

SANTIAGO CANYON COLLEGE

FINANCIAL AID OFFICE
PROGRAM REVIEW

2009-2012



I. SIGNATURE PAGE

Santiago Canyon College Program Review Financial Aid Office (FAO)

Syed Rizvi
Associate Dean, Financial Aid Office

Date

Printed Name/Title

Date

Dr. John Hernandez
Vice-President, Student Services

Date

Printed Name

Date

II. EXECUTIVE SUMMARY

This “executive summary” report is intended to be shared with College Council and other areas of the college that may not see your department’s entire program review document. This report allows you to provide an update of your department’s plans, needs, accomplishments, and concerns to a collegial governance body consisting of representatives from all areas of the college.

Department: _____

Date: _____

Briefly describe and explain what is working well in your department.

Over the last three years of this Financial Aid Office (FAO) program review cycle, we experienced a dramatic roller coaster of change, uncertainty and the ever present objective to regain balance. RSCCD and SCC enjoyed a steadily growing student enrollment through 2008, however by 2009 due to the global and national economic downturn our state and local budgetary constraint reversed this enrollment trend.

Early in the review period due to the ongoing California State fiscal crisis, The Rancho Santiago Community College District (RSCCD) mitigated the fiscal challenges by imposing work load reduction. Both Santiago Canyon (SCC) and Santa Ana Colleges (SAC) were required to reduce overall course offerings. Subsequently both campuses experienced a steeply diminishing volume of enrolled students. State revenues for community colleges continued to tighten and The Rancho Santiago District imposed a mandatory reduction in force (RIF) resulting in several classified staff layoffs.

Around the same time it was decided to align few of the departments to maximize the student support and staffing needs of the departments and as a result Student Placement office was assigned under the financial aid office umbrella.

Around the same time SCC’s foundation program supporting the fund raising and scholarships had up to this point included a subsidy from the RSCCD General Fund. As a result of a RIF foundation office personals were laid off in 2009-10, and FAO assumed the responsibility of overseeing and tracking the scholarship program while the foundation role was assumed by the Office of the Vice President of Student Services.

Initially, the responsibilities for overseeing the scholarships were shifted under the Student placement office. In the initial assessment of the scholarship program as it was being transitioned under FAO, the Associate Dean of FAO assessed that the scholarship program had quite a few pitfalls and was need of serious re-organization. He provided more of the direct oversight in the operations of the scholarship transition under the FAO, as all the process needed to be revamped and automated. While the standard of service did not vary, program support was further affected due to the RIF of the nineteen hour ongoing classified staff. Personnel in this clerical support position changed several times over the review cycle.

On a positive note, late in the three year program cycle, following several years' of changes and reshuffling of the responsibilities through re-organizations FAO has a firm handle on the program. In 2010, as a result of re-organization and utilization of BFAP categorical funds a financial aid technician position was created to assist with the program and a new full time technician was hired to support scholarships and at that time the responsibilities of that area were shifted under the FAO operations.

In 2010 Santa Ana College opened their first Veteran's Resource Center (VRC). It was decided in 2011 that SCC needs to explore the option of having an independent Veterans Services to better serve SCC students. FAO office was charged with assessment task for this program as they had the experience of establishing the independent FAO for SCC in the year 2005-2006.

FAO determined that in order to have an effective Veterans program without any budgetary Veterans Services we needed to re-organize the scholarship area.

One, of only a few new positions allocated in 2011, was the hiring of a financial aid coordinator to effectively manage the day to day operations of the office; however, what we are learning is that due to the creation of our Veterans Services Office and financial aid taking over scholarships, we cannot solely rely on the same coordinator to oversee both of those and effectively coordinate the financial aid day to day operations

Briefly describe and explain what is not working well or needs attention in your department.

With the ongoing budget crises being experienced and the 20 to 30 percent annual growth it is getting harder and harder for us to keep the same pace of processing. We have maximized everything to the best of our ability when it comes to technology and process flow. In order for us to be more efficient we will need more staffing in the near future

List and briefly explain the plans your department has in the areas of facilities, technology, and personnel in the next 3 years. Please provide an expected date for each item.

Facilities: Acquire additional office space in one physical location because it is currently a disjointed operation with the administrator in one area, financial aid office in another area, scholarship and veteran's office across the campus in another building. This makes it hard to have a pulse of the day to day operational ongoing. In addition, we need individual offices for the processing staff to deal with an array of one on one confidentiality matters with the students and parents

Technology: Ensure document imaging is in place as we are running out of places to store paper record files. We also would like to ensure that staffs computers are replaced as recommended by the RSCCD Technology Advisory Group

Personnel: Throughout the last program review cycle, we kept on consolidating, collapsing and starting new service areas under financial aid operations and as result we are down about 4 ½ FTES employees. As mentioned above we are doing more with less and it can only sustain the quality and quantity of work for a limited period of time before we will start to notice issues that will require us to make some decisions on delaying services or add more staffing

Summarize any other findings from your program review and planning process that you would like to share with the college community.

Financial aid office continues to offer exemplary, compliant comprehensive services to our campus community and remains steadfast with our commitment to student success. Department has made significant strides to be progressive when it comes to developing and implementing new services and processes. We look forward for the next three year cycle to continue to meet or mission and vision successfully.

III. PROGRAM DESCRIPTION

(VISION; MISSION; OVERVIEW OF SERVICES-FUNCTIONS; FUNDING SOURCE STATEMENT)

A. MISSION AND VISION:

MISSION

We support the mission and vision of Santiago Canyon College (SCC) Student Services by promoting the growth and development of students and contributing to student learning with our student centered approach.

The Mission of the Financial Aid Office at Santiago Canyon College (SCC) is to provide Federal, State and institutional financial aid services to students and to encourage members of a diverse student body to achieve their educational goals. We will promote awareness of Financial Aid programs through year-round in-reach and outreach efforts. We will strive to assist all students, regardless of their economic resources, to obtain the financial assistance to attend SCC—while maintaining the fiscal and regulatory integrity of its programs. We will utilize and expand technologies to prepare our students for the transfer experience. *(Created 2007; Revised 7/2012).*

VISION

The Vision of the Financial Aid Office is to deliver effective, efficient and courteous service. In collaboration with federal and state agencies and institutional departments, the Financial Aid Office diligently preserves this relationship to maintain accountability and compliance with applicable laws, regulations and policies, in order to reasonably assure the most equitable and ethical awarding of financial assistance. Our staff will offer levels of service designed to meet the needs of the student body and strive to exceed the expectations of our students, staff, and community. *(Created 1/2007; revised 7/2012)*

Guiding Business Principles

The Financial Aid Office (FAO) at SCC adheres to the Statement of Ethical Principles of the National Association of Student Financial Aid Administrators (NASFAA), and the principles and practices as prescribed by the U.S. Department of Education, the California Student Aid Commission, the California Community Colleges State Chancellor's Office, and RSCCD's policy and procedures in determining eligibility for federal, state, and institutional financial aid programs and resources.

