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

Objectives

0 Objectives.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>SLO</td>
<td>InProgress</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>
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</tbody>
</table>

Objectives

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

Objectives

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

Objectives

0 Objectives.

<table>
<thead>
<tr>
<th>Year</th>
<th>Recommendation</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>Provide a publication for students with services offered.</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 standard brochure) to include more web-based links and more concise information. We have also created a Spanish version of our standard brochure, to be made available in December 2010.</td>
<td></td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.
### Program Overview - Program Mission

**Program Mission**

Describe the purpose of the program:

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

The mission of the Financial Aid Office is to 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

### Validation Review

Data Evaluation:  
Comments:  

Save

### Program Overview - Overview

**Program Services & Hours of Operation**

Location, days/hours:

**Instructional Building- Administrative Wing**

OPEN: Mondays through Thursdays from 8a-3p, 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>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
</tr>
</thead>
</table>

**Instructional Building- Administrative Wing**

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Respondent: Dennis J Schroeder

Services offered during last cycle:

<table>
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<tr>
<th>Service</th>
<th>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
</tr>
</thead>
</table>
Commendation

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

Please explain a proposed plan of action for addressing this need and any resources

- Review and track number of FAFSAs filed electronically via USDE report.
- Develop a series of surveys throughout the year
- Anticipated trends in student needs and/or demographics

Data Analysis

1. Based upon increases in college
2. Students will apply by the March 2nd Cal Grant deadline.
3. Students who are receiving benefits from EOPS, DSPS and SSS programs will demonstrate
   Students will know how to handle short
   Remove

Remove

9/1/2009
Total Budget

3 years in light of the measures of program effectiveness, progress toward past
Remove

Remove

Mondays through Thursdays from 8a
Location, days/hours:

On-going

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External Validation - Program Accreditation

Accreditation or Compliance Status

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

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 audit (2008) indicated one federal finding involving the Financial Aid Office regarding the reporting of data to the National Student Loan Data System (NSLDS). This pertained to the 2004-2007 academic year. This item is being addressed by both our campus and the district office, as data reporting to many outside agencies (NSLDS, ELM, NSC, etc.) is a shared responsibility.

An audit was performed during the fall of 2010, but a final list of findings is not available yet.

Validation Review

Data Evaluation: [ ]
Comments: [ ]

Save

SLOs - Program SLOs

Student Learning & Service Outcomes

<table>
<thead>
<tr>
<th>Core Competency</th>
<th>Program Goals &amp; Objective</th>
<th>Outcome NAT</th>
<th>Opportunity NAT</th>
<th>Assessment Tool</th>
<th>Recommendation (for improvement)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technological Awareness</td>
<td>Empowering students to utilize technological resources available to them.</td>
<td>Students will learn to complete the FAFSA on-line.</td>
<td>Annual increases in the number of electronic FAFSAs filed.</td>
<td>Review and track number of FAFSAs filed electronically via USDE report.</td>
<td>Continued offering of financial aid workshops (group) and individual assistance with online FAFSA. Also, continued work with local high schools in presenting about the FAFSA online process.</td>
</tr>
</tbody>
</table>

Core Competency: Personal Actions and Civil Responsibility

Program Objective: Ability to understand one's role in society, take responsibility for one's own actions, and make ethical decisions in complex situations.

Outcome: 1. Students will apply by the March 2nd Cal Grant deadline. 2. Students will turn in required documentation by the May 1st priority deadline. 3. Students will be able to understand the Satisfactory Academic Progress (SAP) policy to be eligible for financial aid.

Opportunity: 1. Annual increases in the number of FAFSA applications filed by the March 2nd priority deadline. 2. Annual increases in the number of students completing required documentation by the May 1st priority deadline. 3. Students who are receiving benefits from EOPS, DSPS and SSS programs will demonstrate measurable improvement on their cumulative gpa to 2.0 or better and percentage unit completion to 75% or greater.
1. Query from EDExpress the number of applications filed by March 2nd.  2. Query from EDExpress annually the number of students who completed documentation by May 1st priority deadline.  3. Query from DEC/FAMS to track the number of students disqualified and invite students to a workshop. At the end of workshop, provide a quiz to determine what the students have learned.  4. Track students who appealed their disqualification annually. Identify other services they receive, i.e., EOPS/CARE, DSPS, SSS.

