Validation Review Recommendations & Responses

Commendations

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Commendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Well written SLO’s.</td>
</tr>
<tr>
<td>2007-2008</td>
<td>Well written and informative.</td>
</tr>
</tbody>
</table>

Recommendations

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Program Outreach</td>
<td>The Academic Progress Committee meets for student appeals. A regular scheduled meeting monthly with 5 or 6 people from campus will be planned for Fall 2009. If the committee member cannot attend, an appointed person from the area will be sent as a proxy. Appeals will be sent to members before the meeting so that the committee member can review the appeals.</td>
<td>The FA Supervisor has set a regular schedule for SAP committee meetings, as of early 2011. A regular committee comprised of the FA Supervisor, Senior A&amp;R Supervisor, Chair of Counseling, and one additional academic counselor meet regularly.</td>
<td>InProgress</td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>SLO</td>
<td>Satisfaction rate of services needs to be a percentage. A baseline needs to be established to show an increase. The SFASA is available online. The increase for Fall 2008-09 was 96.5% students completing the form on line. This percentage can be use as a measurable outcome for the SLO.</td>
<td>A comprehensive survey instrument and system will be initiated in early Spring 2012.</td>
<td>InProgress</td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Advisory Board</td>
<td>Few schools have an advisory board. An advisory board will be established and meet during the next school year, 2009-10. Membership should include external sources from the campus community. Examples would be local senator, high school counselors, and local organizations. The meeting times need to be posted.</td>
<td></td>
<td>InProgress</td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Establish a Student Support Committee that helps answer questions for students. The committee will also make suggestion on how to improve the application process.</td>
<td>The Financial Aid Office is looking at the formation of such a group. We anticipate we will be able to form such a group during the spring semester, with the aim of having our inaugural meeting in the late spring/early summer timeframe.</td>
<td>Based on continued training of current student employees in the Financial Aid Office and their abilities to answer a majority of incoming phone calls, we will revise this SAO/SLO to limit it's scope to the current functions being performed by current student employees. Consider this SAO/SLO as completed, but an ongoing action of the office.</td>
<td>InProgress</td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Provide a publication for students with services offered.</td>
<td>We have updated our two district-wide publications (Award Letter guide and &quot;Helping Hand&quot; guide) and our two key outreach items (&quot;big bookmark&quot; and our</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.
Commendation

Please tell us which screen name(s) you would like to improve or change and how to make those changes or improvements. If you would like to remove an outcome that may impact your unit.

Objectives

0 Objectives.

Program Mission

Describe the purpose of the program:

The Office of Financial Aid & Scholarships is responsible for the administration of student financial assistance programs governed under Title IV, the Higher Education Act of 1965 (as amended and reauthorized), 34 CFR (Parts 600, 668, et al). The State of California through the California Student Aid Commission (CSAC), and the California Community Colleges Chancellor’s Office also oversee our office for state funded financial aid programs. The majority of student financial assistance funds are intended to financially assist low and middle income families through grants, loans, fees waivers, scholarships and employment.

The mission of the Financial Aid Office is to ensure that all student financial assistance funds are distributed to applicants in accordance with federal, state, and institutional policy, procedures and guidelines; and, to distribute these funds in a timely manner so that each applicant is able to successfully complete his/her educational goal at Los Angeles Mission College.

Unit Review - Services & Hours of Operation

Program Services & Hours of Operation

Location, days/hours:

Instructional Building - Administrative Wing
OPEN (as of October 2012):
Mondays through Thursdays from 8a-2p, 5-6:45p
Fridays from 8a-Noon
* We are also open extended hours (2-5 Mon-Thurs) during most registration and high traffic periods of the school year.

Respondent: Dennis J Schroeder

Services offered during last cycle:

<table>
<thead>
<tr>
<th>Service</th>
<th>Date Added</th>
<th>Date Deleted</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAFSA one-on-one assistance</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td>BOG waiver form assistance</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td>Federal Work-Study workshops</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td>Financial aid presentations- on/off campus</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td>FAFSA/SAR intake and processing</td>
<td>On-going</td>
<td></td>
</tr>
</tbody>
</table>
Population Served

Describe the population served and the trends in student characteristics and/or outcomes that may impact your unit.

