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>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Program Outreach</td>
<td></td>
<td></td>
</tr>
<tr>
<td></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></td>
<td></td>
</tr>
<tr>
<td></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></td>
<td></td>
</tr>
</tbody>
</table>

Objectives

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>SLO</td>
<td></td>
<td></td>
</tr>
<tr>
<td></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></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A comprehensive survey instrument and system will be initiated in early Spring 2012.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Objectives

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Advisory Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td></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></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Objectives

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
<th>Response Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Establish Student Support Committee</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>that helps answer questions for students. The committee will also make suggestion on how to improve the application process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></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></td>
<td></td>
</tr>
<tr>
<td></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></td>
<td></td>
</tr>
</tbody>
</table>

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></td>
<td></td>
<td>InProgress</td>
</tr>
<tr>
<td></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>
<td></td>
</tr>
</tbody>
</table>

Objectives
A majority of students appear able to complete the FAFSA application process when attending a workshop. We expect to better match registered workshop attendees by observation, currently, by Financial Aid Office staff working at the workshops and through information collected at the time of registration.

2) manage the weekly financial aid warrant disbursement runs,

ANTICIPATED TECHNOLOGICAL TRENDS: The LACCD is reviewing information about changing the district to a new student information system (SIS).

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 to increase in the coming years.

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 hallway.

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

The space available for one

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

Respondent: Dennis J Schroeder

Unit Review - Services & Hours of Operation

Program Services & Hours of Operation

Location, days/hours:

Instructional Building- Administrative Wing
OPEN:
Mondays through Thursdays from 8a-2p, 5-7p
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>
Federal/State financial aid awarding (letters) | On-going | Remove
Federal/State financial aid disbursement | On-going | Remove
Federal loan advising (online and in-person) | On-going | Remove
One-on-one advising | On-going | Remove

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>
</table>
| Dennis J Schroeder | Financial Aid Manager            | 1.0 | Remove
| Mary Lou Mendoza   | Financial Aid Supervisor         | 1.0 | Remove
| Marisol Velazquez  | Financial Aid Technician         | 1.0 | Remove
| Mildred Ilagan     | Financial Aid Technician         | 1.0 | Remove
| Shushan Solakian   | Financial Aid Assistant          | 1.0 | Remove
| Martha Perez       | Financial Aid Technician (Outreach) | 1.0 | Remove
| Rocell Flores      | Financial Aid Technician         | 1.0 | Remove
| Joanna Velasquez   | Financial Aid Assistant          | 1.0 | Remove
| Darryl Ball        | Financial Aid Technician         | 1.0 | Remove

Student Workers

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Hours/Week</th>
</tr>
</thead>
</table>
| Andreina Castro | Student Assistant | 15.0 | Remove
| Christian Garcia  | CGCA       | 20.0 | Remove
| Karina Navarro     | Student Assistant | 20.0 | Remove
| Jennyfer Pulido     | Student Assistant | 20.0 | Remove
| Albert Lopez       | Student Assistant | 15.0 | Remove

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 there are issues of concern:
1. One current FA Technician vacancy (transfer of employee to LACC in October 2011) -one being filled in near future (1-2 months) through categorical funding (BFAP-SFAA).
2. 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 (and is being currently explored/requested) is to add another FA Supervisor position, wherein significant reconciliations-related duties (relative to accounting needs, and included in the job items of the FA Supervisor class/position).
3. Due to overall enrollment growth and expectations to provide additional customer service contact hours, the number of available staff in the office is inadequate. Any extended vacation or illness leaves of staff can impact productivity and our level of customer service severely.

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...
Unit Effectiveness - Quality & Accessibility of Services

Student Satisfaction Survey

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Svs PR FAO</td>
<td>Although perceived “availability of service when needed” 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

<table>
<thead>
<tr>
<th>Student Service Area Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Outcome</td>
</tr>
<tr>
<td>2) Related ILO</td>
</tr>
<tr>
<td>3) Assessment Method</td>
</tr>
<tr>
<td>4) Results</td>
</tr>
<tr>
<td>5) Implementation Plan</td>
</tr>
</tbody>
</table>

Respondent: Dennis J Schroeder
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 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 LMCC and within the LACCD.

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
Financial literacy workshops have not commenced yet. Expected implementation in mid-Spring 2012.

5) Implementation Plan
Expected implementation in mid-Spring 2012.

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 LMCC and within the LACCD.

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

Anticipated trends in student needs and/or demographics

Financial Aid Supervisor

Based on district needs assessment, we expect we will be able to form an advisory board sometime in spring 2011, with an inaugural meeting in late Spring 2011 semester.

