## 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

#### Year 2007-2008

**Recommendation:** Program Outreach  
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.

**Response:**

**Response Update:** 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&R Supervisor, Chair of Counseling, and one additional academic counselor meet regularly.

**Status:** InProgress

### Objectives

0 Objectives.

#### Year 2007-2008

**Recommendation:** SLO  
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.

**Response:**

**Response Update:** A comprehensive survey instrument and system will be initiated in early Spring 2012.

**Status:** InProgress

### Objectives

0 Objectives.

#### Year 2007-2008

**Recommendation:** Advisory Board  
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.

**Response:**

**Response Update:**

**Status:** InProgress

### Objectives

0 Objectives.

#### Year 2007-2008

**Recommendation:**  
Establish a Student Support Committee that helps answer questions for students. The committee will also make suggestion on how to improve the application process.

**Response:**

**Response Update:** 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.

**Status:** InProgress

### Objectives

0 Objectives.

#### Year 2007-2008

**Recommendation:**  
Provide a publication for students with services offered.

**Response:**

**Response Update:** We have updated our two district-wide publications (Award Letter guide and “Helping Hand” guide) and our two key outreach items (“big bookmark” and our
Commendation

- Anticipated trends in student needs and/or demographics

- Maintain compliance with federal and state rules and regulations


- Decrease in BFAP

- Maintain Fiscal Stability and Encourage Revenue Enhancement

- Measurement will be based on the Supplemental Files

Objective

- Financial aid application statistics, covering 2010

- Student Assistant

- NA

- Personnel

- Hourly

- NA

- Dennis J Schroeder

- Also, because our main storage is located inside a meeting/classroom (Campus Center), access is not always permitted

- Attended CASFAA 1040 workshop, CCCSFAAA annual conference.

Planning Assumptions & Assessment

- Validation Review Recommendations & Responses

- Commendations

- Recommendations

- Unit Review - Mission Statement

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, fee 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 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

<table>
<thead>
<tr>
<th>Location, days/hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instructional Building- Administrative Wing</strong></td>
</tr>
<tr>
<td>OPEN (as of October 2012):</td>
</tr>
<tr>
<td>Mondays through Thursdays from 8a-2p, 5-6:45p</td>
</tr>
<tr>
<td>Fridays from 8a-Noon</td>
</tr>
<tr>
<td>* We are also open extended hours (2-5 Mon-Thurs) during &quot;registration&quot; and high traffic periods of the school year.</td>
</tr>
</tbody>
</table>

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>Marilyn 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>Darryl Ball</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Lisa Olggio</td>
<td>Financial Aid Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Edison 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>Jennyfer Pulido</td>
<td>Student Assistant</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>Melina Miranda</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 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 in 2012) 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 to review second appeals for students whose first SAP appeals were denied by the Financial Aid Manager (or Financial Aid Supervisor, if the Manager is unavailable). The committee is composed of 3-5 Student Services managers, supervisors, and counselors. The
memorandum 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. We also work very close with the Outreach & 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 (Sylmar) - one-on-one assistance with online FAFSA
- Community Charter Early College High School (Lakeview Terrace) - one-on-one assistance with online FAFSA
- Gabrielson 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 Assembly member and state Senator offices and LA Cash for College program

Respondent: Dennis J Schroeder

Unit Effectiveness - Quality & Accessibility of Services

To access Fall 2013 Student and Faculty/Staff survey data, click here.

Student Satisfaction Survey

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stat Svcs PR FAO</td>
<td>Although perceived &quot;availability of service when needed&quot; dipped (80.9% 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

<table>
<thead>
<tr>
<th>Year</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Outcome</td>
<td>Students will apply by the March 2nd Cal Grant deadline and meet our Priority Date (May 1st) for processing and disbursing before the start of the Fall semester.</td>
</tr>
<tr>
<td>2) Related ILO</td>
<td>Information Competency</td>
</tr>
<tr>
<td>3) Contribution of SSO to Student Learning</td>
<td>Data from EDE and DEC/FAMS will be analyzed to determine percentages of total applicants who meet both deadlines.</td>
</tr>
<tr>
<td>4) Assessment Method</td>
<td></td>
</tr>
<tr>
<td>5) Results</td>
<td></td>
</tr>
<tr>
<td>6) Implementation Plan</td>
<td></td>
</tr>
<tr>
<td>7) Re-Evaluation Assessment Plan</td>
<td></td>
</tr>
<tr>
<td>Next Assessment Date</td>
<td>NA</td>
</tr>
<tr>
<td>Next Re-evaluation Date</td>
<td>Edit / Re-evaluate</td>
</tr>
</tbody>
</table>
### Commendation

