



Annual Program Review 2012-2013 STUDENT SERVICES REPORT

FINANCIAL AID OFFICE

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Office by the Dean or Manager.

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1.0. Trend Analysis

Please provide For each program, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Program Service/ Function	Academic Year	# of students filing FAFSA	# of students awarded BOG Fee Waivers	# of students awarded Pell Grants	Time to process student file
Financial Aid Processing	2006-2007	10,945	8,784	4,273	2 wks
	2007-2008	10,048	8,900	4,603	2 wks
	2008-2009	10,222	9,690	4,973	4 wks
	2009-2010	14,027	11,620	6,348	4 – 6 wks
	2010-2011	16,773	12,552	7,539	12 – 15 wks
	2011- 2012	18,407	12,047	7,473	3 – 6 weeks
	2012-2013*	21,000 est.	13,000 est.	8,000 est.	2 – 6 weeks

* 18,957 as of 1/1/13. End of 2012 -2013 processing cycle is 9/1/13

STAFFING	FTEF	Mgmt.	Classified	Hourly	Other	Student Workers Hrs.
2007-2008	15.5	2.0	13.5	1.0		75/wk
2008-2009	14.0	2.0	12.0	1.0		75/wk
2009-2010	13.0	2.0	11.0	1.0		90/wk
2010-2011	13.0	2.0	11.0	2.5		75/wk
2011-2012	15.0	2.0	13.0	1.7		60/wk
2012-2013	15.0	2.0	13.0	1.0		45/wk

1.1. Describe how these trends have affected student achievement, student learning, or program improvements:

This year more students are applying for financial aid, but applying earlier and we are able to disburse aid more quickly so that students have funds for books and other educational expenses. Last year we disbursed over \$35,000,000 in federal and state aid to GCC students. Financial aid is a big factor in students' ability to succeed in school.

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

A multi-year summary of the increases in students and funding in all major financial aid programs is attached.

2.0. Student Learning Outcomes and Program Level Outcomes

Year	SLOs / PLOs Defined	SLOs / PLOs Assessed	Assessments Analyzed
2010-2011	Financial Aid e-application process	Students will file their financial aid application electronically	yes
2011-2012	Student use of MyGCC for Financial Aid information	Students will become independent and use MyGCC to check Financial Aid status	In process through 2012-13
Trend		Students are utilizing electronic means for applying for financial aid and verifying their application and award status	Students will be surveyed to determine how much they use the Peoplesoft Student Center to obtain information

2.1. Please comment on the percentages above.

Financial aid appears to be an incentive for students to utilize their student email and the MyGCC Student Center. Due to the large number of students at GCC receiving financial aid, that could serve as a factor in encouraging other students to also use these services.

2.2. Using the results from your areas recent assessment reports, please summarize any program or other changes/improvements that have been made as a result of your assessments.

We are exploring the possibility of allowing students to email financial aid documents. Currently, they can either submit them in person, mail them or fax them.

2.3 What recent activities, **dialogues**, discussions, etc. have occurred to promote student learning or improved program/division processes in the last year?

Mark an "X" in front of all that apply

x	Changes/revisions to department processes
	Increased or improved SLO/PLOs
	Other dialog focused on improvements in student learning
	Documented improvements in student learning
	New degree or certificate development
	Best Practices Workshops Discussions regarding best practices or improved processes
x	Conference Attendance geared towards maintaining or improving student success
	Attendance at Staff Development activity geared towards maintaining or improving student learning
x	Department Minutes
	Reorganization

Please comment on the activities, dialogues, and discussions above

Changes in Procedures and Processing: We are constantly trying to improve our procedures and processes. We will be looking at ways to improve our delivery of financial aid, reduce processing time and increase our services for students.

Conference Attendance: There are over 13,000 federal regulations that apply to financial aid programs and administration, in addition to a growing number of state regulations and required procedures. Due to the constantly changing federal and state legislation and procedures and the resulting institutional liability if errors occur, ongoing training for all Financial Aid staff is extremely important. Several staff will be attending workshops in the Spring.

Department Minutes: Staff meetings are held each week and minutes recorded and distributed.

3.0. Reflection and Action Plans

3.1 Based on your data and analysis presented above, as well as on issues or items that you were unable to discuss above, comment on the Strengths and Weaknesses of the Program.

Strengths

List the current strengths of your program

1. Although we have the same number of staff we did in 2007, we are processing almost twice as many students due to technology improvements, dedicated staff and a constant striving to be more efficient.

2. We have made a concerted effort to take advantage of Peoplesoft, learn the system and make it work for us. As a result, we have increased our automated processes and decreased the financial aid delivery time for most students. We initiated a consortium of Financial Aid Offices from southern California CCC's that use Peoplesoft that meets regularly to share information.
3. We focus on staff training and keeping updated on federal and state regulatory changes. Consequently, students receive a high level of information and campus Profile reports indicate that students are satisfied with our services.