Also, because our main storage is located inside a meeting/classroom (Campus Center), access is not always permitted due to student activities. This affects our ability to manage records and files, and diminish during peak times, from approximately 90 to 40% capacity. It is anticipated that this will increase at the college.

The Financial Aid Office has worked with all Student Services offices, especially EOPS, DSPS, SSS, the Title V grant programs, TPP, Assessment, Admissions & Records, EAP, and the College Catalog. These relationships are of value to the office as a whole, and are a focus of the office management team.

The committee is composed of 3 Student Services managers, supervisors, and counselors. The committee meets for student appeals. A regular scheduled meeting monthly with 5 or 6 people from campus will be planned for Fall 2008 and 2009.

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 2008 and 2009.

There are few schools that have an advisory board. Few schools have an advisory board to review specific aspects of the Financial Aid Office operations. 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 2008 and 2009.

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 2008 and 2009.

We are “overstuffed” with printed materials. This affects our ability to manage records and files, and is a focus of the office management team.

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 private.

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

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 functions.

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
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></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 2012.

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, allowing us to offer federal financial aid assistance programs (Pell Grant, FSEOG, ACG, 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 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, whereby we offer the Board of Governors Fee Waiver program to students and we receive categorical funding through the BFAP-SFAA 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) incided relative few 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 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, NISC, 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

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 will increase at the college. Federal government changes to current roster of available aid programs will also impact the campus, as it is expected that the new
administration is considering a number of new grant programs along with increased funding of current programs.

ANTICIPATED FUNDING TRENDS: It is anticipated that total federal aid funding for financial aid programs will increase, including higher award amounts for federal Pell grants. Campus-based federal Work-Study (FWS) may increase, as the current White House administration has made indications of increasing funding for this program. Increases in annual student loan limits are being considered also.

State financial aid (Cal Grants) funding is uncertain due to dire financial concerns within the state of California. Currently, the state is looking at ways to decrease certain parts of the Cal Grant program, which may have some impact on our overall numbers of students receiving Cal Grants along with the actual dollar amounts of these awards.

ANTICIPATED TECHNOLOGICAL TRENDS: The LAUSD is reviewing information about changing the district to a new student information system (SiS). This, beyond the financial impact to district and college funding, will create a short-term disturbance to our office processes. In the long-term, implementing a new SiS should make the overall process less cumbersome (currently we have 4-5 data systems that must be reviewed in order to complete a review before awarding financial aid to a student). Other possible changes in the data storage needs of the district may impact the processes of the Financial Aid Office.

ANTICIPATED TRENDS IN STUDENT NEEDS AND/OR DEMOGRAPHICS:
Due to fluctuations in the state and national economy, the college and the Financial Aid Office may incur increases in non-traditional students. This population can often increase workload as some students will not have applied for financial aid before, or will not have the requisite skills or experience to complete the application (online FAFSA) or the overall process.

Respondent: Dennis J Schroeder

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 inadequate to properly handle the significant increase in student population and aid applications due to: vacancies, staff placement (one position primarily serving another college function) and understaffing. Further increases in enrollment will impact the ability of the office to maintain 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 and some overtime) and funds to cover student overpayments ( Return to Title IV line item). 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 (conceivably replacing the need to use DEC/SiS, DEC/FAMS, EDE, and “Switchboard”) should help create efficiencies in student aid processing, but the initial 18-12 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 allotted 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-SAOGS-Updates.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 Anate Robinson. This document was used by the current FA Director to develop portions of this program review document. | 1/29/2009 4:11:00 AM
ProgramReviewTemplateStudentServicesProgram_090106.doc | Financial Aid Office Program review document from September 2006. Prepared by the former FA Director Anate 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

<table>
<thead>
<tr>
<th>Related Goal Area:</th>
<th>Improve Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Dennis J Schroeder</td>
</tr>
<tr>
<td>Period:</td>
<td>6/1/2009 - 7/1/2012</td>
</tr>
<tr>
<td>Activity</td>
<td>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 expeditious 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 &lt;21 days.</td>
</tr>
<tr>
<td>Expected Outcome and Measurement</td>
<td></td>
</tr>
<tr>
<td>Assessment</td>
<td>Was able to add one BFAP-funded (categorical funded) 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 Oct 2011) still awaiting Personnel Commission approval.</td>
</tr>
</tbody>
</table>
Resource

Classified Financial Aid Supervisor

Anticipated Total Cost: $84,731
Contact Person: Dennis Schroeder

Description of Item: Request to fill an A-shift supervisor position (with possible late-start schedule, but not B-shift), to complement duties assigned to current supervisor. Also, duties within class (reconciliation, policy and procedure development and implementation) will be major focus of position.