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

3. **Students will know how to handle short term and long-term personal finances. Students will borrow federal student loans responsibly.**

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome</th>
<th>Related L.O</th>
<th>Contribution of SAO to Student Learning</th>
<th>Assessment Method</th>
<th>Results</th>
<th>Implementation Plan</th>
<th>Re-Evaluation</th>
<th>Assessment Date</th>
<th>Next Assessment Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>Students will be able to determine and meet all eligibility requirements for financial aid.</td>
<td>2) Information Competency</td>
<td>In addition to currently employed forms and information resources utilized during federally required Entrance Counseling, a pre-counseling and post-counseling survey of students' understanding of key concepts regarding federal loans will be employed. Also, aggregate and individual loan borrowing amounts will be compared to student academic progress and success (degree/certificate).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>Students will be able to demonstrate the ability to complete and correct/update their FAFSA online through attendance at an on-campus FAFSA workshop.</td>
<td>3) Problem Solving</td>
<td>By observation, currently, by Financial Aid Office staff working at the workshops and through information collected at the time of registration.</td>
<td>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.</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2007</td>
<td>Students will know how to handle short-term and long-term personal finances. Students will borrow federal student loans responsibly.</td>
<td>2) Information Competency</td>
<td>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.</td>
<td>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.</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
On 20.0

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

| Edit / Re | PendingFunding | 2007 | NA | $7,000 | 8 |

following areas:

| Edit / Re | NA | NA | $18,768 |

Students will learn to complete the FAFSA on-line.

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 DE/CAMS 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, continued 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.

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.

Consider this SAO completed and closed as we are creating a new SAO with a more focused target on early application/processing.

Dennis J Schroeder

ON20.0

Commendation

**Unit Effectiveness - Human Resources**

**Professional Development**

<table>
<thead>
<tr>
<th>Name/Status</th>
<th>Activities</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dennis J Schroeder</td>
<td>Conferences, Off-Campus Presentations, On-Campus Presentations, Professional Organization (Specify), Other (Specify)</td>
<td>Attend USDE FSA conference, CCCSFAAA conference, present at multiple schools, former Webmaster for CCCSFAAA, current Newsletter editor for CCCSFAAA, serve as district FA SAP committee chair.</td>
</tr>
<tr>
<td>Mildred Ilagan</td>
<td>Conferences</td>
<td>Attended USDE FSA conference, CASFAA 1040 workshop, CASFAA annual conference.</td>
</tr>
<tr>
<td>Marisol Velazquez</td>
<td>Conferences, Off-Campus Presentations</td>
<td>Attended CASFAA 1040 workshop, presented financial aid presentation at Evergreen Continuation HS.</td>
</tr>
<tr>
<td>Rceli Flores</td>
<td>Conferences</td>
<td>Attended CASFAA 1040 workshop, CCCSFAAA annual conference.</td>
</tr>
<tr>
<td>Shushan Solakian</td>
<td>Conferences</td>
<td>Attended CASFAA 1040 workshop, CASFAA annual conference.</td>
</tr>
<tr>
<td>Mary Lou Mendoza</td>
<td>Conferences, Campus-Wide Committees (Specify)</td>
<td>Attended CCCSFAAA annual conference. Member of College Council Task Force committee.</td>
</tr>
<tr>
<td>Martha Perez</td>
<td>Conferences, Off-Campus Presentations</td>
<td>Attended USDE FSA conference, CASFAA and CCCSFAAA annual conferences. Presents throughout the year at local high schools.</td>
</tr>
</tbody>
</table>

**Professional Development Needs**

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 barely acceptable considering the current number of staff members, as any addition of full-time employees will necessitate the need for additional 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

External Accountability - Advisory/Oversight Committee

Advisory / College Oversight Committee

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

Reminder: Keep copies of your Minutes for audit purposes.

Meetings

List the Date and Membership of your Advisory Board:

No Meetings Added

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. Although it was recommended through a previous Program Review validation cycle to consider implementing an advisory committee, a timeline has not been set. It is expected that we will consider adopting an advisory board in mid/late 2014.