Financial aid applicants, as a group, tend to mirror the general college student population in breakdown in ethnicity, age and gender. As eligibility for financial aid is not determined by these factors, the implications in general are non-existent. Per federal, state, and institutional laws or policies, we do not discriminate on the basis of race, age, religion or color when determining a student’s eligibility for financial aid.

Unit Review - Staffing

Certificated Administrator, Faculty

No Administrator/Faculty Added.

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dennis J Schroeder</td>
<td>Financial Aid Manager</td>
<td>1.0</td>
</tr>
<tr>
<td>Mary Lou Mendoza</td>
<td>Financial Aid Supervisor</td>
<td>1.0</td>
</tr>
<tr>
<td>Marisol Velazquez</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Mildred Ilagan</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Shushan Solakian</td>
<td>Financial Aid Assistant</td>
<td>1.0</td>
</tr>
<tr>
<td>Martha Perez</td>
<td>Financial Aid Technician (Outreach)</td>
<td>1.0</td>
</tr>
<tr>
<td>Rocell Flores</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Daryl Ball</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Lisa Odigie</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Edision Vallejo</td>
<td>Financial Aid Assistant</td>
<td>1.0</td>
</tr>
</tbody>
</table>

Student Workers

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Hours/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian Garcia</td>
<td>CGCA</td>
<td>20.0</td>
</tr>
<tr>
<td>Karina Navarro</td>
<td>Student Assistant</td>
<td>20.0</td>
</tr>
<tr>
<td>Jennyfer Pulido</td>
<td>Student Assistant</td>
<td>20.0</td>
</tr>
<tr>
<td>Adreina Castro</td>
<td>CGCA</td>
<td>20.0</td>
</tr>
<tr>
<td>Eugenia Martinez</td>
<td>Student Assistant</td>
<td>20.0</td>
</tr>
<tr>
<td>Monica Franco</td>
<td>Student Assistant</td>
<td>20.0</td>
</tr>
<tr>
<td>Yarina Gonzalez</td>
<td>Student Assistant</td>
<td>20.0</td>
</tr>
</tbody>
</table>

Projections

Projected Retirements:

No retirements expected in the next 2-5 years.

Are available faculty and classified staff adequate to support the program?

No. Currently (as of 2012-2013) there is one issue of concern:

1. There remains a need for an accountant-level position in the Financial Aid Office. Currently, many duties that are highly technical or accountancy-related are spread among FA Technicians and the FA Manager, which would be better if these duties were consolidated and managed by one Accounting Technician employee, similar to most other FA Offices within the district. Another potential solution to this need (which was requested and denied by the Personnel Commission) is to add another FA Supervisor position (not specifically "B-shift" but may serve later hours than current FA Supervisor), wherein significant reconciliation-related duties (relative to accounting needs, and included in the job items of the FA Supervisor class position).

Respondent: Dennis J Schroeder

Unit Review - Program Outreach

Program Outreach
What standing committees does your program maintain? What are their charges and membership?

We have a Satisfactory Academic Progress (SAP) committee that meets occasionally to review second appeals for students whose first SAP appeals were denied by the Financial Aid Manager or Financial Aid Supervisor. The committee is composed of 3-5 Student Services managers, supervisors, and counselors. The membership changes according to the availability of given personnel for the length of service requested (at least 1-2 years of availability).

What intra-college collaboration has your program been involved in during the past six years?

The Financial Aid Office has worked with all Student Services offices, especially EOPS, DSPS, SSS, the Title V grant programs, TPP, Assessment, Admissions & Records, and the Foster Youth office in coordinating services and resources. In past years, SSS and/or the Title V grant programs have worked with our office in upgrading of computer systems used by students and staff, making our operation more efficient and effective for students. We also work very close with the Outreach and Recruitment Office in coordinating our efforts, events, staffing and publications. And, recently, we have been involved in presenting on financial aid at the Focus on Careers events held on campus.