### Core Competency

**Financial Responsibility**

**Objective**

Students showing financial responsibility and awareness.

**Outcome**

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

**Opportunity**

Cohort Default Rate (CDR) is maintained under 10% annually.

**Assessment Tool**

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.

**Recommendation**

Continued tracking of students in regards to meeting deadlines and in achieving satisfactory academic progress. Work with other student service offices (EOPS/CARE, DSPS, etc.) in assuring students are obtaining and utilizing services.

**Core Competency**

**Customer Service**

**Program Objective**

Provide exceptional customer service to students, parents, and campus employees.

**Outcome**

Students will be provided with correct financial aid information (counter, phone, email). Students will be advised appropriately with regard to financial aid programs they are eligible for and the financial aid process in general.

**Opportunity**

Satisfaction rate of at least 90%.

**Assessment Tool**

Surveys to identify the quality of service students have received from the Financial Aid Office.

**Recommendation**

Continued tracking and surveying of students and their perceptions on customer service received at the Financial Aid Office. Continued training of front counter staff in new approaches to working with a multi-generational, multi-ethnic group of students.

### Core Competencies Alignment

**How do the department’s course and program SLOs address Mission’s Core Competencies?**

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.

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.

### Validation Review

Data Evaluation:  

Comments:  

Save

### Program Effectiveness - Surveys

View Data

### Student Satisfaction Survey
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

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.

Validation Review

Program Outreach

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

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

We also maintain loan committee in the office to review appeals from students who have reached an outstanding balance of $16000 or more in federal loans. The committee consists of the FA Manager, FA Supervisor, and the FA Technician overseeing the loan programs.

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

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

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

Since I (Financial Aid Manager), started working at LAMC in August 2008, I have maintained and increased contacts with a number of local and Los Angeles area high schools, including:
- Evergreen Continuation High School (Blymarn) - one-on-one assistance with online FAFSA
- Community Charter Early College High School (Lakeview Terrace) - one-on-one assistance with online FAFSA
- Gabriella 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
- 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)
- upcoming Financial Aid presentation at College Making It Happen family event sponsored by PUC Schools (charter school group, Lakeview Terrace)
- upcoming Financial Aid presentation at North Valley Charter Academy (Granada Hills)
- upcoming Cash for College event (held on campus) - coordinated with local state Assemblymember and state Senator offices and LA Cash for College program

Respondent: Dennis J Schroeder
Professional Development

<table>
<thead>
<tr>
<th>Name &amp; Status</th>
<th>Activities (mark all that apply)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dennis J Schroeder</td>
<td>Conferences On-Campus Presentations</td>
<td>Attended USDE FSA conference, CCCSF AAA conference, present at multiple schools, former Webmaster for CCCSF AAA, current Newsletter editor for CCCSF AAA, serve as district FA SAP committee chair.</td>
</tr>
<tr>
<td>Mildred Illigan</td>
<td>Conferences</td>
<td>Attended USDE FSA conference, CASFAA 1040 workshop, CASFAA annual conference.</td>
</tr>
<tr>
<td>Marisol Velaquez</td>
<td>Conferences On-Campus Presentations</td>
<td>Attended CASFAA 1040 workshop, presented financial aid presentation at Evergreen Continuation HS.</td>
</tr>
<tr>
<td>Rocell Flores</td>
<td>Conferences</td>
<td>Attended CASFAA 1040 workshop, CCCSF AAA annual conference.</td>
</tr>
<tr>
<td>Shushan Solakian</td>
<td>Conferences</td>
<td>Attended CASFAA 1040 workshop, CASFAA annual conference.</td>
</tr>
<tr>
<td>Martha Perez</td>
<td>Conferences</td>
<td>Attended USDE FSA conference, CASFAA annual conference.</td>
</tr>
<tr>
<td>Mary Lou Mendoza</td>
<td>Conferences Campus-Wide Committees (Specify)</td>
<td>Attended CCCSF AAA 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 CCCSF AAA 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 CCCSF AAA), 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

Validation Review

Resources - Personnel

Certificated Administrator, Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

No Administrator/Faculty Added.