Objectives

1. Process aid efficiently, in an accurate and timely way.
2. Make timely disbursements of aid to all eligible students.
3. Maintain compliance with all applicable federal and state financial aid rules and regulations and adhere to all ethical standards.
4. Use rationing devices to ensure limited, finite funds are provided to students who demonstrate the greatest financial need.
5. Employ professional judgment to ensure access to financial aid in unusual cases.
6. Provide excellent service to both internal and external customers.
7. Promote training, empowerment and accountability.
8. Seize opportunities for improvement of our business processes.

B. OVERVIEW OF SERVICES-FUNCTIONS:

Currently the SCC FAO offers student assistance with the following programs:

➤ **Board of Governors Fee Waiver (BOGW)**

- California's Board of Governors Waiver (BOGW) Program waives enrollment fees for qualified residents of California for the entire school year. Students may receive a waiver for any number of units, with no minimum.
- **BOGW CCCAPPLY ONLINE APPLICATION:**
CCCAPPLY is a statewide online application system for community colleges. The student applies online and does not have to reenter information when applying to another college on the same system. Once the application is submitted, Financial Aid staff review the application files, and an email is sent to the student with the decision. Santiago Canyon Financial Aid Office was the first one in the District to go live on CCCAPPLY on MAY 1, 2008.

➤ **Federal Pell Grants (Pell)**

- The Federal Pell Grant is a federally funded program for undergraduates who demonstrate financial need. The amount of the Pell Grant is based on the cost of attendance, the Expected Family Contribution, and the number of units the student is enrolled in. Eligible students receive payments twice each semester. Students may be awarded up to the maximum amount of \$5,550 per year.

➤ **Federal Supplemental Educational Opportunity Grant (FSEOG)**

- The FESOG is a federally funded grant available to undergraduates who demonstrate exceptional financial need, meet the priority deadline, and are Pell Grant recipients. Students are required to be enrolled in six units.

➤ **Federal Work-Study (FWS)**

- Federal Work-Study is a work program for students that allow them to work on campus, or off campus, or for a non-profit organization. Students may work up to 20 hours per week, usually at minimum wage or above.

➤ **State California Grant B (Cal Grant B)**

- Cal Grant B is provided to students from low-income families who are the first in their family to attend college. The maximum award amount is \$ 1,551 per year and will be prorated for less than full-time students. This grant may be used at community colleges and universities, not to exceed four years. Cal Grant B students also receive tuition costs at the same level as Cal Grant A, beginning the junior year.

➤ **State California Grant C (Cal Grant C)**

- Cal Grant C awards help pay for tuition and training costs at occupational or career colleges. This \$576 award is for books, tools and equipment. You may also receive up to an additional \$2,592 for tuition at a school other than a California Community College. To qualify, you must enroll in a vocational program that is at least four months long at a California Community College, private college, or a vocational school. Funding is available for up to two years, depending on the length of your program.

➤ **Federal Direct Loan Programs (FDLP)**

- The Rancho Santiago Community College District (RSCCD) participates in the Federal Direct Loan Program. Direct Loans can be need based or non-need based. Parents (PLUS) Loans are available for dependent students. Both subsidized/unsubsidized and PLUS Loans are borrowed directly from the federal government. These programs are all loans which must be repaid.

C. FUNDING SOURCES

Currently, the Financial Aid office receives funding from the general fund and Board Financial Assistance Program (BFAP).