3.2 Weaknesses

List the current weaknesses of your program

1. Due to the volume of applications, processing time still takes too long for students selected for verification. We would like to reduce that from six weeks to two weeks and will continue to explore ways to accomplish this with technology.
2. I anticipate that the new Student Services Building will not have sufficient space for all of our active files. The only solution is to institute an imaging process. This will be costly and will require retraining of staff.
3. We do not have an office for each of the Financial Aid Technicians. These are staff who meet with students to advise them on their financial aid application and often discuss highly sensitive family issues with the student. This should be resolved in the move to a new Student Services/Lab Building

3.3 Using the weaknesses, trends and assessment outcomes as a basis for your comments, please briefly describe any future plans and/or modifications for program/division improvements. Any plans for reorganization should also be included, along with a resource request if applicable.

Plans or Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, SLOs, PLOs, ILOs
1. Decrease processing time	We will review staffing organization and possible additional automation for improvement options	EMP Goal 1.3
2. Institute imaging system	Purchase and install a full imaging system	EMP Goal 1.1
3. Provide office space for all advisors	Accommodated in the Student Services Building plan	EMP Goal 1.3

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2012 PROGRAM REVIEW**FINANCIAL AID*****File Imaging System*****S: FA-1****Section 4
Resource Request****Mark Type of Request:**

	Facilities / Maintenance			Computer Hardware for Student Use
	Classroom Upgrade			Computer Hardware for Faculty Use
	Instructional Equipment		x	Software/Licenses/Maintenance Agreements
x	Non-Instructional Equipment			Conference/Travel
	Supplies			New Classified Position
	New Faculty Position			Replacement of Classified Position
	Replacement of Faculty Position			Other

4.1 Clearly describe the resource request.

Request for Peoplesoft compatible file imaging system:

We anticipate receiving approximately 20,000 financial aid applications this year. Our current 2012-2013 active student files completely fill 33 5-drawer file cabinets already. We have 3 additional file cabinets that contain our supply of forms. It is likely that we will need additional file cabinets for new 2013-14 files that we will begin to receive in the Spring. The current floor plan for the Student Services/Lab building does not have sufficient space for that many file cabinets. Since these are current active files that are accessed on a daily basis, they cannot be stored off-site. The most reasonable solution is to move to file imaging and electronic record storage, which would eliminate the need for most of these file cabinets.

This system would be available to other offices on campus. Purchasing is in the process of researching appropriate systems and obtaining cost estimates. The amount listed is an approximation of typical costs.

Amount requested \$ @100,000 purchase price plus annual maintenance/license fees @ \$10,000

4.2 Funding

x	Requires one time funding
x	Requires ongoing funding
	Repeat Request
	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

	Health & Safety Issue
x	Accreditation Requirement
	Contractual Requirement
x	Legal Mandate

Please explain how/why this request meets any of the above criteria.

Federal regulations as stated in US Dept. of Education Federal Student Aid Handbook:

Records for FSA recipients

A school must maintain records for each FSA recipient that include but are not limited to—

- The Student Aid Report (SAR) or Institutional Student Information Record (ISIR) used to determine a student's eligibility for FSA program funds
- Application data submitted to the Department, lender, or guaranty agency by the school on behalf of the student or parent
- Documentation of each student's or parent borrower's eligibility for FSA program funds (e.g., records that demonstrate that the student has a high school diploma, GED, or the ability to benefit)
- Documentation relating to each student's or parent borrower's receipt of FSA program funds
- Documentation of and information collected at any initial or exit loan counseling required by applicable program regulations

Any document that contains a signature, seal, certification, or any other image or mark required to validate the authenticity of its information must be maintained in its original hard copy or in an imaged media format

This includes tax returns, verification statements, and Student Aid Reports (SARs) used to determine eligibility, and any other document when a signature, seal, etc., contained on it is necessary for the document to be used for the purposes for which it is being retained.

A school may maintain a record in an imaged media format only if the format is capable of reproducing an accurate, legible, and complete copy of the original document.

Source - 34 CFR 668.24: Record retention and examinations

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

Does not really meet EMP goals – is an administrative function

4.3. What measurable outcome will result from filling this resource request?

Compliance with federal and state regulations, more efficient use of office space and easier accessibility of records.

APPROVAL

AGENCY	DECISION	
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	
	NON COMPLIANT OR INCOMPLETE	X
	a) Request not adequately described or incomplete	
	b) Request not linked to assessments or assessments not completed	X
	c) Request not linked to EMP, plan or SLO,PLO or ILO	X
	d) Report Incomplete	
PRC Comments		