Type: Ongoing
Resource Priority: High

Resource

Classified Accounting Technician

Anticipated Total Cost: $53,945
Contact Person: Dennis J Schroeder

Description of Item: Request the addition of an Accounting Technician position to the Financial Aid Office staff. This position would alleviate some of the following work tasks currently covered by a number of staff: 1) reconciliation of federal and state financial aid programs, 2) manage the weekly financial aid warrant disbursement runs, 3) manage Return to Title IV (R2T4) and overpayments calculations and billing, including monitoring of payments, 4) manage or oversee the emergency loan program, and 5) assist in managing the budget.

Type: Ongoing
Resource Priority: High

Resource

Classified Financial Aid Technician

Anticipated Total Cost: $122,901
Contact Person: Dennis J Schroeder

Description of Item: Request for two additional full-time permanent FA Technician positions. Based upon increases in college enrollment and financial aid applicants, along with increased numbers of aid programs offered and additional need for advising-level positions, two additional FA Technician positions would help in creating a more efficient office (better delegation/assignment of duties currently shared among the current FA Technicians) and effective office (more FA Technicians means more time spent with advising of students or reviewing financial aid applicant files to make award offers). [NOTE 1: As of late FY2010: One FA technician assigned to Outreach/Recruitment is now splitting time in F10% 60%, 40% in Outreach/Recruitment.] [NOTE 2: As of mid-FY2011, this FA Technician is being placed 100% in Outreach/Recruitment based on campus needs, but this sub-assignment will end 6/30/2011, at which time the position is to revert 100% to the Financial Aid Office.]

Type: Ongoing
Resource Priority: High

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 myLACCCard program, office hours, financial aid hurdles/concerns, etc.) Measure outcome based on number of surveys completed.

Assessment: Delay in implementation. Expected implementation is set for start of the Spring 2012 semester.

Objective


Related Goal Area: 4. Improve Student Success

Individual(s) Responsible: Dennis J Schroeder

Period: 10/1/2009 - 6/1/2012

Activity: Review past data and support materials from past workshops presented by Financial Aid Office staff in revamping our workshops. Success would be shown in high attendance, good evaluations, and good responses to any provided quizzes/test (relative to the information covered in the workshops).

Expected Outcome and Measure: Through post-attendance testing/quiz, we would expect students to have obtained a higher level of understanding of financial aid and finance tools (budgeting, understanding credit, saving for retirement, general financial literacy issues) than they had before our workshops.

Assessment: Expect to implement during Spring 2012, once new financial literacy instrument if obtained (after review of available low/no-cost solutions that meet FAO and Student Support Services requirements).

Objective

Objective: Create and maintain a campus student advisory board (2007-2008) (Priority: Medium)

Related Goal Area: 4. Improve Student Success

Individual(s) Responsible: Dennis J Schroeder

Period: 9/1/2009 - 6/1/2012

Activity: Develop a small group advisory board of students to review specific aspects of the Financial Aid Office operations, including by not limited to: forms and publications, customer service, communications, and satisfaction. Success will be obtained when we are able to charge the committee, have regular (1-2 times per semester) meetings, and develop recommendations for the above stated areas of concentration.

Expected Outcome and Measure: Expect to develop requirements and implementation plan in early Spring 2012, for potential first meeting of group by midlate Spring 2012.

Assessment: Expect to develop requirements and implementation plan in early Spring 2012, for potential first meeting of group by midlate Spring 2012.

Objective

Objective: Increase customer contact hours available during the week (2007-2008) (Priority: Low)

Related Goal Area: 1. Expand Access

Individual(s) Responsible: Dennis J Schroeder

Period: 8/1/2009 - 1/1/2012

Activity: 1. Expand Access

Resource

Amount: $296,048

[NOTE 1: As of late FY2010: One FA technician assigned to Increase total staffing in Financial Aid Office

On NOTE: Repetitive item to another SAO/SLO listed.

2007 FTE Activities
4.0 CGCA

This item has been addressed by both our campus and the district office, as data reporting to many outside agencies

Edit
Attended CASFAA 1040 workshop, CCCSFAAA annual conference.
10418 BFAP

- Remove

Date Added: 6/1/2009
2011-2012 Financial Aid & Scholarships Funding Resources

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE</th>
<th>10100</th>
<th>10418 BFAP</th>
<th>Total Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel (Adjunct)</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Personnel (Misc E-E Bnfts/Classified/Unclassified)</td>
<td>10.0</td>
<td>$528,565</td>
<td>$296,048</td>
<td>$824,613</td>
</tr>
<tr>
<td>Personnel (Certified)</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Supplies/Printing/Postage</td>
<td>0.0</td>
<td>$0</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>0.0</td>
<td>$0</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0.0</td>
<td>$17,911</td>
<td>$113,284</td>
<td>$131,195</td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>$546,476</td>
<td>$409,332</td>
<td>$955,808</td>
</tr>
</tbody>
</table>