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, SEOG, 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 Chaffee 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-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 2013, reviewing the 2012-2013 academic/fiscal year) did not have any findings in regards to the administration of federal Title IV aid. The last “full-scope” audit in fall 2010 had 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, 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 LAACCD has selected a new SIS system (PeopleSoft), which will be implemented district-wide over 2013-2015. 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: Challenges, Opportunities & Strategies

A. 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 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 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/SIS, 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 seemsly 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

Supplemental Files

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
<th>Uploaded</th>
<th>Related Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>20110727-SA0 assessed summary for FAO.doc</td>
<td>LAMC Financial Aid Office SAO Assessed Summary - July 2011</td>
<td>10/29/2011 11:39:00 AM</td>
<td>Supplemental Files</td>
</tr>
<tr>
<td>20110321-SA0-Updates.doc</td>
<td>LAMC Financial Aid Office SAO updates as of March 2011</td>
<td>10/29/2011 11:39:00 AM</td>
<td>Supplemental Files</td>
</tr>
<tr>
<td>LAMC Financial Aid &amp; Scholarships Office Unit Assessment.DOC</td>
<td>Unit Assessment document from 2005. Information used from this document to prepare this current program review document.</td>
<td>1/29/2009 4:12:00 PM</td>
<td>Supplemental Files</td>
</tr>
</tbody>
</table>

Objectives & Resources

Objective

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Set Goal:</td>
<td></td>
</tr>
<tr>
<td>New Related Goal Areas:</td>
<td>2. Strengthen Institutional Effectiveness</td>
</tr>
<tr>
<td>Individual(s) Responsible:</td>
<td>Dennis Schroeder</td>
</tr>
<tr>
<td>Period:</td>
<td>8/1/2014 - 6/1/2015</td>
</tr>
<tr>
<td>Activity:</td>
<td>Need to develop a plan to obtain additional workspace for current staffing level (including student employees) and expected future additions (primarily student employees) required to handle increasing enrollments. Currently working with VPSS Ramirez on possible solutions, including retasking a small meeting room (“fish bowl”) for use by student staff of FAO.</td>
</tr>
<tr>
<td>Expected Outcome and Measures:</td>
<td>Obtain workspace for 3-6 student employees, including workstation space and additional (possibly portable) computers/monitors. Current workspace (IB Room 1055) is not efficiently set up (nor able to be reconfigured due to shape of space and square footage) and would need to be expanded or additional space found for staff.</td>
</tr>
<tr>
<td>Priority:</td>
<td>High (FAO has current need for additional space, which will only grow with the addition of more student staff (to assist with growing enrollments and expected growth in aid applications).)</td>
</tr>
<tr>
<td>Assessment:</td>
<td>InProgress</td>
</tr>
</tbody>
</table>

Resource

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Anticipated Total Cost:</td>
<td>$0</td>
</tr>
<tr>
<td>Contact Person:</td>
<td>Dennis Schroeder</td>
</tr>
<tr>
<td>Description of Item:</td>
<td>Request space for 3-6 student employees to work, including computer workstations to hold computers, monitors, and document scanners.</td>
</tr>
<tr>
<td>Type:</td>
<td>One_Time</td>
</tr>
<tr>
<td>Resource Priority:</td>
<td>High</td>
</tr>
<tr>
<td>Status:</td>
<td>PendingFunding</td>
</tr>
</tbody>
</table>

