations):

Summary: The Financial Aid (FA) Office has been busy implementing regulatory verification changes, completing an automated Cal Grant roster import and export feature in Banner, updating the web page, updating forms, attending training, conducting out and in reach workshops, updating technology needs, and meeting regularly with other campus departments to coordinate best practices.

Commendations: The FA Office conducted its second annual Financial Aid Literacy Awareness Fair and had over 500 attendees. The feedback from students was positive. The vast majority of students indicated their awareness of financial aid was increased as a result of attending the fair.

The FA Office created a Federal Work-Study (FWS) Supervisors Manual and simplified the hiring and reconciliation process for FWS supervisors, student employment staff, and financial aid staff.

The FA Office created a brochure for former foster youth outlining available resources and direct contact information for one-on-one service with the financial aid Foster Youth Success Liaison.

Challenges: The department needs an Administrative Secretary I to help compile a policy and procedure manual, assist with office workload, answer phones, assist at the front counter, and assist with other programs. There is also a need for an automated Satisfactory Academic Progress (SAP) tracking process to calculate SAP correctly in Banner. In addition, the department is working out the policies and procedures for implementing financial aid services for clock hour programs, based on the number of clock hours completed and weeks of attendance for programs designated as clock hour programs.

Recommendations: Over the next five years, the FA Office plans to improve its financial aid functions by automating former manual processes (i.e. disbursement of funds) and adding online resources to its website that will support and promote the financial aid programs. These changes will provide students with additional options in receiving financial aid funds by an electronic fund transfer. An electronic refund management process is an efficient way to streamline the disbursement of financial aid refunds. As a result, having an Automated Clearing House (ACH) deduction, Direct Deposit, or Debit Card option decreases the wait time for students to receive their full financial aid refund that then becomes more convenient and beneficial to students. Providing funds via an electronic refund transfer creates real cost savings for institutions by virtually eliminating the paper check process and reduces the time staff spends prepping checks for mailing. In addition, refunds by an electronic fund transfer will eliminate the risk of lost, stolen or stale dated checks, improving the yearly reconciliation process. Furthermore, automating financial aid manual functions helps reduce the usage of paper, ink, toner and postage as well as the cost associated with the paper

refund process. Automating financial aid functions to offer the option of receiving financial aid funds by electronic fund transfer may significantly improve the student financial aid disbursement refund experience.

The FA Office plans to implement the CCCApply online Board of Governors (BOG) application within the next three years. The CCCApply online would provide students access to another option in completing the BOG application that will eliminate waiting in line to have their application processed. Additionally, CCCApply will reduce the amount of time staff spends on processing the BOG application and will eliminate paper and printing cost.

The current automated Banner SAP calculation process does not capture all the components of SAP. The FA Office plans to improve the automated SAP process by hiring a Banner consultant to update the programming. This update will remove the necessity to manually calculate parts of SAP. This update will also reduce the number of miscalculations and prevent students being assigned an incorrect SAP status.

The FA Office plans to implement a default prevention plan to reduce the projected cohort default rate. To do this the FA Office plans to hire a default prevention company in 2015 to help reduce future projected default rates. A default prevention company would be able to provide a robust automated process through a spectrum of services. By utilizing the services of a default prevention company, the college increases the chances of having a default rate under the maximum allowable rate and minimizes the changes of facing sanctions.

The FA Office will continue to work closely with the FA Office of School Relations and Outreach to offer additional financial aid outreach events and workshops for current students as well as K-12 feeder schools. In addition, the FA Office will offer workshops in classrooms, department orientations, at campus and community events.

The FA Office will continue improving the web page and providing clear up-to-date communications to students about financial aid literacy and the financial aid process.

Effective fall 2015, the FA Office will implement required clock hour payments for the Cosmetology, Dental, Esthetician, and Licensed Vocational Nursing program.

During 2015-2016, the FA Office will develop a policy and procedure manual, and program procedure training manuals.

The FA Office will develop an annual staff training retreat to improve customer service, effective communications, stress reduction, and enhanced work relationships with coworkers, colleagues, and students.

1. Program Mission/Description:

Program Mission and Relationship to College Mission:

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

Relationship to college mission: By promoting and supporting financial aid for students, the mission of the Financial Aid Office helps students receive instruction and accomplish their academic goals.

Program Description:

The Financial Aid Office participates in 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 FA Office administers and delivers over twenty-three million dollars in federal and state aid to students attending Citrus College. The program assists eligible students with their educational expenses while they pursue an educational program that leads to a certificate, degree, or transfer.

A. Awards and special recognition

The Financial Aid Office has received several thank you cards, letters, and comment cards from students and various District departments for services rendered. Recognition was received for participating in the Foster and Kinship Care Education Training Institute, Job Shadow Day, Information Booth, Valinda School of Academics, Aspen Application, Associated Student of Citrus College (ASCC), Student Senator and Trustee

for Welcome Week, Monrovia Unified School District Federal Work Study, and Azusa High School Cash for College.

B. Students

- 1) Approximate numbers of students served annually (include student characteristics and trend data if available).

Federal Pell Grant

Year	Amount Paid	# of Students
2011-2012	\$14,464,339.86	5,081
2012-2013	\$14,861,130.27	5,090
2013-2014	\$16,008,139.00	5,298

Federal SEOG

Year	Amount Paid	# of Students
2011-2012	\$172,378.13	348
2012-2013	\$200,250.00	343
2013-2014	\$174,161.00	363

Please Note: A federal sequestration on the Title IV student financial assistance programs impacted funding levels for Federal Work Study and Federal SEOG in 2013-2014.

Board of Governors Fee Waiver

Year	Amount Paid	# of Students
2011-2012	\$15,873,109.00	9,202
2012-2013	\$16,211,009.00	9,944
2013-2014	\$17,602,681.00	11,191

Federal Direct Subsidized Loan

Year	Amount Paid	# of Students
2011-2012	\$1,199,391.00	477
2012-2013	\$1,197,248.00	697
2013-2014	\$986,082.00	324

Cal Grant B

Year	Amount Paid	# of Students
2011-2012	\$806,562.00	694
2012-2013	\$746,516.00	663
2013-2014	\$887,032.00	776

Federal Direct Unsubsidized Loan

Year	Amount Paid	# of Students
2011-2012	\$909,946.00	365
2012-2013	\$950,897.00	532
2013-2014	\$751,896.00	259

Cal Grant C

Year	Amount Paid	# of Students
2011-2012	\$9,432.00	24
2012-2013	\$9,786.00	27
2013-2014	\$9,440.00	27