IV. ORGANIZATIONAL CHART

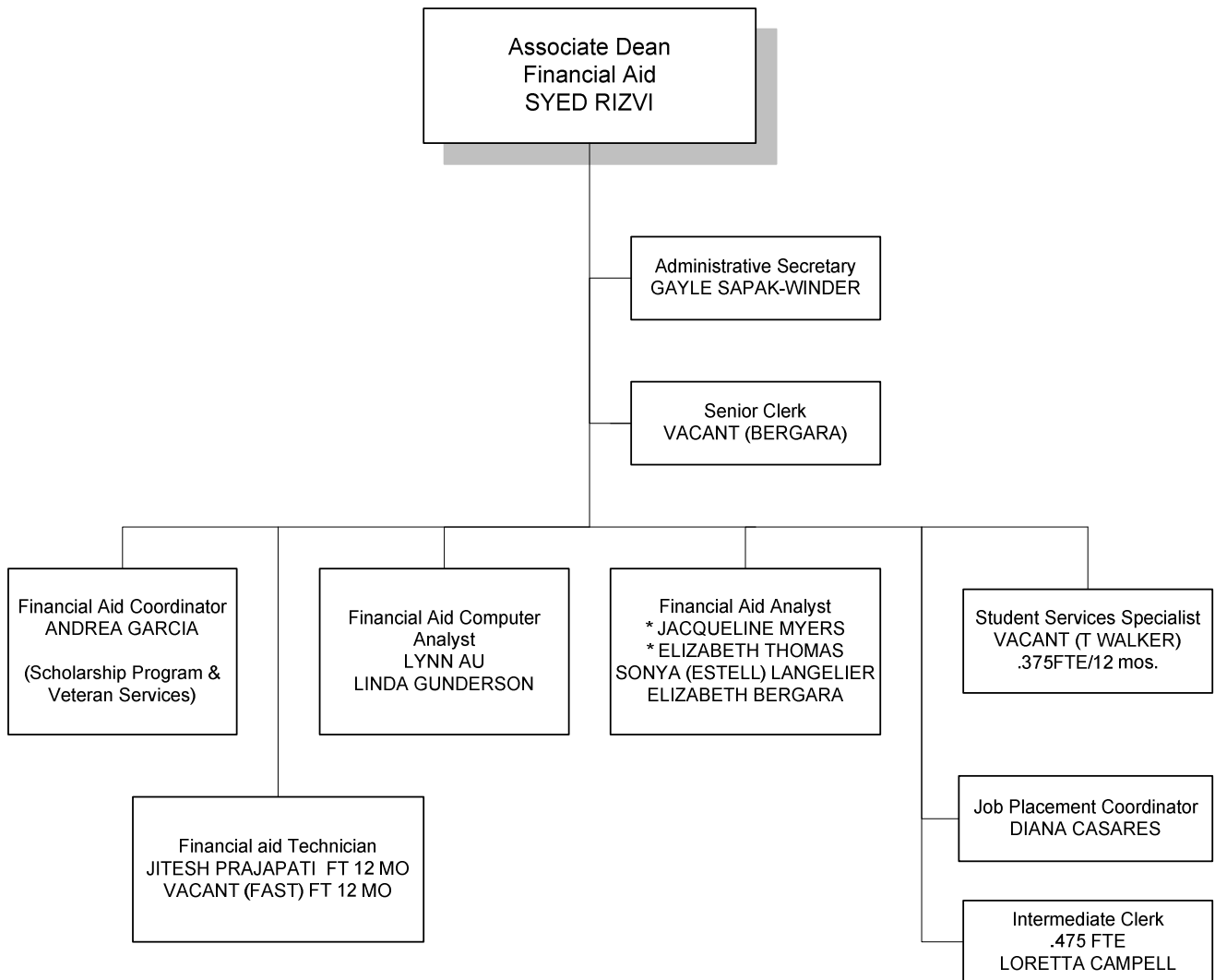
A. CURRENT STAFFING

Santiago Canyon College Student Services Financial Aid

Syed Rizvi	Financial Aid Associate Dean
Gayle Sapak-Winder	Administrative Secretary
Vacant	Financial Aid Senior Clerk
Andrea Garcia	Financial Aid Coordinator
Lynn Au	Financial Aid Computer Analyst
Linda Gunderson	Financial Aid Computer Analyst
Jacqueline Myers	Financial Aid Analyst
Liz Thomas	Financial Aid Analyst
Sonya Langelier	Financial Aid Analyst
Elizabeth Bergara	Financial Aid Analyst
Jitesh Prajapati	Financial Aid Technician
Vacant	Financial Aid Technician
Diana Casares	Job Placement Coordinator
Loretta Campbell	Intermediate Clerk
Vacant	Student Services Specialist

B. CURRENT ORGANIZATION CHART

**Rancho Santiago Community College District
SANTIAGO CANYON COLLEGE
STUDENT SERVICES
FINANCIAL AID**



V. SUMMARY OF PROGRESS

Major accomplishments for financial aid operations:

- During this period SCC moved beyond provisional Title IV status. We also received long term approval from the state to participate in Cal Grant Programs. We had a Cal Grant program review in 2007/2008 and the SCC financial aid programs had zero findings in the program review.
- Between 2007 and 2012 each year the financial aid program at SCC has experienced, on an average, 20 percent growth and currently it has doubled in number of students it served in 2007 and has almost tripled the dollars awarded.
- In 2008 financial aid assumed administrative leadership over the Student Placement Office. Additionally, in the fall of 2009 the Scholarship Program was shifted under the same umbrella.
- SCC led the Datatel financial aid module implementation. SCC financial aid provided core leadership and was responsible for the fit gap analysis of the current financial aid system for both SAC and SCC. Additionally, we created the blueprint, in concert with the other project managers, to ensure a smooth and compliant implementation. We planned and spearheaded the processes and procedures for the entire RSCCD Datatel Financial Aid implementation, which was required for program compliance and ensured a smooth transition process.
- Recently we have successfully received approval for an independent Veterans Program at SCC and are already operational with our new Veterans Services Office.
- One of the most notable highlights of 2011/ 2012 award year is the successful implementation of FA~Link Electronic Book Voucher Bridge. SCC headed the successful implementation of this bridge between Datatel and the Bookstore's software for the entire district. The bridge allows students the option of directly accessing their Financial Aid Pell and Cal Grant funds to purchase required books and supplies at the Bookstore. Now awarded students can have their books in a timely manner.

Assessment:

From the above accomplishments it is apparent that we have done an impressive job of implementing the relatively new independent financial aid program at SCC. At this time we are considering ourselves in the state of planning and executing ideas to perform our optimal level of productivity. We are serving a lot of students while continuing to experience growth. Now it is time to concentrate on productivity of the office during these challenging times as we are dealing with more areas of responsibilities with no budgetary reprieve. Now it is all about planning, effectively managing our time, giving staff the ownership of individual programs and their compliance, while utilizing the technology to its full potential.

VI. SUMMARY OF PROGRESS

Major accomplishments for financial aid operations from 2007-2012:

- During this period SCC moved beyond provisional Title IV status. We also received long term approval from the state to participate in Cal Grant Programs. We had a Cal Grant program review in 2007/2008 and the SCC financial aid programs had zero findings in the program review.
- Between 2007 and 2012 each year the financial aid program at SCC has experienced, on an average, 20 percent growth and currently it has doubled in number of students it served in 2007 and has almost tripled the dollars awarded.
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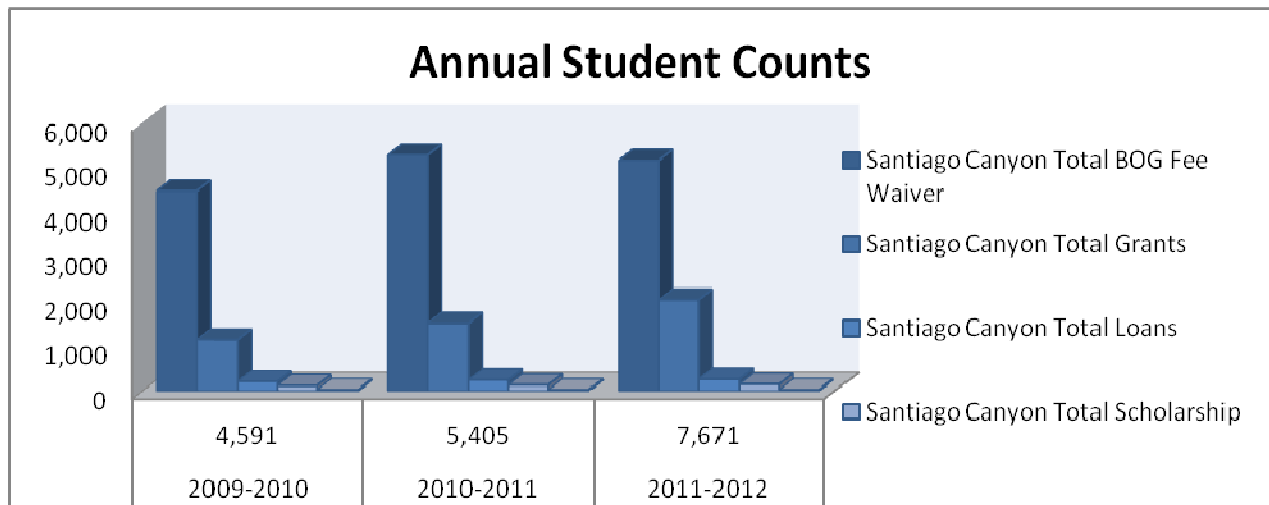
DATA ANALYSIS SECTION

(DATA; DESCRIPTION OF DATA; DATA ANALYSIS SUMMARY;
FINDINGS/CONCLUSIONS/RECOMMENDATIONS)