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

Since I (Financial Aid Manager), started working at LAMC in August 2008, I have maintained and increased contacts with a number of local and Los Angeles area high schools, including:
- Evergreen Continuation High School (Stylmar) - one-on-one assistance with online FAFSA
- Community Charter Early College High School (Lakeview Terrace) - one-on-one assistance with online FAFSA
- Gabriello High School (San Gabriel) - Financial Aid and FAFSA presentations
- Burroughs High School (Burbank) - Financial Aid and FAFSA presentations
- Valencia High School - Financial Aid presentation
- Notre Dame High School (Sherman Oaks) - FAFSA presentation
- Cathedral High School (Los Angeles) - FAFSA presentation
- Advisory meeting with Foster Kinship Care program of LA Mission College and LA Pierce College
- Financial Aid presentation at James Monroe High School (North Hills)
- Financial Aid presentations at the College Making It Happen family event sponsored by PUC Schools (charter school group, Lakeview Terrace)
- Financial Aid presentations at North Valley Charter Academy (Granada Hills)
- Annual Cash for College events (held on campus) - coordinated with local state Assemblymember and state Senator offices and LA Cash for College program

Respondent: Dennis J Schroeder

Unit Effectiveness - Quality & Accessibility of Services

View Data

Student Satisfaction Survey

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Svcs PR FAO</td>
<td>Although perceived &quot;availability of service when needed&quot; dipped (90.9% to 79.1%) from fall 2002 to spring 2005, student satisfaction with service (measured in spring 2007) showed approximately 90% of respondents being Very Satisfied or Somewhat Satisfied.</td>
</tr>
</tbody>
</table>

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

One objective is to increase counter hours (pending funding of additional full-time staff) to increase availability of service when needed. Also, we will plan to provide additional surveys of students on a variety of service related topics to continue assessing our operations from a student’s perspective.

Respondent: Dennis J Schroeder

Faculty/Staff Program Assessment Survey

No Survey(s) Added.

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

No survey completed yet.

Unit Effectiveness - SLOs

Student Service Area Outcomes

| 1) Outcome                                                                 | Students will learn to complete the FAFSA on-line. |
| 2) Related ILO                                                            | Information Competency                               |
| 3) Assessment Method                                                      | Review and track number of FAFSAs filed electronically via USDE report. |
| 4) Results                                                               | Continued offering of financial aid workshops (group) and individual assistance with online FAFSA. Also, continued work with local high schools in presenting about the FAFSA online process. Based on these two major actions, we now have over 99% of student aid applicants completing their FAFSA online. |
| 5) Implementation Plan                                                   | Based upon current results, we consider this SSAO/SLO accomplished and completed. |
1) Outcome
Students will apply by the March 2nd Cal Grant deadline. 2. Students will turn in required documentation by the May 1st priority deadline. 3. Students will be able to understand the Satisfactory Academic Progress (SAP) policy to be eligible for financial aid.

2) Related ILO
2. Information Competency

3) Assessment Method
1. Query from EDEexpress the number of applications filed by March 2nd. 2. Query from EDEexpress annually the number of students who completed documentation by May 1st priority deadline. 3. Query from DEC/FAMS to track the number of students disqualified and invite students to a workshop. At the end of workshop, provide a quiz to determine what the students have learned. 4. Track students who appealed their disqualification annually – identify other services they receive i.e., EOPS/CARE, DSPS, SSS. Also, continue tracking of students in regards to meeting deadlines and in achieving satisfactory academic progress. Work with other student services offices (EOPS/CARE, DSPS, etc.) in assuring students are obtaining and utilizing services.

4) Results
Based on district-distributed data, overall applicant pool has increased 25-30% year-to-year-to-year from 2009/2010 to 2010/2011 to 2011/2012. With an increase in early applications (pre-March 2nd).

5) Implementation Plan
Will continue to provide on-campus FAFSA workshops in early spring (pre-March 2nd deadline) and offer a late-January large-scale Cash for College FAFSA workshop event.

1) Outcome
Students will know how to handle short-term and long-term personal finances. Students will borrow federal student loans responsibly.

2) Related ILO
2. Information Competency

3) Assessment Method
Quiz will be given at the end of money management workshops to determine what students have learned. Monitor annual CDR and delinquency reports from lenders and guarantee agencies.

4) Results
Initial plan (2009) was to institute financial literacy workshops. A change in perspective on student loan borrowing has shifted our efforts towards incorporating financial literacy information into our existing loan counseling (through USA Funds - Life Skills). This new approach was implemented for Fall 2012.