Americorps

Year	Amount Paid	# of Students
2011-2012	\$13,201.41	6
2012-2013	\$15,219.00	7
2013-2014	\$18,774.05	6

Federal Work Study

Year	Amount Paid	# of Students
2011-2012	\$175,861.88	89
2012-2013	\$194,417.63	132
2013-2014	\$140,444.91	81

Chafee Grant

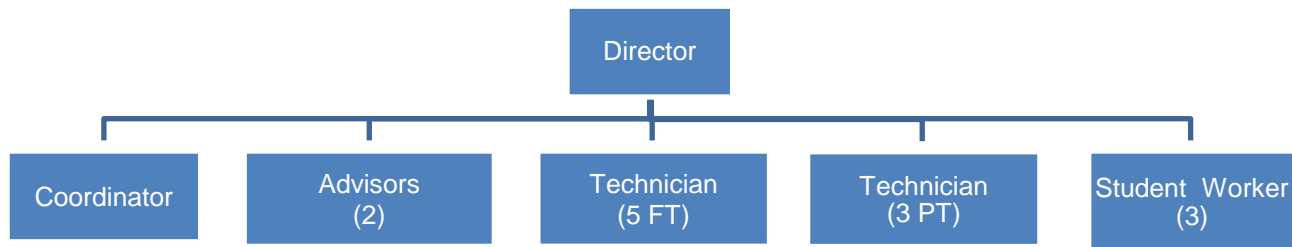
Year	Amount Paid	# of Students
2011-2012	\$120,765.00	34
2012-2013	\$112,500.00	27
2013-2014	\$70,000.00	20

- 2) Describe eligibility requirements for participation in the program.
 To receive financial aid, students must meet the following criteria:
 - Demonstrate financial need, except for some loan and scholarship programs.
 - Obtained a high school diploma, General Educational Development (GED) certificate, or passed the California High School Proficiency Exam (CHSPE).
 - Be enrolled as a regular student working toward a degree or certificate in an eligible program at Citrus College.

C. Staffing

- 1) Staff preparation and training.
 Staff receives ongoing training via federal and state workshops, conferences, and Chancellor's Office trainings. In addition, staff receives training at staff meetings and from online webinars.
- 2) Faculty minimum qualifications, diversity, and credentials.
 N/A

3) Organizational chart with vacancies.

**D. Facilities/Location**

The Financial Aid Office is located on the first floor in the Student Services building. The facility is used to capacity to accommodate all staff. The supply room is crowded and currently the FA Office borrows a cubicle from the Admissions and Records Office (A&R). The FA Office lost a dedicated office that was transferred to the Cashier's Office.

2. Key Functions:**Program Goals and Objectives:**

- Administer funds provided by federal, state, and local government agencies.
- Process grants, loans, and scholarships.
- Award FWS.
- Assist all eligible students from all income levels with access to financial aid.

Program Metrics:

The Financial Aid Office receives feedback through event evaluations, a student suggestion box, and campus surveys. The FA Office also keeps track of the number of students awarded and the amount of money disbursed to students. See section 1.B. above for number of students served.

A. Explain how this program coordinates with Instructional and Student Services programs, Institutional Research, and TeC Services.

The Financial Aid Office collaborates and works closely with several student services departments, including The Extended Opportunity Programs and Services (EOP&S), Disabled Student Programs and Services (DSP&S), Counseling and Advisement Center, Admissions and Records Office (A&R), School Relations and Outreach Program, and Distance Education. The FA Office meets with TeCS on a regular basis to implement Banners upgrades, MIS data submissions, and IPEDS reporting.

B. Describe how this program works with the business office to monitor budgets and fiscal reporting?

The Financial Aid Office and the Business Office coordinate the disbursements and adjustments to student's financial aid. The two offices work together to develop disbursement schedules, process stale dated checks, and return to Title IV related transactions. The FA Office works closely to track expenditures and to monitor categorical fund expenditures.

C. List how this program is integrated with the student equity plan and strategic plan.

The Financial Aid Office relates to several strategic plan objectives. The day-to-day operations help students achieve their education goals by assisting in the receipt of financial aid to meet their educational expenses and, by consequence, helping the college with maintaining student enrollment, institutional goal 2.1.

By providing a suggestion box at the financial aid front counter, the FA Office supports institutional goal 1.1 by providing increased opportunities for student feedback in institutional practices.

Professional development is an ongoing activity of The FA Office. The staff receives annual federal and state training in order to meet institutional goal 1.2 by creating opportunities for professional development, including participation in workshops, and seminars.

3. Program Self Evaluation:

A. Access – Describe how this program is accessible to students.

- 1) Compare demographic data from the College to the program, including ethnicity, gender, age, and students with disabilities (provide trend data and analysis if available).

Financial aid is open to all demographic populations. The FA Office disburses grants, loans, waivers, and vouchers to all eligible students. The FA Office works closely with DSP&S; ensuring students with disabilities receive assistance with the financial aid process. The FA Office also conducts classroom and program specific financial aid presentations.

Financial Aid Awards by Demographics

Methodology

Utilizing 2012-2013 annual data from the Chancellor's Office data mart, percentage of financial aid awards is calculated for gender, age, ethnicity groups, as well as students with disabilities. Financial awards include the following: Board of Governors fee waiver (BOGW), grants, loans, scholarships and work study. Since data mart only provides unduplicated demographic breakdown for recipients under each financial aid sub-type (e.g., Pell grant, subsidized loan, BOGW method C) as opposed to all recipients, number of financial aid awards is used instead of headcounts. Also, by using number of awards the issue of double counting students who received more than one type of financial aid is avoided.

Findings

In general, financial aid awards by different demographic subgroups reflect the college's student body composition. Compared to the Citrus College student population, a higher percentage of awards are given to women and Hispanic students. In terms of age groups, students who are of traditional college age, age groups 19 or younger and 20-24, account for a total 73% of the student population and 76% of all financial aid awards. Students who are 19 or younger represents 30% of the population and 39% of all awards while the older group, age 20-24, represent a slightly larger portion of the student body (43%) but a smaller percentage of awards (37%).

Table 1

Annual 2012-2013	Number of Awards	Percent of Awards	Percent College Headcount
African-American	2,518	7%	5%
Asian	1,936	6%	8%
Hispanic	21,916	64%	57%
White	5,543	16%	22%
Multi-Ethnicity	909	3%	3%
Other	848	2%	3%
Unknown	462	1%	2%
Ethnicity Total	34,132	100%	100%
Female	19,424	57%	53%
Male	14,456	42%	46%
Unknown	252	1%	1%
Gender Total	34,132	100%	100%
19 or younger	13,174	39%	30%
20-24	12,468	37%	43%
25-29	4,239	12%	13%
30-39	2,664	8%	8%
40 or older	1,587	5%	6%

Age Total	34,132	100%	100%
DSP&S	2,264	7%	7%

Table 2 below provides the details of demographic groups and financial aid types. Some interesting patterns are observed among subgroups and aid types. For example, African Americans make up 5% of the college population while they account for 21% of loans awards. Women represent 53% of the population and 68% of the work study awards.