A. KEY ACCOMPLISHMENTS

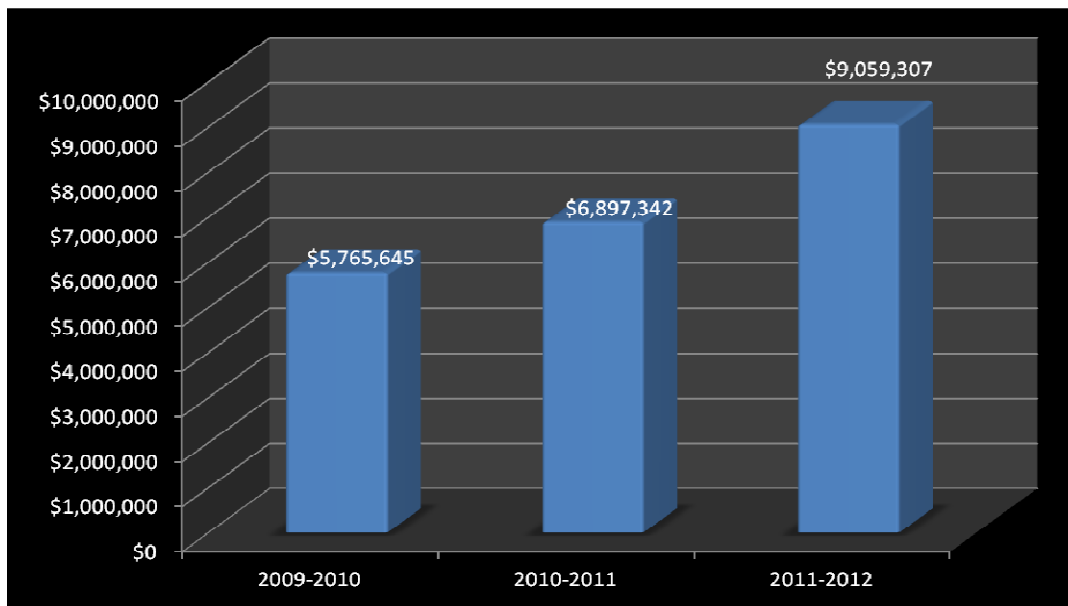
Financial Aid Summary Report

	Annual 2009-2010			Annual 2010-2011			Annual 2011-2012		
	Student Count	Total Awards	Total Amount	Student Count	Total Awards	Total Amount	Student Count	Total Awards	Total Amount
Santiago Canyon Total	4,591	4,591	\$5,765,645	5,405	12,409	\$6,897,342	7,671	8,340	\$9,059,307
BOG Fee Waivers	4,481	7,596	\$1,038,070	5,279	8,595	\$1,478,950	5,163	5,293	\$2,460,642
Grants	1,148	2,883	\$3,872,657	1,523	3,581	\$5,230,175	2,044	2,185	\$5,498,581
Loans	219	358	\$683,865	255	640	\$1,233,765	272	613	\$916,806
Scholarship	131	157	\$66,465	143	172	\$101,852	159	195	\$110,044
Work Study	34	79	\$104,588	31	61	\$86,365	33	54	\$73,234



Total Annual Amount of Aid Awarded:

	2009-2010	2010-2011	2011-2012
Santiago Canyon Total	\$5,765,645	\$6,897,342	\$9,059,307
BOG Fee Waiver	\$1,038,070	\$1,478,950	\$2,460,643
Grants	\$3,872,657	\$5,230,175	\$5,498,581
Loans	\$683,865	\$1,233,765	\$916,806
Scholarship	\$66,465	\$101,852	\$110,044
Work Study	\$104,588	\$86,365	\$73,234



Numbers Served

In 2011-2012, SCC FAO had a record year, as we provided assistance to over 7671 students in the amount of approximately \$9,059,307. That is almost 95% our FTES numbers of 8006 for 2010/2011 and 56% of our estimated credit head count numbers of 13523 for 2011/2012. The numbers above demonstrate an amazing achievement for a program which is only in its sixth year of full operations.

VII. FUTURE DIRECTION & ANTICIPATED CHALLENGES

(INCLUDING REGULATORY CHANGES IMPLEMENTATION, FUNDING, PERSONNEL, FACILITIES AND TECHNOLOGY)

The greatest challenge for financial aid in the future will be to find funding to replace lost positions, as well as, growth positions in financial aid. With future plans for implementation of file imaging in Datatel, financial aid needs to reorganize positions to handle complex technical requirements needed to maintain Datatel. We have to meet the growth demand with technological enhancements, in addition to staffing.

On October 28, 2009, the U.S. Department of Education (Department) published, in the Federal Register, the regulations enacted by the Higher Education Opportunity Act of 2009 that will govern the calculation of Cohort Default Rates (CDR). Under the new provisions, an institution's CDR is calculated as the percentage of borrowers in the cohort who default before the end of the second fiscal year, following the fiscal year in which the borrowers entered repayment. This extends the length of time in which a student can default from two to three years. This is not very good news for small loan programs like SCC, as the current calculation has an adverse affect on small loan programs and it will take for few borrowers to default on loans causing the institution to be classified as a school with a high default rate (30% or higher) and it may lose its eligibility to participate in the Federal and State Student Aid programs

The first 3 year CDR for SCC, for the year 2009 that was released in September 2012, is 20.3% and it shows 64 borrowers in prepayment with 13 in default status.

The Financial Aid Department Plans:

- We will monitor the CDR very closely and try to project the future year rates and advise the administration accordingly.
- We will assess our need for future EMPs in light of financial aid no longer being a relevant term for this area, as we now have Veterans Services, Scholarship Program and Student Placement under these auspices. Based on the outcome of our evaluation/ assessment come next time for EMP we may have multiple EMPs for this area or we may fold all of them under this umbrella.
- Implementation of imaging software, Image Now by Perceptive Software. By this implementation, we will be able to reduce our supplies cost and increase productivity of awarding, This should result in saving valuable time that staff spends in creating paper files

and utilizing them for other much needed work. As an outcome it should increase the number of students awarded and packaged prior to semester start, resulting in student persistence.

- Better utilization of computer analysts positions for pinpointing and isolating problem records, tracking employee productivity, and creation of data tools to generate tracking and compliance reporting.
- To help staff develop the confidence of owning individual programs/responsibilities by arming them with the training/skills needed and holding them responsible for the program accountability.
- Look for ways to streamline the delivery of financial aid and other funds as we currently recognize this as one of the areas in need of improvement.
- Research and develop effective student loan orientation/exit program.
- Secure dedicated space for a one-stop shop for Financial Aid, Scholarships and Veterans Services Office.
- Request the hiring of vacant positions and additional full-time employees as the program grows, and possibly add another financial aid coordinator position to mitigate the regulatory compliance and day to day operations.
- Develop and implement services to meet the requirements of the Student Success Act of 2012 (if enacted).
- We would like to work with ITS for interfaces with the mainframe and Datatel to create new reports and computer reports that generate certain financial aid functions on specific dates for program compliance and streamlining our processes

The capacity for change and innovation is a natural consequence when budget cuts occur. The biggest challenge is to ensure timely delivery of services to our students, while maintaining the necessary due diligence and compliance to meet the need of programs. This presents an opportunity to evaluate processes in order to maintain performance by redirecting resources. As a result of new implementations it creates changes which hopefully in return improves the effectiveness of an office or allow it to stay afloat during this challenging fiscal era.