5) Implementation Plan
Implemented use of USA Funds Life Skills modules into our loan counseling requirements for students (new and returning borrowers) as of Fall 2012. Will monitor success and student's use and understanding of materials they receive through this new program.

1) Outcome
Students will be able to understand and apply the LACCD Satisfactory Academic Progress (SAP) policy to their academic situation and circumstances.

2) Related ILO
2. Information Competency

3) Assessment Method

4) Results
Information disseminated at Financial Aid Awareness event and through improved publication (district-wide SAP brochure) and process. Increase in overall number of submitted petitions, based partly on improved awareness of process and increase in overall number of financial aid applicants over past 3-4 years.

5) Implementation Plan
Expect that we will hold events at the start of each Fall and Spring semesters, where we can inform students about the SAP policy and how they can maintain progress at LAMC and within the LACCD.

1) Outcome
Students will be able to demonstrate the ability to complete and correct/update their FAFSA online through attendance at an on-campus FAFSA workshop.

2) Related ILO
3. Problem Solving

3) Assessment Method
By observation, currently, by Financial Aid Office staff working at the workshops and through information collected at the time of registration.

4) Results
A majority of students appear able to complete the FAFSA application process when attending a workshop. We expect to better match registered workshop attendees with incoming FAFSA information to confirm percentages completing their FAFSA and completing their FAFSA correctly the first time.

5) Implementation Plan
We will be matching and analyzing incoming FAFSA information against the workshop attendees roll. We will analyze the quality of data being received and whether these students continue through the financial aid process with few issues, corrections, or concerns.

Core Competencies Alignment
How do the department’s course and program SLOs address Mission’s Core Competencies? (legacy)
The Financial Aid Office’s SLOs align with our core competencies in that we have expectations that are reasonable, measurable, and where both students (customers) and staff have increased expectations placed on them. Our SLOs show that expect that students will become more informed and intimate with the financial aid process, eligibility requirements and expectations for continued funding possibilities at the college and if/when they transfer. Also, SLOs with the expectation of continued improvement in our customer service helps to ensure that the Financial Aid Office continues to operate as an integral part of student services.

Respondent: Dennis J Schroeder

Assessment
Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes. (legacy)
Our office has utilized a workshop and quiz to determine student financial literacy and understanding. We also utilize EdFund’s online Cohort Management System (CMS) for tracking students in pre-default (delinquency) status on student loans, allowing us to monitor and track students and our actions in working towards resolution of their problems related to loan repayment.

We plan to offer more opportunities to have students evaluate our customer service offerings, through online and paper-based survey instruments. Also, possibly including in-class surveys of our services for students and their knowledge of our office and services.
Commendation

This will take the place of a general roll

Yes

20.0

Also, continued work with local high schools in

2) manage the weekly financial aid warrant disbursement runs,

PersonnelRegular

On

Based on district

Remove

$863,488

(Remove

Dennis J Schroeder

Remove

1

Work with other student services offices (EOPS/CARE, DSPS, etc.) in assuring students are obtaining and utilizing services.

On

This position would

- 3. Students will be

The Financial Aid Office is looking at the formation of such a group. We anticipate we will be able to form such a group during the spring semester, with the

2. Query from EDExpress annually the number of students who completed

for consultant review

- 2007

1.0

1.0

1. Expand Access

1) reconciliation of federal and

Anticipated technological trends

Edit

2007

Financial Aid Technician

Financial Aid Technician

25x4599

External Accountability

Unit Review

PR Report For: Financial Aid & Scholarships

Objective

Objectives

Objectives

Totals

Other

Supplies/Printing/Postage

Validation Review Recommendations & Responses

Commendations

Recommendations

Unit Review - Mission Statement  
Unit ... improve or change and how to 
make those changes or improvements.   
Program Review has been completed for this Unit.

Response
to cover these expenses.

Describe what has been done in developing and conducting assessment of student

We have a Satisfactory Academic Progress (SAP) committee that meets occasionally to review second appeals for students whose first SAP appeals were denied by the

Due to the small number of staff currently working in the office, we are unable to realize any economies of scale.

office to maintain a full array of services, staff availability and proper administration of federal, state and institutional aid programs.