Table 2

Annual 2012-2013	BOGW	Grants	Loans	Scholarships	Work Study	Citrus College Population
Total awards	9,944	5,069	435	232	141	16,399
African-American	7%	7%	21%	5%	11%	5%
Asian	6%	6%	2%	10%	3%	8%
Hispanic	64%	66%	43%	52%	69%	57%
White	16%	15%	28%	24%	15%	22%
Multi-Ethnicity	3%	3%	4%	5%	0%	3%
Other	3%	2%	2%	4%	2%	3%
Unknown	2%	1%	1%	0%	0%	2%
Female	56%	58%	54%	57%	68%	53%
Male	43%	41%	46%	42%	32%	46%
Unknown	1%	1%	0%	0%	0%	1%
19 or less	35%	47%	17%	17%	36%	30%
20-24	39%	32%	30%	30%	33%	43%
25-29	13%	10%	20%	20%	17%	13%
30-39	8%	7%	18%	18%	12%	8%
40 or older	4%	5%	15%	15%	3%	6%

- 2) Describe the effectiveness of the program in enabling success for underprepared and underrepresented students.
 Unrepresented students are, for the most part, proportionally or slightly overrepresented in the number of students receiving financial aid. The data indicates that the FA Office does a good job ensuring that financial need of underrepresented students is not a barrier to those students educational success.

B. Student Success – Review how well the students are completing their educational goals compared to the total college population (provide trend data and analysis if available).

- 1) Number of degrees and certificates awarded.
 Review how well the students are completing their educational goals compared to the total college population (provide trend data and analysis if available).

Student Success Outcomes

Methodology

To provide a longitudinal perspective and have a consistent measure across outcome areas, the student success scorecard data are used for this report. Students in the scorecard cohort are first-time Citrus College students with six or more units who attempted a Math or English course in the first three years of enrollment. Students are given six years to report outcomes in degree and certificates completion, transfer prepared (e.g., successful completion of 60 University of California (UC) and California State University (CSU) transferrable units with a grade point average (GPA) of 2.0 or above), and transfer.

The most recent scorecard cohort is the 2007-2008 cohort and outcomes are reported for a six-year tracking period through 2012-2013. In addition, MIS referential data are used to identify students who received financial aid during the six year period.

Findings

There are 2,225 students in the 2007-2008 college-wide cohort and the MIS referential data reported 1,128 received financial aid between 2007-2008 and 2012-2013 (table 3). Outcomes among financial aid recipients are comparable to the overall cohort in all three areas: degree/certificate completion, transfer prepared, and transfer. In the first two areas, financial aid recipients have slightly better performance than the overall cohort.

Table 3

2007-08 Scorecard Cohort	Financial Aid Recipients		All students in Cohort	
	Number	Percent	Number	Percent
Degree/Cert Completion	304	27%	550	25%
Transfer Prepared	323	29%	591	27%
Transfer	342	30%	698	31%

All financial aid students are required to be enrolled in an eligible educational degree or certificate program and must maintain satisfactory academic progress in order to receive financial aid. The FA Office monitors student progress each academic term ensuring students are informed of services available to help them meet their educational goals when necessary.

- 2) Number of transfer-prepared students.
See above
- 3) Number of transfers.
See chart above

C. Achievement of non-credit educational goals.

N/A

D. List exemplary practices and services offered that could be shared with other departments.

In addition to disbursing much needed funding to students, the FA Office provides several means of outreach to educate students about financial resources available to students. The FA Office offers an annual literacy awareness event that has received positive feedback. Over 400 students participated in 2012-2013, and over 500 students participated in 2013-2014. Several college offices and outside vendors hosted tables at the fair, providing information regarding their services. Some of the college offices that participated in the fair include EOP&S, DSP&S, Counseling and Advisement Center, A&R, ASCC, Veterans Center, Foundation, Transfer Center, and Study Abroad. Outside agencies that participated in the fairs include the Internal Revenue Services (IRS), California Franchise Tax Board, H&R Block, Schools Credit Union, Options Child Development Center, Foothill Federal Credit Union, and the Los Angeles County Department of Public social Services-Health & Nutrition Office. An overwhelming majority of students indicated that the fair was useful and increased their awareness of financial aid.

E. Compliance

- 1) Provide an overview of how this program meets applicable minimum requirements of law.
The Financial Aid Office is heavily regulated by state and federal law. The department follows the U.S. Department of Education Code of Federal Regulations, the Federal Student Aid Handbook, and Dear Colleague letters issued by the Federal Department of Education. The FA Office also follows the policies and regulations outlined in the State Chancellor's Cal Grant Manual. The FA Office receives an internal bi-annual audit of federal programs as required by U.S. Department of Education for Title IV programs. The FA Office has multiple reporting requirements with state and federal agencies.
- 2) Describe compliance initiatives undertaken since last program review.
The FA Office has created a Return to Title IV (R2T4) processing procedures to ensure calculations are performed correctly. The FA Office updates the financial aid website annually and as needed to reflect changes in policy, procedures and laws. Areas of the website that have undergone update include: Satisfactory Academic Progress, Return to Title IV, Pell Recalculation, and Program Clock Hour

information. Updates have also been disseminated to student via email, mail correspondence, the schedule of classes, and the College catalog. A Federal Work Study (FWS) manual was created to assist staff in administering the FWS program. The FA Office also developed a Chafee brochure specifically targeted for foster youth. The FA Office is in the process of creating a policy and procedure manual. Financial aid staff also participates in annual training events.

F. Environmental Impact How has the program contributed to a greener campus environment (i.e. increased awareness, impact on the campus footprint, strategies to reduce consumption and energy, waste reduction, recycling, sustainability)?

The Financial Aid Office uses an automated electronic process to evaluate Free Application for Federal Student Aid (FAFSA), which are submitted. The FA Office sends email notifications for required documents and has the required documents online for ease of access. The department processes a large volume of BOG Fee Waivers in a paperless electronic download process from the FAFSA application. The department recycles folders and paper and scans documents. The department has a paperless online scholarship application. Power-saving computer monitors have been installed for all staff.