2012-2013 Active Resource Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE</th>
<th>On-Going Requests</th>
<th>One-Time Requests</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel (Adjunct)</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Personnel (Frg/Classified/Unclassified)</td>
<td>4.0</td>
<td>3</td>
<td>0</td>
<td>$261,578</td>
</tr>
<tr>
<td>Supplies/Printing</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Equipment</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Other</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Totals</td>
<td>4.0</td>
<td>3</td>
<td>0</td>
<td>$261,578</td>
</tr>
</tbody>
</table>

Final Summary

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 experienced 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

Program Review has been completed for this Unit.
With the hiring of 1 additional FTE, we can establish a Student Support Committee that helps answer questions for students.

Review and track number of FAFSAs filed electronically via USDE report.

- Ongoing
- ($0)

The FA Supervisor has set a regular schedule for SAP committee meetings, as of early 2011.

- Unit Assessment document from 2005.
- ($0)

Remove 1.0 member from OC committee.

- Personnel
- Regular
- ($0)
- ($0)
- 0
- 10100
- Additional surveys of students on a variety of service related topics to continue assessing our operations from a student's perspective.

- We have also created a Spanish version of our standard brochure, to be released and initial use will probably be very trying times as staff adjust to using a new system.

- Our lag time (from initial receipt of FAFSA information to the awarding of financial aid) will be decreased if we build relationships with high schools, which will result in a substantial increase in the number of applications filed.

- We expect we will be able to form an advisory board sometime in spring 2011, with an inaugural meeting in late Spring 2011 semester.

- A majority of students appear able to complete the FAFSA application process when attending a workshop.

- We expect to better match registered workshop participants to high schools in our area.

- Current catalogues are used to pre-populate the FAFSA database.

- SFASA is available online.

- High school presentations are planned for spring 2011.

- We expect to implement during Spring 2012, once new financial literacy instrument if obtained (after review of available low/no cost materials). A majority of students appear to be able to complete the FAFSA application process once attending a workshop.

- Also, continued work with local high schools in coordinating our efforts, events, staffing and publications.

- Computer systems used by students and staff, making our operation more efficient and effective for students.

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

- Increases in annual student loan limits are being considered also.

- The state is looking at ways to decrease certain duties assigned to current supervisor.

- On average, the majority of our staff are trained, and experienced employees.

- Currently, the state is looking at ways to decrease certain duties assigned to current supervisor.

- The membership changes based on the number of students enrolled.

- The FAO (Financial Aid Office) has increased staff by 1.0 FTE, and is planning to increase staff by another 5.0 FTE to handle the anticipated increase in student enrollment.

- Financial Aid presentations at North Valley Charter Academy (Granada Hills) were scheduled.

- Shushan Solakian
- Mildred Ilagan
- Joanna Velasquez
- Presentations

- Office in coordinating our efforts, events, staffing and publications.

- No retirements expected in the next 5 years.

- Projected Retirements:

- Services offered during last cycle:

- 2008

- Fiscal Year 2009

- Fiscal Year 2010

- 2008

- Relative to the number of FAFSA's received.

- Wide SAP brochure and process.

-_related to the number of FAFSA's received.

- Presentations throughout the year at local campuses.

- Individuals responsible:

- Individual(s) responsible:

- Related Goal Area:

- Related Goal Area:

- Method

- Return to Title IV (R2T4) and overpayments calculations and billing, including monitoring of payments, refunds, and any required returns.

- Assessment:

- Period:

- Description of Item:

- Activity:

- FY2011, this FA Technician is being placed 100% in Outreach/Recruitment based on campus needs, but this may change based on future needs.

- Outreach/Recruitment is now splitting time in FAO 60%, 40% in Outreach/Recruitment.

- As of mid-2010, the FAO had 1 additional member assigned.

- On average, the majority of our staff are trained and experienced employees.

- On average, the majority of our staff are trained and experienced employees.

- The membership changes based on the number of students enrolled.

- The FAO (Financial Aid Office) has increased staff by 1.0 FTE, and is planning to increase staff by another 5.0 FTE to handle the anticipated increase in student enrollment.

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

- Increases in annual student loan limits are being considered also.

- The state is looking at ways to decrease certain duties assigned to current supervisor.

- Currently, the state is looking at ways to decrease certain duties assigned to current supervisor.

- The membership changes based on the number of students enrolled.

- The FAO (Financial Aid Office) has increased staff by 1.0 FTE, and is planning to increase staff by another 5.0 FTE to handle the anticipated increase in student enrollment.

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

- Increases in annual student loan limits are being considered also.

- The state is looking at ways to decrease certain duties assigned to current supervisor.