EXPECTED DEMAND: With increases in total population, along with current (2011 and beyond) financial issues at hand, we anticipate the need for financial aid assistance

List the Date and Membership of your Advisory Board:

Respondent:

Student employee workspace is not set up in an efficient layout.

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources

needed to achieve this development.

It would be beneficial for individual staff and for the office in general if staff would consider volunteer opportunities available through the state associations (CASFAA and

CCCSFAAA), as involvement can help with work skills, networking, job promotion, and knowledge about financial aid and higher education. As a plan, the Financial Aid

Manager will work both individually and in group fashion with staff to encourage and chart possible involvement in the state associations.

Resources: Categorical funds received by the Financial Aid Office may be used to cover some travel costs to events, but college funding would help ensure a growth in

staff involvement and demonstrate the college’s commitment to employee professional development inside and outside the organization.

Respondent: Dennis J Schroeder

Unit Effectiveness - Facilities & Equipment

Facilities & Equipment

Is space and equipment currently assigned to your unit adequate to support the needs of the service area? Please explain?

No. Current office configuration is acceptable considering the current number of staff members, but any addition of full-time employees will not have the necessary

workspace. Additional space is required for a fully-staffed or enlarged staff.

Storage space is also severely impacted. Staff offices, under-table space and a storage closet (located in the Campus Center) are utilized, but during certain times of the

year we are “overstuffed” with printed materials. Also, because our main storage is located inside a meeting/classroom (Campus Center), access is not always permitted

when the room is in use.

Student employee workspace is not set up in an efficient layout. Large projects (envelope stuffing, publication preparation, etc.) are difficult to perform due to lack of

workspace for such ongoing projects.

The space available for one-on-one student advising in the front counter area is highly limited, especially when trying to avoid encroaching on others’ privacy. This includes

the fact that the FA Technicians are spaced in cubicles which do not offer much privacy for when they are employed in individual advising of students in their workspace.

Also, currently, the space allocated for the document imaging system is minimal and poses some issues in placement and safety, as the table space is in a narrow

walkway within the office and can cause problems for moving people through parts of the office.

Many of these issues should be addressed and solved when the campus opens a new Student Services building in the coming years.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Yes. The Financial Aid Office often employs rooms in the Campus Center for presentations or hands-on workshops (often requiring the use of a computer lab). Availability

has been very good for past and currently planned events.

It would be beneficial, in the near future, to have a shared computer lab adjacent to or nearby the new Financial Aid Office to accommodate hands-on assistance for

students applying or reviewing their financial aid information online.

Respondent: Dennis J Schroeder
External Accountability - Advisory/Oversight Committee

Advisory / College Oversight Committee

Members Names, Representation:

<table>
<thead>
<tr>
<th>Member</th>
<th>Affiliation</th>
<th>Title</th>
<th>Meeting Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>no board established yet</td>
<td></td>
<td></td>
<td>Remove</td>
</tr>
</tbody>
</table>

Respondent: Dennis J Schroeder

Meetings

List the Date and Membership of your Advisory Board:

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.

Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

We do not currently have an advisory board. We are reviewed, in general, through the Student Support Services Committee on campus. We expect to create and implement an advisory committee in early 2013 (revised date of launch).

Our office operations relating to the proper administration of federal and state aid programs is overseen by the US Department of Education through ongoing reporting cycles and semi-regular program review processes. Also, the California Student Aid Commission (CSAC) annually will audit our operations to ensure compliance with state and federal regulations. Also, as we operate a federal loan program, we are under the auspices of EdFund, the state guaranty agency, in regards to maintaining program integrity related to processing and disbursing federal student loans.

External Accountability - Compliance Status

Accreditation or Compliance Status

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies? Yes

What is the program’s accreditation status?

We are approved by the US Department of Education through our Program Participation Agreement (PPA), allowing us to offer federal financial aid assistance programs (Pell Grant, FSEOG, FFELP loans, Direct Loans, Work-Study, and Perkins loans). We are also approved by the California Student Aid Commission (CSAC) through our Institutional Program Agreement (IPA) and are eligible to offer the state Cal Grant (B and C) program and Chafee grant program for students. We also operate under authority of the California Community Colleges Chancellor’s Office (CCCCO), whereby we offer the Board of Governors (BOG) Fee Waiver program to students and we receive categorical funding through the BFAP-SF-FAA fund for operations of the office.