G. Data Reporting

- 1) Describe data gathering and submission processes, including challenges in submission. Various data collection and submission processes are conducted through the use of several electronic programs. The number and variety of electronic programs required to administer federal and state Financial Aid presents various ongoing challenges due to the technical nature of the programs. Continual technical and program specific training is necessary to stay abreast of changing requirements. The FA Office regularly uses a Banner program consultant to assist with frequent Banner Financial Aid Office upgrades and implementation of new processes. The TeCS department provides technical assistance. The following are some of the required programs and processes for data gathering and submission.

Federal Processes:

Banner Financial Aid for processing student financial aid data, Fiscal Operations Report and application to Participate (FISAP) for FWS and SEOG, Return to Title IV (R2T4) student overpayment and institutional debt calculations, R2T4 Reimbursement of College institutional debt payments for Federal "Return to Title IV" Student Financial Aid, Student Aid Internet Gateway (SAIG) to process and perform various regulatory financial aid functions, National Student Loan Data System (NSLDS) for various financial aid regulatory reporting and processing, AmeriCorps Online Payment system, icanaffordcollege.com web site for event posting, Federal Student Aid Access (FAA) and Central Processing Center (CPS) online for FAFSA transactions, Common Origination and Disbursement (COD) for Direct Loan and Pell disbursements and reconciliations, EdConnect for COD processing interface, Integrated Postsecondary Education Data System (IPEDS) for various financial aid data collection, Gainful Employment disclosures, California Licensure Passage Rates disclosures, Net Price Calculator disclosures, Application for Approval to Participate in Federal Student Financial Aid Offices (PPA) and the Eligibility and Certification Approval Report (ECAR) listing eligible certificate programs.

State Processes:

California Community College Chancellor's Office Management Information Systems (MIS) for various financial aid data collection and reporting, Osher Foundation for scholarship distribution, California Student Aid Commission (CSAC) Web Grant portal for Cal Grant processing and reconciliation and Chafee grants reporting and reconciliation for former Foster Youth, CSAC California Institutional Student Information Record for AB540 students, Board Financial Assistance Program (BFAP) Student Services Automated Reporting for Community Colleges (SSARCC) budget reporting, CSAC Institutional participation Agreement (IPA) for administration of the Cal Grant program, and CSAC Web Grants College Cost of Attendance reporting.

District Processes:

Online Escape Technology for requisition and purchase order processing, Xtender imaging, Crystal Reports for budget extraction, and WebCRD for document ordering through the Reprographics program on campus.

- 2) Explain changes in data collection, access, and submission since last program review.
There are routine upgrades and various technical changes that occur throughout the year.

H. Technology Needs

- 1) List technology needs that currently exist in the program (include justification).
 - a. Report Gainful Employment information to the Federal Department of Education. The reporting was previously done by the Chancellor's Office. As the regulations have increased, the Chancellor's Office announced that they would no longer be able to report data on behalf of schools. The Financial Aid Office needs to work with other areas on campus, Institutional Research and TeCS department, to submit the data to the Department of Education.
 - b. Automate satisfactory academic progress (SAP) for Federal financial aid eligibility extraction from Banner. This automation will correctly calculate SAP and eliminate the need to manually review components of SAP. The Banner system does not correctly discount English as a Second Language (ESL) coursework or include/exclude appropriate coursework.
 - c. Automate reconciliation between all programs and agencies necessary for Pell, and Direct Loan reconciliation. These agencies include COD, People Soft, Banner Financial Aid, U.S. Department of Education Grants Management System (G5), and Los Angeles County Treasury.
 - d. Automate Cal Grant processing. The District recently hired a Banner consultant to implement and automate processing for Cal Grants. The project was completed in June 2014 and is operational.
 - e. Automate refund disbursement so that student funds are disbursed the first week of each semester. Federal regulations require that all eligible students receive book and supply funds from their Pell grant award within the first seven (7) days of the semester. An automated refund system would facilitate the availability of the total student disbursement refunds within seven (7) days. This system would also minimize the number of stale dated checks (checks that are mailed but not cashed by students) and help with timely reconciliation.
- 2) Describe and list anticipated technology needs.
In the coming years, the FA Office will need to upgrade computers to complete required financial aid processes.

I. Explain how faculty, administrators, staff, and students interact with this program.

The Financial Aid Office works closely and collaborates with faculty, administrator, staff and students. The FA Office conducts financial aid presentations in classrooms, staff workshops regarding financial aid processes, and serves students on a daily bases processing their awards, answering questions, and presenting information.

Program Self-Evaluation Recommendations

Using data, describe changes that need to be made to improve program services to students. Include timelines, resources needed, and personnel responsible for implementing the plans. All recommendations must be numbered and referenced in section 6.

- 1) In order to meet federal regulations and disburse Pell grant funds equal to the cost of books and supplies to student within seven (7) days from the start of the semester, initial Pell disbursements are made in the form of an account credit which can be used to purchase books at the college bookstore. Any funds not spent at the bookstore are subsequently mailed via check to students. A survey of students who utilized the bookshop account credit suggests that students would like to receive all of their funds sooner. During fall 2013, 64% of Pell grant recipients surveyed indicated they used their Pell funds at the bookshop. Of those surveyed, 34% did not use their funds at the bookshop. Some indicated they purchased books for less through an alternative vendor to save money. In order to accommodate these students, the Financial Aid Office and Fiscal Services are exploring options to decrease the wait time for students to receive financial aid disbursements by determining if an automated refund disbursement process is feasible. The Financial Aid Office and Fiscal Services met with three potential disbursement vendors. The expected timeline to finish meeting with vendors is spring 2016.
- 2) In order to correctly perform satisfactory progress (SAP) review, the FA Office needs to implement Banner functionality at a cost of approximately \$30,000. The implementation process includes system configuration, programing, and post implementation support. Programing would include correct terminology for warning, probation, and terminated statuses. Implementation includes correcting

cumulative GPA and ratio totals, defining attempted, earned, remedial, and ESL coursework. The lack of automation requires the FA Office to rely on a manual process that consumes a lot of staff resources. Automation will improve communication with students, free up staff resources for other tasks, and remove the element of human error from the calculations.