VIII. SLO DATA

(DATA; DESCRIPTION OF DATA; DATA ANALYSIS SUMMARY;
FINDINGS/CONCLUSION/RECOMMENDATIONS)

A. DATA SET #1: 2009-2010

**Santiago Canyon College
Student Services
Student Learning Outcomes Assessment Report
2009-2010**

Department Name – Financial Aid Office

Department Mission Statement – Our office will provide understandable financial aid information to current and prospective students. As a department, while ensuring timely delivery of financial aid, we will strive to promote a professional, respectful, peaceful environment, and accountability to our students.

Student Learning Outcome - In our present student population we typically have three types of technical skill sets: beginner, intermediate, and advanced. Currently, the Free Application for Student Aid (FAFSA) and Board of Governor Fee Waivers (BOGW) can be completed either online or via paper. While paper applications can take up to six weeks to process, the online application has a turnaround time of 48 hours. Generally, when a student transfers to a four-year institution they are expected to possess the necessary skills to complete the FAFSA online.

The SCC financial aid office promotes the online process as the primary method of application processing. We believe that a financial aid office which makes no effort to inform applicants on how to use the online application process is performing a disservice to their students in preparing them for the future. For this reason, the financial aid office created the following student learning outcome for **2007-2008** and we have decided to keep the same SLO for the next three years (2008-09, 2009-10 and 2010-11):

As a result of utilizing the online resources to apply for financial aid, students will develop skills to communicate and process web related applications.

Methods - The financial aid office utilized the following tracking mechanisms to monitor student usage of online services:

- Financial Aid Management System (FAMS)
- Department of Education Electronic reports
- CCC Apply website for the California Community Colleges
- Open Net-Sallie Mae reports for electronic loan processing.

Those students who completed the online FAFSA were assessed for the learning outcome.

Implementation of Assessment Process - In order to accomplish our SLO, we conducted a staff meeting and established the following methods, tools and resources needed to implement our SLO:

1. Set up computer workstations in the "E" building lobby as a place to apply for the students without a home online access. Another objective was if students had questions, they were able to access a financial aid staff immediately.
2. Designated a workstation for student use in the financial aid office. The purpose of the "in office" workstation is to provide one-on-one counseling for the low percentage of students whose online skill sets are considered to be at the beginner level and in need of the one-on-one encouragement/coaching.
3. Planned and conducted several in-reach and outreach activities which included:

- a. Cash for College Workshops – students received hands-on instruction in a computer lab environment to aid them in completing their FAFSA.
 - b. Parent Nights – section by section format of the FAFSA to educate parents on the financial aid processes.
 - c. Financial Aid Awareness Days – provided students with general information about the FAFSA, online filing assistance, and answered questions.
 - d. Classroom Presentations – general overview of financial aid in a Q&A format.
4. Initiated online access via the financial aid website for students to complete the Board of Governor Fee Waiver (BOGW).
 5. Created/Edited/Provided informative publications regarding financial aid programs and processes which included basic information guides on “How to Apply for Financial Aid Online”.

We decided that upon conducting the above activities we would evaluate our SLO via a student survey. In spring of 2009, in consultation with our Research & Development Department, we created a student survey. By conducting this survey we hoped to ascertain whether or not by steering students to the online financial aid process enhanced their skills for similar tasks in future.

1. Financial aid staff dispersed the survey to all students who completed or attempted to complete the FAFSA and BOGW online.
2. Submitted data to Research & Development for a calculated result report and proceeded to analyze the data.

Results - GENERALLY, RESPONDENTS WERE SATISFIED WITH THE ONLINE PROCESS:

Generally, respondents were satisfied with the online process:

- Almost all respondents (95%) completed their FAFSA online.
- More than half of respondents report that completing the worksheet prior to processing the FAFSA online was very helpful.
- Slightly more than two-thirds of respondents access the Internet daily (68%) and most respondents have, to varying extents, used a similar online application process (89%).
- Most respondents (94%) believe that their experience with the FAFSA application increased their comfort and skill level with this type of online process.

Most respondents are likely to conduct similar business via the Internet in the future, including filing their FAFSA and/or BOGW online next year, most believe that they are likely to conduct similar business via the Internet in the future and that their experience with the FAFSA application increased their comfort and skill level with this type of online process

Decisions and Future Recommendations - This was the second go around for us to implement the financial aid SLO. As a department we have decided to keep the same SLO for at least four years to accurately understand, improve, and monitor the effects of the SLO.

We will remain steadfast in our approach to financial aid by demonstrating patience and understanding to our students. We realize that financial aid, like any other process at the collegiate level is a learning process. To that end, staff will integrate training techniques to adapt effective communication strategies to our current and prospective students for exceptional service and effectiveness.

We will utilize and expand technologies to prepare students for post-collegiate life by providing online filing, follow-up, and correspondence. We believe that our SLO is already preparing students for four-year institutions, e-commerce and other financial related processes requiring serious attention to detail, such as: loan applications, mortgage applications, tax filings, etc.

Conclusion - Our staff will offer levels of service designed to meet the specific needs of each individual student and strive to exceed the expectations of our students, staff, and community. Our staff will set the bar for excellent organization and administration of financial aid in California Community colleges by attending cutting-edge year-round training and seminars sponsored by regional, state, and national organizations.

It is the responsibility of the Associate Dean of Financial Aid and staff to review the results of this study and attempt to implement any recommendations that they deem desirable and manageable.

DATA SET #1: FALL 2009



Santiago Canyon College Results of the Financial Aid SLO Survey, Fall 2009 Compiled by RSCCD Research Department

January 2010

Background

As technology becomes more and more important in our society, it is also important that our students become more comfortable utilizing it in their daily life. To initiate the financial aid process at Santiago Canyon College, students are required to apply for the federal financial aid application online. For many students who are used to a paper-application process, staff must facilitate a smooth transition of applying for financial aid via online so that they do not shy away from this new practice that is also in the workplace, banking institutions, etc.

The Financial Aid Office staff believes that this new operation in their department also assists in one of SCC's student learning outcomes: "to communicate in various formats using diverse technologies." During Fall 2010, individuals who came into the Financial Aid Office were asked to answer questions about the various aspects of the online financial aid application process. Feedback will assist staff to 1) determine how efficient and user-friendly the online loan application process is and identify possible areas needing improvement, and 2) provide an indication of the levels of our students' transferable skills in technology applications and life skills and identify possible areas in which we can better prepare our students.

The following result is based on the feedback of 276 individuals.

Summary of Results

Generally, respondents were satisfied with the online process:

- Most respondents (94%) completed their FAFSA online, while only 70% completed the BOGW online.
- 83% of the respondents reported that completing the worksheet created by staff prior to processing the FAFSA online was "very helpful" or "somewhat helpful."