Respondent: Dennis J Schroeder

Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

The most recent district audit (fall 2010) indicated findings in the area of Return to Title IV fund reimbursements to the USDE and in the timing of notifications to students. In the followup limited-scope district audit (conducted in fall 2011), these areas of concerns were rectified and no further findings were noted.

In the district audit (of 2008) there was one finding involving the Financial Aid Office in regards to the reporting of data to the National Student Loan Data System (NSLDS). This pertained to the 2006-2007 academic year. This item has been addressed by both our campus and the district office, as data reporting to many outside agencies (NSLDS, ELM, NSC, etc.) is a shared responsibility.

Planning Assumptions & Assessment

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your unit during the next 3 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations
Self-Assessment of Challenges Facing Program

Please present the unit’s analysis of the challenges it will face over the next 3 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The program faces a number of challenges, including: staffing level, college financial support, IT related issues, and college enrollment.

Staffing levels currently in the office are at a minimum to ensure adequate handling of our student population. Future increases in enrollment will impact the ability of the office to provide a full array of services, staff availability and proper administration of federal, state and institutional aid programs.

Financial support directly from the college is very limited currently, with funding only provided for staff positions (full time staff) and funds to cover student overpayments (Return to Title IV institutional debts). All other office operations (software licenses, training, travel, printing, mailing, overtime, non-FWS student labor, contracts, equipment, and supplies) are fully covered by categorical funding (BFAP) or administrative allowances (from the administering of several federal aid programs). As costs of the above-mentioned expenses may grow due to student enrollment growth and the implementation of new technologies, more non-college money will need to be devoted to cover these expenses. This will impact the office’s flexibility in providing proper customer service, communication and staff training to provide an effective and efficient operation of the office.

Information Technology (IT) changes expected over the next six years will impact the office in a number of ways. An integrated single Student Information System (conceived to replace the need to use DEC/SSS, DEC/FAMS, EDE, and “Switchboard”/“Resource”) should help create efficiencies in student aid processing, but the initial 12-18 months of pre-release and initial use will probably be very trying times as staff adjust to using a new system.

College enrollment will impact office operations as it seemingly will create increases in student aid applicants. Assuming a new student services building comes on-line in the next 2-3 years and adequate space is allocated to the Financial Aid Office, some issues currently at hand (lack of space to assist and advise students individually or in small groups, space for staff and storage) could be solved or have a lessened impact on performance.

Supplemental Material

File Name | Description | Uploaded
--- | --- | ---
20110321-SAOUpdates.doc | LAMC Financial Aid Office SAO updates as of March 2011 | 10/29/2011 11:39:00 AM
LAMC Financial Aid & Scholarships Office Unit Assessment.DOC | Unit Assessment document from 2005. Information used from this document to prepare this current program review document. | 1/29/2009 4:12:00 PM
LAMC Student Learning Outcomes for Financial Aid_Rev 10-2007.doc | Most current SLOs for Financial Aid Office, developed by former FA Director Anafe Robinson. This document was used by the current FA Director to develop portions of this program review document. | 1/29/2009 4:11:00 PM
ProgramReviewTemplateStudentServicesProgram_090109.doc | Financial Aid Office Program Review document from September 2006. Prepared by the former FA Director Anafe Robinson, this document was used by the current FA Director to develop portions of this program review document. | 1/29/2009 4:09:00 PM

Objectives & Resources

Objective


Related Goal Area: 4. Improve Student Success

Individual(s) Responsible: Dennis J Schroeder

Period: 6/1/2009 - 7/1/2012

Activity: Add staff to assist in processing and administering aid programs: 2 FA Technicians (to fill one current vacancy and to add one new position); 1 Accounting Technician, and to regain 1 FA Technician position (currently operating out of Outreach for majority of work assignment)

With the hiring of a Accounting Technician, we will better be able to maintain compliance with federal and state regulations. Improvement would be shown through a decrease in audit findings related to accounting items (considering potential findings from October 2010 on-campus internal audit related to R2T4 and accounting related items). With the hiring of 1-2 additional FA Technicians, we can provide more expedient service and processing of student files. Our lag time (from initial receipt of FAFSA information to the awarding of financial aid) will diminish during peak times, from approximately 90-100 days to 3-12 days.