- 3) Staff training is required so that the FA Office remains compliant in the administration of student Financial Aid Offices. Continued and ongoing professional development for the staff would lead to better customer service and compliance with federal and state regulations. Staff should attend state and federal training, conferences, workshops, and webinars routinely to stay abreast for updates and changes to regulations.
- 4) The Director of Financial Aid is in need of an Administrative Assistant to assist with a variety of technical and complex administrative support duties. This position is needed to coordinate and perform administrative projects and coordinate work flow and support activities for the FA Office. The absence of an Administrative Assistant causes the Director to spend several hours a week performing clerical task that an Administrative Assistant should be doing.
- 5) Assigning a dedicated academic counselor to work with financial aid students and provide services including SEPs, modifications to SEPs due to SAP appeals, and other types of academic counseling. Students who do not meet academic progress standards or have exceeded the maximum number of units allowed, need to submit an appeal with a detailed academic plan.

4. 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?*

Populate with existing Unit Outcomes.				
	<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1	Students demonstrates the ability to complete the online FAFSA application	<p>Identify number of FAFSA applications.</p> <p>The Financial Aid Office began offering FAFSA workshops in 2013-14. 19 Students completed FAFSA.</p> <p>The Financial Aid Office conducted outreach and in-reach in 2013-14 to high school students. 198 high school students' completed the FAFSA. These students included AB540 and foster youth.</p>	<p>In 2013-14, there were 23,071 FAFSA applications processed.</p>	<p>The Financial Aid Office processed over 22,000 FAFSA applications for 2012-13. The change is a 4.8% increase.</p> <p>The Financial Aid Office started offering FAFSA workshops in 2013-14.</p> <p>The Financial Aid Office worked with a Banner consultant to fine tune the automation of downloading and processing ISIRS.</p>
2	Host an annual Financial Aid Literacy Awareness Fair to increase student's awareness of available financial resources (see Appendix A for 2013 results and	Disseminate financial aid information and survey students for desired outcomes.	<p>In 2013, 400 students participated and in 2014, 500 students participated.</p> <p>In 2013-14, 83% of the participants surveyed indicated that they found the fair useful and 96% indicated that the fair increased their awareness</p>	In light of the overwhelming positive feedback from participants, the Financial Aid Fair will be offered as an annual event. The Financial Aid Office will try to increase the number of vendors that participate each year.

	Appendix B for 2014 results).		<p>of financial aid.</p> <p>In 2012-13, 72% of the participants surveyed indicated that they found the fair useful and 93% indicated that the fair increased their awareness of financial aid.</p> <p>Participants provided feedback indicating that they better understand financial aid; they would like more vendors, as they found out lots of useful information from the vendors.</p> <p>See Appendix A for 2013 survey results.</p> <p>See Appendix B for 2014 survey results.</p>	
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A. Describe your progress in the development and implementation of Student Learning Outcomes.

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

- 1) What process was used to develop the SLOs?
 The financial aid staff meets to discuss developing an annual financial aid literacy awareness event and came up with the idea of the fair and tracking the number of FAFSA applicants. The FA Office has done two fairs, each more successful than the next, and the staff has analyzed the survey results to determine whether the fair was successful and to discuss future changes.

- 2) What activities are used to achieve the SLOs?
 To increase completion of FAFSA and awareness of financial aid, the Financial Aid Office hosts an annual fair, conducts FAFSA workshops, participate in Cash for College events at local high schools, visits classrooms to make announcements and presentations, and presents at various orientations and other outreach events.

B. How is the program assessing the outcomes?

The Financial Aid Office assesses the student learning outcomes (SLO) by counting the number of FAFSA's received and by assessing student feedback from workshops, from a suggestion box at the front counter, from a survey at the financial aid fair, and from other student's surveys. The FA Office then discusses results at staff meetings and makes changes as a result of the discussion.

C. How is the assessment information used to improve services?

The FA Office discusses assessment results and staff meetings and makes decisions on what to change and/or continue as a result of the information. After analyzing data from the fair and the suggestion box, the FA Office decided to continue providing outreach that increases awareness of financial aid resources available to students. In addition, the staff agreed to offer new workshops and purchased a mobile computer lab to help provide hands on assistance in submitting financial aid information.

5. Previous Recommendations:

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	Person(s) Responsible	Status	Estimated Completion	Priority
1	Implement fillable PDF financial aid forms on the financial aid website.	Director, Coordinator, Advisor, Banner Consultant, and TeC Services	Imported CA-ISIRS into Banner.	Completed Fall 2012	2
2	Create Financial Aid policies and procedures manual.	Director and Coordinator	In Progress	Carry forward to 2014-2015	1
3	Post and Fill Three Vacant Staff Positions – The FA Office currently has 2 Full-Time (FT) 100% Advisors and one part-time (PT) 49% Technician positions vacant. These positions are necessary in order to maintain reporting deadlines, process awards in a timely manner, assist students at the counter and over the phone, and comply in a timely manner with federal and state regulations. Being understaffed poses a hardship to the FA Office.	Director and Dean of Admissions and Records/Financial Aid	2 FT Advisor positions were filled Spring 2013. The 2 PT 49% Technician positions were vacant. One position was changed to a FT Technician.	Completed Winter 2015	1
4	Install and Activate SAR's Scheduling – 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 appointments for the entire staff at all work stations within the FA Office. This will allow the FA Office too efficiently and systematically schedule appointments to meet with students.	Director and TeC Services	SAR's has been installed on all staff workstations. Staff schedules are being established and programmed in SAR's.	Completed Fall 2013	3

6. New Recommendations:

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 Recommendations	Person(s) Responsible	Estimated Completion	Priority
1	Explore options to simplify the disbursement and reconciliation process and decrease the wait time for students to receive all financial aid disbursements by determining if a refund disbursement process is feasible. Financial Aid and Fiscal Services have met with HigherOne, Black Board, and Hartland	Director, TeC Services and Director of Fiscal Services	Additional meetings are being set up to meet with other refund management companies. Will resume discussions after college implements Banner HR and Fiscal	1

	regarding implementing a refund management process.		modules.	
2	Automate the Satisfactory Academic Progress (SAP) review process by extracting required data elements from Banner and populating SAP fields with the correct SAP status for each downloaded Financial Aid ISIR. Need to identify the SAP elements and work with a consultant to implement SAP automation.	Director, Dean of Admissions and Records/Financial Aid, and TeC Services	Discussions are in process with implementation planned for spring 2015.	1
3	Continue providing professional development and training to staff. Training will include participation in workshops, conferences, seminars, staff meetings, and webinars including U.S. Department of Education Training, California Community College Student Financial Aid Administrators Association (CCCSFAAA) Conference, Western Association of Student Financial Aid Administrators (WASFAA), and California Chancellors All Directors Training.	Director	Staff will continue to attend training sessions as they become available.	1
4	Hire an administrative secretary I. Department is in need of and administrative secretary I to assist the director with a variety of support and clerical duties including taking meeting notes, conducting research, processing timesheets, providing reception coverage, processing requisitions, and performing other clerical duties.	Director and Dean of Admissions and Records/Financial Aid	Fall 2015	1
5	Assigning a dedicated academic counselor to work with financial aid students and provide services including SEPs, modifications to SEPs due to SAP appeals, and other types of academic counseling.	Director and Dean of Counseling Programs	Summer 2015	1

7. 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 to complete the Link to Planning column.