- Nearly three-quarters of the respondents (64%) found communicating with staff regarding their financial aid process via email to be helpful.
- More than 80% of the respondents understand the importance of preparing the necessary paperwork and reading the instructions prior to filling out the online applications.
- More than three-fourths of the respondents stated that as a result of completing these online applications at SCC, they are more comfortable in conducting similar business transactions via the Internet in the future, including renewing their financial aid applications next year.

Detail of Results

	Online	Paper by mail
1. How was the FAFSA completed?	94%	6%
2. How was the BOGW application completed?	70%	30%

	Very Helpful	Somewhat Helpful	Not Very Helpful	Not Applicable
3. How helpful was completing the worksheet prior to processing the FAFSA online?	57%	26%	4%	13%
4. If you have communicated with our office via email for financial aid processing, how helpful was that experience?	51%	13%	4%	32%

	Daily	Weekly	Monthly	Never
5. Before filling out the FAFSA or BOGW, how frequently did you use the Internet for similar process?	23%	23%	22%	32%
6. How frequently do you use this type of online application process (such as applying for a job, opening a bank account, paying bills)?	28%	21%	33%	18%

	Yes	No
7. Did you read the entire instructions on how to fill out the FAFSA or BOGW <u>before</u> starting the application?	83%	17%
8. Did you gather all the necessary information/documentation <u>before</u> you sat down to enter the information asked?	86%	14%

	Definitely	Most Likely	Not Likely	Definitely Not
9. Since completing the online FAFSA or BOGW, are you comfortable to complete a renewal FAFSA online?	71%	28%	0%	1%
10. Has utilizing these online processes at SCC been helpful in preparing you to handle future electronic applications?	68%	29%	2%	1%
11. How likely are you to complete another online application?	69%	29%	2%	0%

CONTINUATION OF DATA SET #1: SPRING 2010



Financial Aid SLO Survey, Spring 2010 Compiled by RSCCD Research Department

June 2010

Background

To assess the extent to which Financial Aid Office operations contribute to Santiago Canyon College students' learning outcomes, participants were asked to answer questions about the various aspects of the online financial aid application process. During Spring 2010, individuals who came into Financial Aid Office responded to this survey and the following is their feedback which will assist staff to 1) determine how efficient and user-friendly the online loan application process is and identify possible areas needing improvement, and 2) provide an indication of the levels of our students' transferable skills in technology applications and life skills and identify **Santiago Canyon College**

Results of the Financial possible areas in which we can better prepare our students.

It is staff's intention to regularly assess this process to ensure that participants are able to use online application processes for financial aid, as well as in their everyday life. The following result is based on the feedback of 153 individuals. All the responses from this semester's participants were more positive than that of Fall 2009 respondents.

Summary of Results

Generally, respondents were satisfied with the online process:

- Almost all the respondents (99%) completed their FAFSA online. This is an increase of five percentage points from Fall 2009 semesters.
- 86% (vs. 83% in Fall 2009) of the respondents reported that completing the worksheet created by staff prior to processing the FAFSA online was "very helpful" or "somewhat helpful."
- Three-quarters of the respondents (75% vs. 64% in Fall 2009) found communicating with staff regarding their financial aid process via email to be helpful.
- More than 80% of the respondents understand the importance of preparing the necessary paperwork and reading the instructions prior to sitting down and filling out the actual online FAFSA and BOGW applications.
- Most respondents (approximately 80% vs. 70% in Fall 2009) state that as a result of completing these online applications at SCC, they are more comfortable in conducting similar business transactions via the Internet in the future, including renewing their financial aid applications next year.

Detail of Results

	Online	Paper by mail
1. How was the FAFSA completed?	99%	1%
2. How was the BOGW application completed?	90%	10%

	Very Helpful	Somewhat Helpful	Not Very Helpful	Not Applicable
3. How helpful was completing the worksheet prior to processing the FAFSA online?	63%	23%	2%	12%
4. If you have communicated with our office via email for financial aid processing, how helpful was that experience?	55%	20%	3%	22%

	Daily	Weekly	Monthly	Never
5. Before filling out the FAFSA or BOGW, how frequently did you use the Internet for similar process?	31%	24%	27%	18%
6. How frequently do you use this type of online application process (such as applying for a job, opening a bank account, paying bills)?	28%	22%	40%	10%

	Yes	No
7. Did you read the entire instructions on how to fill out the FAFSA or BOGW <u>before</u> starting the application?	84%	16%
8. Did you gather all the necessary information/documentation <u>before</u> you sat down to enter the information asked?	87%	13%

	Definitely	Most Likely	Not Likely	Definitely Not
9. Since completing the online FAFSA or BOGW, are you comfortable to complete a renewal FAFSA online?	81%	18%	0%	1%
10. Has utilizing these online processes at SCC been helpful in preparing you to handle future electronic applications?	78%	21%	1%	0%
11. How likely are you to complete another online application?	83%	16%	1%	0%

B. DATA SET #2: 2010-2011



Background

The Santiago Canyon College (SCC) financial aid staff understands that regular assessment is an important step in their work to assist students in their educational journey. At the end of Fall 2010 and Spring 2011 semesters, program participants were asked to give feedback on the efficiency and friendliness of the online loan application process, on their skills in technology applications and life skills, and possible areas in which improvement can be enhanced for future students.

It is staff's intention to regularly assess this process to ensure that participants are able to use online application processes for financial aid, as well as in their everyday life. The following result is based on the feedback of 151 individuals.

Summary of Results

Generally, respondents were satisfied with the online process:

- Many respondents completed their FAFSA (95%) and BOGW (72%) applications online. Both show a decrease of online applications (4 and 18 percentage points respectively) from last year's respondents.
- 87% (very similar to last year's) of the respondents reported that completing the worksheet created by staff prior to processing the FAFSA online was "very helpful" or "somewhat helpful."
- Slightly more than three-quarters of the respondents (70%) found communicating with staff regarding their financial aid process via email to be helpful.
- Prior to filling out the FAFSA or BOGW application online, a quarter of the respondents had never used the Internet to fill out an application.
- Respondents use online application processes, similar to the process used in financial aid office, quite often to apply for a job, pay bills, etc.
- At least 80% of the respondents gathered the necessary paperwork AND read the instructions prior to sitting down to fill out the actual online FAFSA and BOGW applications. Most (95%) of those who did prior preparation found these steps enabled them to handle detailed oriented processes comfortably.
- Almost all respondents (99%) stated that as a result of completing these online applications at SCC, they are more comfortable in conducting similar detailed-oriented transactions via the Internet in the future, including renewing their financial aid applications.