Expected Outcome and Measures: Were able to add one BFAP-funded (categorical fund) FA Technician in late 2011 when funding for .5 FTE IT person reverted to 10100 IT budget. Request to fill new FA Supervisor position (as of 2012) was denied by Personnel Commission. Still seeking either a new FA.
Objective

Objective: Develop a series of surveys throughout the year (2007-2008) (Priority: Medium)
Related Goal Area: 1. Expand Access
Individual(s) Responsible: Dennis J Schroeder
Period: 10/1/2009 - 6/1/2011
Activity: Develop short surveys for students to complete while either at our counter or on the phone, assessing our customer service, available services, and overall impressions of the Financial Aid Office. Success will be measured by the receipt of regular, complete, and usable data from these surveys.
Expected Outcome and Measure: First set of surveys (at front counter, online, and by email) will be conducted at the start of the Spring 2011 semester. Results to be reported out in last half of spring semester. Expect to see student commentary and opinion on numerous topics (Higher One myLACCDcard program, office hours, financial aid hurdles/concerns, etc.) Measure outcome based on number of surveys completed.
Assessment: Surveying will commence during 2012-2013 academic year.

2012-2013 Financial Aid & Scholarships Funding Resources

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<th>Category</th>
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2013-2014 Active Resource Summary

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<td>Equipment</td>
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<tr>
<td>Other</td>
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<tr>
<td>Totals</td>
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<td>1</td>
<td>0</td>
<td>$53,945</td>
</tr>
</tbody>
</table>

Final Summary

Based on your program review, summarize:

Program Strengths - What is your program doing well?

Our office operates an effective financial aid program, processing and administering many federal/state/institutional aid program in accordance with many regulations, laws and policies. Generally, students who apply within our subscribed timeline will receive communication and award offers in time before the start of the academic year, allowing students to make informed decisions in their planning to pay for college. Our office offers a high level of customer service to students through a variety of channels: in-person assistance and advising, phone response, and available information resources (publications, forms, website, etc.). We have very knowledgeable and caring staff. Staff (including our seasoned student employees) go out of their way to assist students with the online FAFSA and our own forms. Our office connects with a number of key campus departments and outside organizations and schools regularly. We have increased our circle of schools served (through financial aid presentations and FAFSA assistance) to include a number of charter and continuation schools, along with schools located in nearby cities and communities (Burbank, San Gabriel, Sherman Oaks, North Hills, Granada Hills).
Program Weaknesses - What areas can your program improve?

Due to the small number of staff currently working in the office, we are unable to realize any economies of scale. When a staff person is out of the office (ill, vacation, training, etc.), the impact is immediate on the work duties of other staff. Also, during peak file processing times of the year (which coincide with peak student foot traffic and phone calls), staff are stretched thin, covering multiple duties but unable to focus on specific key tasks (file review, etc.). As such, serving students at the front counter draws FA Technician staff away from file reviews, which draws them away from aid program administering, which keeps them from answering as many phone calls. With only 2 FA Assistants (primarily responsible for counter operations), any significant increase in foot traffic directly impacts our "back office" operations (file review, aid program administering, quality assurance).

Discuss anything else you would like to share about your program that has not been addressed.

The Financial Aid Office staff are highly capable, well-trained, and experience employees. Although the number of promotional opportunities within the office are limited, a concern of the management is that staff may become demoralized (due to a high workload while understaffed) and consider transferring to other colleges in the district when openings occur. Although turnover is natural in a large district such as LACCD, the core group at LA Mission College works extremely well together and could benefit from additional support by the hiring of additional staff. Otherwise, the overall management of oversight of the office by the Vice President of Student Services and the Student Support Services committee has been highly beneficial and working extremely well. Open lines of communication along with a level of autonomy have aided in operating the office to accomplish office and college goals. Coordination of efforts among the student services offices and academic programs is an ongoing project that requires diligence among all parties, and is a focus of the office management team.

Respondent: Dennis J Schroeder

Recommendations

Validation Review

Submit Program Review

For continuous improvement, Program Review Team takes your suggestions seriously. Please tell us which screen name(s) you would like to improve or change and how to make those changes or improvements.