Certificated Personnel (FNIC)

Position	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Classified Personnel

Position	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Administrative Secretary I (100%)	The department is in need of one administrative secretary I to assist the director with a variety of support duties including meeting notes, research, processing timesheets, receptionist, filing, ordering supplies, requisitions, and other clerical duties.	Salary \$39,273 Benefits \$8,264 Health \$21,909 Total: \$69,446	1	N/A

	New recommendation #2			
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Staff Development (Division)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Federal Student Aid Training Conference	The Federal Student Aid 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. New recommendation #3	\$6,500 for 4 staff	1	CCSP 1.2.2 EFMP pg. 347
California Association of Student Financial Aid Administrators (CASFAA) and California Community College Student Financial Aid Administrators Association (CCCSFAAA)	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. New recommendation #4	\$2,625 for 5 staff	1	CCSP 1.2.2 EFMP pg. 347

Facilities (Facilities)

Describe repairs or modifications needed and location*	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

* Include building and room number

Computers / Software (TeCS)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Academic Works Scholarship Software	To continue to provide an automated process for scholarship applicants, reviewers and recipients. New recommendation #1	\$6,000	2	CCSP 3.1.2
Banner Reconciliation	Banner Pell, Loan, Cal Grant Reconciliation Between COD, Banner, and County. New recommendation #2	No additional cost	1	CCSP 3.1.2
Cal Grant Export Implementation	Implement Cal Grant Export Process to Web Grants. New recommendation #3	\$8,000	1	CCSP 3.1.2
Fed SAP Correction	Create a separate calculation that accounts for Repetitions, Remedial Units (30) for Maximum Payment and (30+ESL) for Max Discounted SAP Units. New Recommendation #4	\$30,000	1	CCSP 3.1.2

Equipment

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Supplies (Division)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Outreach supplies	Disseminate financial aid information to student increasing financial aid literacy. New recommendation #1	\$5,000	3	CCSP 2.1.1

Appendix A (pg. 16-20)

1st Annual Financial Aid Literacy Awareness Fair, 2012-2013

1. How useful did you find the Financial Awareness Fair?	Total	Percentage
Very useful	239	72.42%
Somewhat useful	90	27.27%
Not useful	1	0.30%
Total	330	

2. Did the information provided today increase your awareness of financial aid?	Total	Percentage
Yes	310	93.94%
No	20	6.06%
Total	330	

3. Have you applied for financial aid?	Total	Percentage
Yes	268	81.21%
No	62	18.79%
Total	330	

4. Additional comments or suggestions for improvement. (161 Comments)

It was great!

It made me aware that I should be aware of me financial aid.

They could do more.

Fun way to get info!

I was helped in HS but this is good for those who weren't.

More financial Aid options or program booths.

Candy melts in the sun. Get non-chocolate candy prizes that don't melt.

I'd love a car kit without having to make a goal. To improve my safety.

I wouldn't be in school if there wasn't financial aid.

Very interesting.

I like the financial aid help.

You are doing a great job.

Have more of these.

Have some drinks or music.

Everyone was very helpful.

Motivation, stress reliever, playing games, should have this more often & had information didn't know.

I knew about some but it helped me learn about more.

This was very educational and I feel I understand more about EOP&S and financial aid.

I found these booths to be very helpful. I found the HR block to be very helpful since I am going to be claiming myself in the near future. This information is very useful.

Pass my classes to get a good GPA.

Liked the interactive activities to get students involved.

I think it was very, very, helpful and interesting especially the H&R Block table.

Workshops for awareness are definitely needed.

Great Fair! Loved It! Very Educational! =) Thanks!

Do more fun Fairs HaHa.

This was very helpful.

Very useful to know.

Awesome.

Good Stuff.

Great way to increase awareness about the services here on campus.

I really enjoy the booths, and the different opinions to help me out with school. I'm interested in joining the EOP&S.

Awesome! Do it more often! Variable times for more people to enjoy and gain awareness.

It was very cool the way they interacted with people. And people don't know about the different options of aids available.

I enjoyed the financial aid fair. I wish there was more of an announcement. I knew about financial aid already through my high school, so didn't learn anything new. I'm glad that you are promoting financial aid because that's the only reason I went to school.

Found out about IRS tax refund transcript and where to get it. And that first year college student with no college history in family is a disadvantage accepted at EOP&S.

Great event. Every booth different games and info, fun.

Great Fair!

More activities

More activities

I like it all

It was all real good

I appreciate the financial aid program it has really helped me.

Financial aid is a great opportunity for students who are in need for \$ for college.

This was a great way to know more about financial aid.

Pretty fun financial aid fair. Very informative

I have financial aid and they are very helpful. Even with my dumb questions.

The giveaways were very fun.

This information was very useful since my knowledge of this wasn't that great.

I will be applying for financial aid in the upcoming semester so this really helped me find what I qualified for.

Had fun!

I think I'm finally able to understand everything financially because of this.

Talk about student loans and scholarships.

:-)

It would be useful for someone that didn't know already.

Everything was great and I look forward to use the knowledge.

Awesome.

It was fine the way it is.

I thought this was great for the students.

More variety of vendors.

Add more play place and market stores.

Provide info earlier in semester ahead of time.

Awesome.

Do more events like these with prizes to win :)

Good Job!

Keep this up!

I think the financial awareness fair is a great success and it helped me realize things I didn't know.

This was fun.

Thanks.

You're good.

You're good.

Thank you for your help and lunch.

Maybe more employment type vendors/booths.

Step by step station number.

A guide for what questions to ask would be useful. Such as what credits does the IRS give.

Like all other vendors too.

Great event!

It would be best to have people look like they want to be here. I felt like I was only bothering. But I am interested in iSave promotion.

My family once owed money to the IRS, which was a cause for concern when I started attending college. The problem came when I applied for financial aid. Even though the majority of my parents' income went to the IRS, because they earned \$75,000 per year under normal circumstances, I couldn't get anything more substantial than a fee waiver.

More awareness fairs.

We need more vendors.

I learned great things regarding IRS and tax information.

More booths.

I wish this had happened sooner! :)

The increased interaction was helpful and the games made it fun.

Thank you for this great fair.