Detail of Results

	Online	Paper by mail
1. How was the FAFSA completed?	95%	5%
2. How was the BOGW application completed?	72%	28%

	Very Helpful	Somewhat Helpful	Not Very Helpful	Not Applicable
3. How helpful was completing the worksheet prior to processing the FAFSA online?	61%	26%	1%	12%
4. If you have communicated with our office via email for financial aid processing, how helpful was that experience?	52%	18%	1%	29%

	Daily	Weekly	Monthly	Never
5. Before filling out the FAFSA or BOGW, how frequently did you use the Internet for similar process?	29%	19%	27%	25%
6. How frequently do you use this type of online application process (such as applying for a job, opening a bank account, paying bills)?	25%	29%	46%	0%

	Yes	No
7. Did you read the entire instructions on how to fill out the FAFSA or	80%	20%
8. BOGW <u>before</u> starting the application?		
9. Did you gather all the necessary support information/documentation <u>before</u> you sat down to enter the information asked?	88%	12%

	Definitely	Most Likely	Not Likely	Definitely Not
10. Do you believe that in reading the instruction and gathering the necessary paperwork prior to entering the data has prepared you to comfortably handle other detailed oriented processes and applications in the future?	67%	30%	3%	0%
11. Has utilizing these online processes at SCC been helpful in preparing you to handle future electronic applications?	74%	25%	1%	0%
12. How likely are you to complete a different type of application online in the future?	52%	36%	11%	1%
13. Since completing the online FAFSA or BOGW, are you comfortable to complete a renewal FAFSA online?	74%	25%	1%	0%

APPENDIX A:

Your department should consider the RSCCD Board Goals when it sets goals. A list of the 2012-2013 RSCCD Board goals is included as an appendix. Using the table below, indicate which Board goals your department’s goals support. Explain briefly.

RSCCD Goal	Supporting Department Goals From DPP
1. Promote a learning community environment that is innovative, student-centered, and celebrates student achievement.	
2. Prepare students for success in their academic, career and personal life endeavors by providing access to education and services that foster student retention and program completion.	FA~Link Electronic Book Voucher Bridge Implementation-The bridge allows students the option of directly accessing their Financial Aid Pell and Cal Grant funds to purchase required books and supplies at the Bookstore. The project brings RSCCD into compliance with new regulations that began July 1, 2011 requiring students be able to buy their books by the seventh day of a semester start.
3. Update and implement facilities master plans, maximize college and community use of facilities, and incorporate “green” efforts into facilities development and other efforts when cost-effective.	
4. Promote flexible, cost-effective educational programs and services including the use of cutting-edge technology and educational program delivery via technology.	
5. Pursue alternative public and private funding sources to increase the district’s fiscal sustainability and to implement the district’s vision and goals, and encourage the foundations and district to create plans for capital and program campaigns and alumni association development, and other resource development activities.	
6. Maintain a positive, productive working environment for employees, recognizing and embracing diversity and enhancing staff development opportunities that address innovation and technology.	
7. Expand partnerships with business, labor, community groups, universities, schools, and other public and private agencies in order to enhance the district’s resource development; ensure student access and success; ensure robust economic development programs; and be responsive to workforce development needs and high demand career fields.	
8. Assess the educational needs of the communities we serve, and enhance awareness of the district and its through outreach and advocacy among community constituencies and to local, state, and national leaders.	

How does the department evaluate progress toward the program's goals and objectives? How does this evaluation inform the creation and updating of goals and objectives?

APPENDIX B:

Departmental Planning Portfolio (DPPs) for 2009-2012:

2009 – 2010

<p>DEPARTMENT PLANNING PORTFOLIO DEPARTMENT: Financial Aid DIVISION: Student Services ACADEMIC YEAR: 2009-2010</p> <p>Department's Vision: Department's Vision: Our staff will offer levels of service designed to meet the specific needs of each individual student and strive to exceed the expectations of our students, staff, and community. Our staff will set the bar for excellent organization and administration of student financial aid in California Community Colleges by attending cutting-edge year-round training and seminars sponsored by regional, state, and national, organizations</p> <p>Department's Mission: Department's Mission: The Financial Aid Department at Santiago Canyon College (SCC) will promote awareness of Financial Aid programs through aggressive, year-round outreach efforts. Our department will emphasize the value of students' developing proficient on-line application filing, follow-up, and correspondence skills. We will provide students with multiple opportunities and appropriate guidance to support enhancement of their skill sets. We will utilize and expand technologies to prepare our students for the transfer experience</p>				
GOALS/TASKS/ACTIVITIES	WHO'S RESPONSIBLE	ESTIMATED TIMELINE/ COMPLETION	RESOURCES NEEDED	PROGRESS
Hire staff needed to meet current growth				
1. Hire a Financial Aid Coordinator or an Administrative position to assume duties of the retired financial aid coordinator. Since 2005, when we started our independent financial aid office at SCC, each year, we have experienced a growth of between 25-30 %. Currently associate dean is challenged to tackle these tasks while SAC has two coordinator positions. Following are the key responsibilities	All Members	Hopefully 2010-2011 year	General Funded Budget needed to maintain the MOE	In Progress

<p>that need to be addressed with this position: • Maintain the Satisfactory Academic Progress compliance for the institution for all the financial aid recipients. • Help manage day to day operation by providing the direction and guidance to staff and managing the operations • Responsible for the training of the staff to maintain the constantly changing regulations compliance • Stream line the filing process as we implement the new Imaging system in the office • Help implement the Veterans program and services.</p>				
<p>2. Hire a Sr. Clerk to assist with the Veterans Programs and Services</p>	<p>All Members</p>	<p>2012-2013</p>	<p>General Funded Position</p>	<p>In Progress</p>
<p>3. Staff the Financial Aid Office as we mitigate the growth of the department</p>	<p>All Members</p>	<p>On going</p>	<p>Budget</p>	<p>In Progress</p>

Obtain independent college code for Veterans program

<p>1. By securing a college code, the SCC financial aid office will be able to operate independently of SAC in every aspect for assisting the Veterans as we will be getting a lot of veterans as U.S start to withdraw troops from Middle East.SAC in every aspect</p>	<p>All Members</p>	<p>2010-2011</p>	<p>Budgetary help from the district and the institution</p>	<p>In Progress</p>
<p>2. An independent college code will also allow SCC to apply for federal grants that can only be garnered through campuses with separate codes</p>	<p>All Members</p>	<p>On-going</p>	<p>Unspecified</p>	<p>In Progress</p>

Implement Document Imaging system for the financial aid office

<p>1. Financial aid office currently has about 900 square feet of space to house all the staff and in order for us to meet the growth, we must</p>	<p>All Members</p>	<p>Summer 2011</p>	<p>ITS Resources and Budget.</p>	<p>In Progress</p>
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rely on technology as we do not have any filing space. We will working very closely with ITS to implement "Image Now" software to start storing all the records to deal with the space issues.				
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2010 – 2011

DEPARTMENT PLANNING PORTFOLIO
DEPARTMENT: Financial Aid
DIVISION: Student Services
ACADEMIC YEAR: 2010-2011