Objective

<table>
<thead>
<tr>
<th>Objective 2</th>
<th>Expand inreach and outreach efforts (2014-2015) (Priority: High)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Set Goal:</td>
<td></td>
</tr>
<tr>
<td>New Related Goal Areas:</td>
<td>1. Expand Access and Prepare Students for Success</td>
</tr>
<tr>
<td>Individual(s) Responsible:</td>
<td>Dennis Schroeder</td>
</tr>
<tr>
<td>Period:</td>
<td>1/1/2015 - 12/1/2017</td>
</tr>
<tr>
<td>Activity:</td>
<td>Expand inreach and outreach efforts in order to capture a higher percentage of enrolled students who are eligible to apply and receive financial aid. As based on survey results (Student Survey, Fall 2013), nearly 1/3rd of non-applicants &quot;pre-disqualify&quot; themselves, assuming they will not be eligible for financial aid. Our plan will be to expand the number and scope of financial aid workshops, awareness events, and electronic media (including social media) to inform students of the availability (and actual/true eligibility requirements) of financial aid at LAMC.</td>
</tr>
<tr>
<td>Expected Outcome and Measures:</td>
<td>We expect a higher percentage of attending students will apply for (and, assumingly, receive) financial aid. Measurement will be based on the percentage of total enrolled for the academic year 1) applying for, 2) awarded, and 3) receiving financial aid. Will use 2013-2014 as the &quot;base year&quot; for comparison purposes, with an expectation to grow 5% each year thereafter in all three measurement categories.</td>
</tr>
<tr>
<td>Priority:</td>
<td>High (Based on student survey results, there is still a significant number of students not applying (nor receiving) financial aid at LAMC.)</td>
</tr>
<tr>
<td>Assessment:</td>
<td>InProgress</td>
</tr>
</tbody>
</table>

Resource

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Anticipated Total Cost:</td>
<td>$7,500</td>
</tr>
<tr>
<td>Contact Person:</td>
<td>Dennis Schroeder</td>
</tr>
</tbody>
</table>
## Objective

### Objective 3
**Have knowledgeable staff able to handle multiple roles/duties** (2014-2015) (Priority: High)

**Previous Set Goal:**

**New Related Goal Areas:**
1. Strengthen Institutional Effectiveness
2. Improve Quality of Educational Programs and Services to Increase Student Success

**Individual(s) Responsible:** Dennis J Schroeder

**Period:** 7/1/2014 - 7/1/2015

**Activity:** Make available more training opportunities for Financial Aid Office staff, which are critical due to constant changes enacted at the district, state, and federal levels through rules, regulations, and law. Training is provided by state associations (CASFAA and CCCSFAAA), our regional (WASFAA) and national (NASFAA) associations, the state (CSAC) and federal (USDE/FSA) governments, and other providers.

**Expected Outcome and Measurement:** Financial Aid Office staff will maintain and expand their abilities while applying their training they receive, so as to maintain a high level of compliance with all rules, regulations, and laws pertaining to the processing and delivery of financial aid. Measurement will be made by the Financial Aid Supervisor (Mary Lou Mendoza) through observation and evaluation of office staff, basing her measurements on the application of past training to work expectations and decrease in questions/issues arising that would indicate a lack of application of learned knowledge.

**Priority:** High (Critical need for staff to be well trained to perform their jobs and maintain compliance with federal and state rules and regulations)

**Assessment:** InProgress

### Resource

**Resource Requested:** Personnel/Hourly (2014-2015) (Quantity: 0 Hours)

**Anticipated Total Cost:** $12,000

**Contact Person:** Dennis J Schroeder

**Description of Item:** Training opportunities for Financial Aid Office staff are critical due to constant changes enacted at the district, state, and federal levels through rules, regulations, and law. Current funding for training has been 100% covered through BFAP-SFAA (categorical) funding, but with a decrease in such funding for FY2014, it is anticipated that funding for FY2015 will not fully support the necessary training activities required for staff.

**Type:** Ongoing

**Resource Priority:** High

**Status:** Pending/Funding

## Objective

### Objective 4

**Previous Set Goal:**

**New Related Goal Areas:**
1. Expand Access and Prepare Students for Success

**Individual(s) Responsible:** Dennis J Schroeder

**Period:** 7/1/2014 - 7/1/2015

**Activity:** Provide increased work capacity during peak periods of the academic year (primarily from May through August) to increase timely throughput of student applications. Also, maintain our document imaging system capabilities as this is integral to the file review process.

**Expected Outcome and Measurement:** 95% of student files completed by our Priority Date (and beyond) will be processed and ready for disbursement before the start of the Fall semester. Total number of files able to be processed will exceed prior years (see numbers referred to in Service Area Planning Assumptions section).

**Priority:** High (To maintain reasonable timeframe between student application receipt and processing)

**Assessment:** InProgress

### Resource

**Resource Requested:** Other (2014-2015) (Quantity: 0 Units )

**Anticipated Total Cost:** $9,000

**Contact Person:** Dennis J Schroeder

**Description of Item:** Document imaging system licensing and maintenance fees, currently covered through Title V grant (for FY2014 and FY2015) and previously covered through BFAP-SFAA (categorical) fund. Due to change in imaging system used on campus (we previously used ImageNow from Perceptive Software), it is anticipated that a decrease in BFAP-SFAA funding for FY2016 will create a need for other (general/distinct) funding to cover these costs.