Vendors are very gracious.

Have weekly or biweekly financial aid counseling class and information for student loans as well.

:D
Let Auto people know in advance please.
:)
Bacon wrapped hotdogs.
Lower the maximum income.
Awesome!
Great job!
Carol Thomas is amazing! Great job.
Do it again.
I really enjoyed learning about my financial options.
More advertisement
Like it, wish we had this more often
Great job! Activities were fun!
Middle class families need financial aid.
Will send 1098 to preparer.
:)
Cleared up FAFSA questions.
Everything is good.
Marketing advertisement.
This is a good convention and helpful resources.
Earlier in the year.
This thing is very useful.
Thanks for doing this. This fair was very helpful.
More free games.
Everything is awesome!
Do it more often!
Found out Citrus has many financial aid programs.
Everything was great! I learned a lot and this was a great event!
Thank you.
Financial aid counselors.
Very helpful.
I suggest putting out more information.
More info on scholarships and more financial aid info.
More about scholarships for out of state students.
Very informative.
Thank you!
More communication.
More communication.
More communication.

Everything was awesome.

Better prizes.

I am going to apply right now, it's in progress.

Great idea!

Mmm Mmm Mmm Food good motivator.

I liked the IRS table. They informed me on what type of grants I would be eligible for with IRS & tax benefits.

This was very fun and good overall experience.

This was very useful for my future and I appreciate the concern. =)

Have staff to tell people how the event works.

I found the whole fair very useful & informative. I thought it was a great way to spread awareness & to get people to ask questions about financial aid.

Everything was really great. I only have one suggestion if the people get financial aid how come we only get two checks.

Scholarship info for people that don't qualify for financial aid.

Have scholarship information available for people who don't qualify for financial aid.

I really like the event!!!

They should have this event every year.

Helpful since my CC financial aid is expired. Thank you. If possible include scholarship opportunities.

Their presence was good- very helpful.

Daniel Garcia (626) 536-2612

Gloria Murillo (323) 213-6693

Do it again to let more people be better informed.

Excellent. Originally, I was slightly motivated to participate for the food; however, that changed once I got to the EOP&S area. They don't have any tutors, so hopefully I can help them out with that.

That I need to get my Chaffee grant and more useful classes to my schedule.

More booths, more information would be best.

Didn't know about EITC. I have the BOGW. Cool fair, Thanks for the food. =)

I found this very interesting and I learned several new things.

I found this very informative and going to start planning for the future.

I want to get more information about scholarships.

Earlier in the year before I do my taxes.

Every counselor is great!!

Just see what they have.

I liked the FAFSA booth, very helpful.

I learned about EOP!! Thanks for that!

Thanks for the stuff...and food!

Thank you for all the information and the prizes. :)

Great incentive program for getting people to talk to the reps!

Appendix B (pg. 21-30)

2nd Annual Financial Aid Literacy Awareness Fair, 2013-2014

1. How useful did you find the Financial Awareness Fair?	Total	Percentage
Very useful	371	83.75%
Somewhat useful	69	15.58%
Not useful	3	0.68%
Total	443	

2. Did the information provided today increase your awareness of financial aid?	Total	Percentage
Yes	427	96.39%
No	16	3.61%
Total	443	

3. Have you applied for financial aid?	Total	Percentage
Yes	354	79.91%
No	89	20.09%
Total	443	

4. Additional comments or suggestions for improvement. (161 Comments)

Thanks
Interesting
Good job
Thank you!
You guys are awesome
No, everything was good.
Think that it was a great set-up
Very Organized
Thanks for the opportunity to collect great info!
More Fairs! :)
Very helpful. We should have more events like this.
Was very helpful.
Great customer service found out useful info.
Better food.
Free food is a good motivation.
Very informative, well organized.

More announcements

Maybe give more, table info was great. Learned a lot.

Everything was good.

Thanks for everything!! :)

Thank you for everything!

Thanks for the info.

Thank you for the help.

It was good a lot of help.

Very informative was provided with information I didn't know on how to apply and scholarships.

It was awesome!

More spins. Tlx

Excellent

It is very useful

Very good idea

Awesome information especially free food. Yes!

I'd like to see more scholarship opportunities.

The scholarship was informational

The CFTE was very helpful and patient with my questions.

Thanks!

Thank you! Helpful

Much appreciated!

Good Info!

As all good

Didn't know about help from EOP&S and look forward to receiving more help from this financial aid.

EOP&S was very awesome & helpful

The process for getting financial aid is quite a headache. That's why a lot of people get discouraged from going to college.

Very useful to my

They were very nice and friendly.

No I don't have any comments everything is fine.

Bring this back again please!!! And thank you for the additional information

We should have this every semester or every fall to keep incoming students informed.

Hi!

Everything good

Just wanted to tell you guys. Thanks for your help. =D

I hope show more detail, but it was good enough.

Being able to answer a question about our personal financial aid.

More groups to be informed on more things that go on. (:

Thank you for free lunch let's do this every year

Thank you for free lunch let's do this every year
I love Citrus
Super fun and informative.
I learned stuff that I didn't know before.
I didn't win a t-shirt :(
More info on scholarships. Ex Coca Cola...
Nothing comes to mind.
More booths and games.
It's very informative.
More prizes!
I thought that the programs are really helpful. So keep up the good work. Thank you.
Keep doing these.
Do this more often it's cool!
It was helpful and there should be more of these events!
More events like these.
More of these would be very helpful.
Good information I needed.
Everything was great & info was very useful
None thank you
It was a good thing
Love this creatively wonderful experience so informative and fun! :)
I did not find anything that needed improving
Thank you for the information and opportunity!! =)
It was a great way to learn about the services on campus.
We should be informed every semester like this!
It was great. Thank you!
It would be nice to have a stand on out of state transfers
Very Helpful
Great information! Very useful!
No you guys are doing great so far
Very informative. Should have this every year.
Dates for readiness
Perfect set up friendly staff
Enjoyed the fun stuff & information that got me informed
I love it
I like this workshop. Thank you.
Should have more days like this. Very helpful.
I loved it
N/A it was all very helpful

*It was good
This was well done and very informative.
Keep up the good work!!!
Great all around
More activity
Thank you. Loved having the Credit Union and Tax info :)
Lots of helpful easy to understand info.
Good
Good
Thanks on the scholarship information :)
Great info =)
It was helpful
Great activity.
Very helpful gave me lots of info
Everything was good.
It was great!
Make an APP for school calendar
Give higher amount of aid.
It is interesting but some of them not pay attention.
More prizes! :)
More posters on campus and handouts on the other side of campus
Nothing much. Let's do this every year
I got some useful information
You rule!
You rock!
Loved all the fun activities & prizes and food was a good choice.
No I got my questions answered. This event helped out.
This is a great way to meet people and become aware of what the school provides for students
Didn't get in =(
You guys are great I learned a lot today
They did well overall
Financial aid is great!!!
This was awesome
Very fun & loved food!
Awesome
Thank you!!!
Great event
Perfect :)
More Candy :)*