Department's Vision:
Department's Vision:
Our staff will offer levels of service designed to meet the specific needs of each individual student and strive to exceed the expectations of our students, staff, and community. Our staff will set the bar for excellent organization and administration of student financial aid in California Community Colleges by attending cutting-edge year-round training and seminars sponsored by regional, state, and national, organizations

Department's Mission:
Department's Mission:
The Financial Aid Department at Santiago Canyon College (SCC) will promote awareness of Financial Aid programs through aggressive, year-round outreach efforts. Our department will emphasize the value of students' developing proficient on-line application filing, follow-up, and correspondence skills. We will provide students with multiple opportunities and appropriate guidance to support enhancement of their skill sets. We will utilize and expand technologies to prepare our students for the transfer experience

GOALS/TASKS/ACTIVITIES	WHO'S RESPONSIBLE	ESTIMATED TIMELINE/ COMPLETION	RESOURCES NEEDED	PROGRESS
Obtain independent college code for Veterans program				
1. By securing a college code, the SCC financial aid office will be able to operate independently of SAC in every aspect for assisting the Veterans as we will be getting a lot of veterans as U.S start to withdraw troops from Middle East.SAC in every aspect	All Members	2010-2011	Budgetary help from the district and the institution	In Progress
2. An independent college code for the Veteran's Program will also allow SCC to apply for federal grants that can only be garnered through campuses with separate codes	All Members	On-going	Unspecified	In Progress
3. Hire a Financial Aid Coordinator or an Administrative position to	All Members	2010-2011	General Funded Budget needed to Maintain MOE	In Progress

<p>assume duties of the retired financial aid coordinator. Since 2005, when we started our independent financial aid office at SCC, each year, we have experienced a growth of between 25-30 %. Currently the associate dean is challenged to tackle these tasks while SAC has two coordinator positions. The following are the key responsibilities that need to be addressed with this position:</p> <ul style="list-style-type: none"> • Maintain the Satisfactory Academic Progress compliance for the institution for all the financial aid recipients. • Help manage day to day operation by providing the direction and guidance to. Responsible for the training of the financial aid staff in order to maintain the constantly changing compliance regulations • Stream line the filing process as we implement the new Imaging system in the office • Help implement the Veterans program and services. • Coordinate outreach and event efforts by acting as a liaison with financial aid staff and the community • Direct and coordinate staff work and office schedules • Assess, determine, and process all "Dependency Override" requests • Update and review required forms annually and on an ongoing basis • Periodically perform audits on completed verified files for accuracy and compliance • Oversee the financial aid office policy and procedure manual • Update and review consumer information as required • Attend professional workshops and conferences • Perform all other general office duties as needed. 				
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Implement Document Imaging system for the financial aid office

1. Financial aid office currently has about 900 square feet	All Members	Summer 2011	ITS Resources	In Progress
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of space to house all the staff and in order for us to meet the growth we must rely on technology as we do not have any filing space. We will working very closely with ITS to implement "Image Now" software to start storing all the records to deal with the space issues.			and Budget.	
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2011 – 2012

DEPARTMENT PLANNING PORTFOLIO
DEPARTMENT: Financial Aid
DIVISION: Student Services
ACADEMIC YEAR: 2011-2012

Department's Vision:

Department's Vision:
Our staff will offer levels of service designed to meet the specific needs of each individual student and strive to exceed the expectations of our students, staff, and community. Our staff will set the bar for excellent organization and administration of student financial aid in California Community Colleges by attending cutting-edge year-round training and seminars sponsored by regional, state, and national, organizations

Department's Mission:

Department's Mission:
The Financial Aid Department at Santiago Canyon College (SCC) will promote awareness of Financial Aid programs through aggressive, year-round outreach efforts. Our department will emphasize the value of students' developing proficient on-line application filing, follow-up, and correspondence skills. We will provide students with multiple opportunities and appropriate guidance to support enhancement of their skill sets. We will utilize and expand technologies to prepare our students for the transfer experience

GOALS/TASKS/ACTIVITIES	WHO'S RESPONSIBLE	ESTIMATED TIMELINE/ COMPLETION	RESOURCES NEEDED	PROGRESS
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Obtain independent college code for Veterans program

1. By securing a college code, the SCC financial aid office will be able to operate independently of SAC in every aspect for assisting the Veterans as we will be getting a lot of veterans as U.S start to withdraw troops from Middle East.SAC in every aspect	All Members	2011-2012	Budgetary help from the district and the institution	Completed
2. An independent college code for the Veteran's Program will also allow SCC to apply for federal grants that can only be garnered through campuses with separate codes	rizvi_syed	Spring of 2012	Reorganization of Scholarship and Financial Aid Coordinator position.	Completed
3. Hire a Financial Aid Coordinator or an	rizvi_syed	2011-2012	Planning office space for Veterans Services	Completed

<p>Administrative position to assume duties of the retired financial aid coordinator. Since 2005, when we started our independent financial aid office at SCC, each year, we have experienced a growth of between 25-30 %. Currently the associate dean is challenged to tackle these tasks while SAC has two coordinator positions. The following are the key responsibilities that need to be addressed with this position:</p> <ul style="list-style-type: none"> • Maintain the Satisfactory Academic Progress compliance for the institution for all the financial aid recipients. • Help manage day to day operation by providing the direction and guidance to. Responsible for the training of the financial aid staff in order to maintain the constantly changing compliance regulations • Stream line the filing process as we implement the new Imaging system in the office • Help implement the Veterans program and services. • Coordinate outreach and event efforts by acting as a liaison with financial aid staff and the community • Direct and coordinate staff work and office schedules • Assess, determine, and process all "Dependency Override" requests • Update and review required forms annually and on an ongoing basis • Periodically perform audits on completed verified files for accuracy and compliance • Oversee the financial aid office policy and procedure manual • Update and review consumer information as required • Attend professional workshops and conferences • Perform all other general office duties as needed. 			<p>and redesigned the area. Funding resources allocated between General Fund and Categorical.</p>	
<p>4. FA~Link Electronic Book Voucher Bridge Implementation-The bridge allows students the option of directly accessing their</p>	<p>rizvi_syed</p>	<p>Fall 2011</p>	<p>Consultancy from the vendor, planning, coordination with different departments. Dedicated employee</p>	<p>Completed</p>

<p>Financial Aid Pell and Cal Grant funds to purchase required books and supplies at the Bookstore. The project brings RSCCD into compliance with new regulations that began July 1, 2011 requiring students be able to buy their books by the seventh day of a semester start.</p>			<p>hours from ITS, Business office, Fiscal, Fin aid and Book store Personal.</p>	
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<p>Implement Document Imaging system for the financial aid office</p>				
<p>1. Financial aid office currently has about 900 square feet of space to house all the staff and in order for us to meet the growth, we must rely on technology as we do not have any filing space. We will working very closely with ITS to implement "Image Now" software to start storing all the records to deal with the space issues.</p>	<p>All Members</p>	<p>Summer 2013</p>	<p>ITS Resources and Budget.</p>	<p>In Progress</p>