**Type:** Ongoing

**Resource Priority:** High

**Status:** Pending/Funding
We consider this SAO closed, as we are creating a new SAO that includes student Information Competency involving student loans and in-progress Expand inreach and outreach efforts.

Students will know how to handle short...

A change in perspective on student loan borrowing has shifted our efforts...

Also, LAMC...

Financial Aid Assistant (CASFAA and CCCSFAA), our regional...

The increase...

Also, considering the wider breadth of allowable duties assignable to a FA Supervisor...

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

This pertained to the 2006...

What is the program's accreditation status?

We do not currently have an advisory board.

The program administering, quality assurance).

What programs (Pell Grant, SEOG, Direct Loans, Work...

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

Describe the purpose of the program:

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...

Members Names, Representation:

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

What is the program's accreditation status?

Describe the purpose of the program:

What programs (Pell Grant, SEOG, Direct Loans, Work...

A majority of students appear able to complete the FAFSA application process when attending a workshop. We expect to better match registered...

Financial Aid Supervisor (Mary Lou Mendoza) through observation and evaluation of office staff, basing her measurements on the application of...

The workspace (IB Room 1050) is not efficiently set up (nor able to be reconfigured due to shape of space and square footage) and would need to be...

What is the program's accreditation status?

Describe the purpose of the program:

What programs (Pell Grant, SEOG, Direct Loans, Work...

Campus to campus FAFSA workshops in early spring (pre...

An integrated single Student Information System...

Campus to campus FAFSA workshops in early spring (pre...

We are reviewed, in general, through the Student Support Services Committee on campus. Although it was recommended...

We will be better able to maintain compliance with federal and state regulations. Improvement would be shown through a decrease in audit...

Expected Outcome and Measures:

We will be better able to maintain compliance with federal and state regulations. Improvement would be shown through a decrease in audit...

Resource


Contact Person: Dennis J Schroeder

Anticipated Total Cost: $13,248

Description of Item: To increase the work capacity during peak periods of the academic year (primarily from May through August), student employees are critical in their assistance to full-time FA staff. Student workers improve the efficiency of full-time staff in processing student financial aid files, locating paperwork, and organizing files. Currently funded through BFAP-SFAA (categorical fund), but due to significant decrease in funding for FY2014, it is anticipated that BFAP-SFAA funding for FY2015 and FY 2016 will not be available for this critical function.

Type: Ongoing

Resource Priority: Critical

Status: PendingFunding

Resource

Resource Requested: Other (2014-2015) (Quantity: 0 Units)

Contact Person: Dennis J Schroeder

Anticipated Total Cost: $7,000

Description of Item: Overtime pay (GL233400) for FA Technicians and FA Assistants in the office, primarily to be used during May through August. Currently funded through BFAP-SFAA (categorical), but due to decreased funding in FY2014, it is anticipated that FY2015 and FY2016 BFAP-SFAA funding will not support this critical need.

Type: Ongoing

Resource Priority: Critical

Status: PendingFunding

2013-2014 Financial Aid & Scholarships Funding Resources
Based on district.Month

Critical

In particular, office policy has changed so that student's now bear the main responsibility to make

We have also created a Spanish version of our standard brochure, to be

The committee will also make suggestion on how to improve the

Will use 2013

or national accrediting agencies?

PendingFunding

InProgress

Satisfactory Academic Progress Committee needs to have a regularly scheduled meeting.

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

Respondent:

No Administrator/Faculty Added.

Federal Work

SAO/SLO completed as goals were met.

ongoing action of the office.

to be posted.

Resource Requested:

Description of Item:

Resource Priority:

- 10000 copies of outreach items per year.

- Consider this

- based links and more concise inforamtion.

- Document Imaging system licensing and maintenance fees, currently covered through Title V grant (for FY2014 and

- Currently funded through BFAP

- This population can often

- This can be a challenge for students, and their families, both during and after this period.

- 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 demorlized (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

Thank you for your participation in the Unit Assessment process.

Unit Assessment Completed by: Dennis J Schroeder 11/20/2013 12:04:00 PM

Save & Continue Later

Save & Submit Assessment