*Very informative
Thanks for the food!
I like the scholarship programs.
Great Job!
Thank You! This fair really helps!
It was very helpful keep having them.
Nothing there was enough info
#Freedom
Everything was great
Great event very informative loved the feedback.
No everything was helpful
Two food trucks instead of one, more variety and efficiency! =)
Keep doing a good job!!
Fun! Learned a lot in my success.
Very helpful
Everything was great.
I love Citrus!! Cosmo sucks doe!
Positive vibes Cosmo program =)
Awesome outreach for students
This was a good idea
Great program!
Thank You!
Please next time a Native American Financial Aid booth and the opportunities for my people.
I think is good
Very good job and great advertisement.
Fun!! Learned a lot about job services & health center services
Please do this often because I'm interested learning to benefit me to finish my course.
Info on scholarships is always great to find since I've been apply for so many outside of school.
Very insightful
Keep doing a great job!!!
Husband makes a little too much \$ to qualify. Unfortunately bills aren't taken into consideration.
Will be applying through FAFSA!
All the presenters I spoke with were pleasant, friendly, knowledgeable, and eager. Great job!!
Thank you :)
More Offices
More information tables would be great
Good!
Have a general plan for what to inform students on.
I found it very useful. Possibly have more information.*

More posters or flyers to know that a fair is happening.

It was great.

Great info!!

Have more events to advocate the money

I liked the prizes it really caught my eye but the information proved more valuable than the prizes.

Booths were very helpful.

Everything was good.

Didn't get in :(

This activity seemed like an excellent way to break the ice about certain things I was curious about regarding specific services offered on campus

I want to know more information about financial aid.

10K

4 stamps for food not enough have 8 booths/8 stamps at least leave an email minimum to receive a stamp "more booths required=more awareness/ effectiveness."

It was awesome!

Great info

None You're awesome

Well Organized

I really like all this awareness and I believe we all appreciate it.

Liked the information that was given and handed out.

Great info

Everything great

Was helpful

Have Student body push for SAFER parking lots

Let's get this Burger

Thank You I think this is a great idea to get people involved

It was awesome

Thank you. I learned a lot!!

Giving food made me want to do this

Games good way to attract people, get them involved A++

Free stuff is awesome. Also I feel more informed. Thanks

Dates for disbursement would be helpful.

I wish I knew that there was a cap on my financial aid thing.

It was helpful -learned more about the programs I was interested in.

Description/paperwork specifically showing grants and scholarships you can apply for.

Have a longer time students are still in class and or in class for 3hrs during this time.

I like the much needed information given. For it helps me understand financial aid better.

It was very interesting and learned

Good to know. Big help.

Helpful very helpful, especially I learned about different programs that I can actually apply for & didn't know about.
Had fun, enjoyed it! Good good =)
More announcements on campus of this event
I love this fair!
Financial Aid is very good
It was amazing
Thanks! Very helpful
It's nice, more prizes
Very fun
More previous advertisement
Good Idea!
Great Fair :) awesome prizes
Have more events like these to always keep students informed.
The pen I got is cool. Thanks for the info!
Thank you
It was good the way it was set up.
Stay longer for CalWORKs
No improvement needed
Thank you!
It was helpful to other areas but I didn't really get much about financial aid
Awesome :D
Nothing
Financial aid was very helpful.
No. Thanks.
I enjoy so much this activity. I recommend you repeat it.
Everything was fun
Some of the pole at the table didn't get me enough information I need
Positive feedback/info. Thank you.
More information for international students.
Everything is great
A OKAY
This is great
Some tables had great info.
Gave great words of encouragement.
They had good information that I didn't know about financial aid
Thank you all for hard work and commitment
Earlier in the semester
Thanks for the food! (: Could've been longer, didn't get to go to all the booths because of classes.
Thank you

*This is a great way to inform
:) It was fun enough.
I won some stuff. I'm happy! It was interesting.
It was helpful
It was interesting
A paper w/list of things needed/info of self-needed info for applying.
Include cap offs for financial aid.
Timey Wimney
It was fun
Great amount of information given.
All is good
Very useful info
More programs
I learned about EOP&S
Please McDonalds next time
Nice free lunch
No information for international students
Very well done but I wish there could have been more information tables
I like the cute chicks
I already know about financial aid
Thanks for the food.
More information would be useful.
More selection from Carl's Jr.
Increase more awareness about these type of opportunities to gather information for students
More fairs!
Overall great it made me aware.
Should do this more often. Learned a lot of good information.
No it was great very informative
Was wonderful
More information.
Good to know everything in one place. Good job!!!
Awesome fair! Thanks for the food!
Awesome fair!
Thanks
I loved it it's very useful & helpful Citrus College should do this more often
Keep this going. Even if students do this for food and prizes, they always learn something.
I think it's great as it is.
Keep doing what you doing
Really helped*

More vendors double booths
Awesome
I love Citrus College
It was awesome
Very helpful, learned a lot.
Keep the fair running longer for people that have later classes
I liked it. More please
Very helpful & learned a lot
Good idea
Interesting
Thank you
The financial aid really helpful
Do more of these events
Very helpful for ways financing school & get a job.
Do more of these events
There's a lot of interesting booths, especially the foster care.
Great event have it again
Great workshop awesome prizes, makes me really glad I go to this school.
Less lines please :)
Loved the free stuff
It was great
Very helpful and informative
Just keep these activities going.
I had a good time, no changes
Great!
Helped with my tax questions.
Make info more available
More staff and computer to help.
Easier to be approved when unemployed
Awesome
This was helpful
This was great.
Very useful
Awesome info!
Maybe make it a 2-3 day event.
None it was informative
I learned about how to get scholarships.
Everything was groovy
Everything was fun

Loved everything.

Football games, librarians talking about books or library.

Good time.

No everything was good :)

Please have more choices available at school for financial aid.

It's very good.

It was very amazing

To do this fair more times during the year

No, everything is good.

Very helpful. Will definitely apply for financial aid.

More user friendly.

There should be more financial aid events

Financial aid events should be at the beginning of the semester.

(3 people wrote "No comment," 7 wrote "None," and 8 wrote "N/A.")