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
This item is being addressed by both our campus and the district office, as data reporting to many outside agencies is required. The committee will also make suggestions on how to improve the overall process.

Additional space is required for a fully integrated single Student Information System (SIS) to expediently process applications and other related issues. The impact is immediate on the workflow and work duties of other staff.

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

Anticipated funding trends are favorable, with regard to other recommendations discussed.

Respondent: Dennis J Schroeder

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. Two current FA Technician vacancies—these are being filled in near future (1-2 months) through categorical funding (BFAP-SFAA); the other vacancy is "100" college funds and not expected to be filled in the current fiscal year.
2. One FA Technician working almost solely outside of office (Outreach and Recruitment), impacting the workload on other FA Technicians.
3. Categorical funds being used to part 0.5 FTE assignment of a Computer/Network Specialist; funds that could be used to fund other positions or Financial Aid Office operations.
4. There is a need for an accountant-level position in the Financial Aid Office. Currently, many duties that are highly technical or accountability-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.
5. 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

Data Evaluation: 

Comments:

Validation Review

Resources - Facilities

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

Validation Review

Data Evaluation:  
Comments:

Resources - Planning

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 (2008-2009 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 (WPS) 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 LACCD 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 (conceptually replacing the need to use DEC/SSIS, DEC/FAMS, EDE, and “Switchboard”) should help create efficiencies in student aid processing, but the initial 12-18 months of pre-release and initial use will probably be very trying times as staff adjust to using a new system.

College enrollment will impact office operations as it seemingly will create increases in student aid applicants. Assuming a new student services building comes on-line in the next 3-4 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.
## Objectives & Resources

### Objective

**Objective:** Increase total staffing in Financial Aid Office (2007-2008) (Priority: High)

<table>
<thead>
<tr>
<th>Related Goal Area:</th>
<th>4. Improve Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Dennis J Schroeder</td>
</tr>
</tbody>
</table>

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

**Activity:**
- Add staff to assist in processing and administering aid programs: 2 FA Technicians (to fill one current vacancy and to add one new position); 1 Accounting Technician, and to regain 1 FA Technician position (currently operating out of Outreach for majority of work assignment)
- With the hiring of a Accounting Technician, we will better be able to maintain compliance with federal and state regulations. Improvement would be shown through a decrease in audit findings related to accounting items (considering potential findings from October 2010 on-campus internal audit related to R2T4 and accounting related items). With the hiring of 1-2 additional FA Technicians, we can provide more expedient service and processing of student files. Our lag time (from initial receipt of FAFSA information to the awarding of financial aid) will diminish during peak times, from approximately 90-100 days to <21 days.

**Expected Outcome and Measure:**
- Will track the number of students disqualified and invite students to a workshop.

**Assessment:**

### Resource

**Resource Requested:** Personnel Regular (2007-2008) (Quantity: 1 FTE 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

### Objective

**Objective:** Develop a series of surveys throughout the year (2007-2008) (Priority: Medium)

<table>
<thead>
<tr>
<th>Related Goal Area:</th>
<th>1. Expand Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Dennis J Schroeder</td>
</tr>
</tbody>
</table>

**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.
- First set of surveys (at front counter, online, and by email) will be conducted at the start of the Spring 2011 semester. Results to be reported out in last half of spring semester. Expect to see student commentary and opinion on numerous topics (Higher One myLACCDcard program, office hours, financial aid hurdles/concerns, etc.) Measure outcome based on number of surveys completed.

**Assessment:**

### Objective

**Objective:** Provide financial aid and finance management workshops (2007-2008) (Priority: Medium)

<table>
<thead>
<tr>
<th>Related Goal Area:</th>
<th>4. Improve Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Dennis J Schroeder</td>
</tr>
</tbody>
</table>

**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/tests (relating to the information covered in the workshops).
- 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.

**Expected Outcome and Measure:**

**Assessment:** Expect first set of limited workshops to occur in late Spring 2011 semester, or may postpone to Fall 2011 for full-scale launch.
Objective

<table>
<thead>
<tr>
<th>Objective</th>
<th>Create and maintain a campus student advisory board (2007-2008) (Priority: Medium)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related Goal Area</td>
<td>4. Improve Student Success</td>
</tr>
<tr>
<td>Individual(s) Responsible</td>
<td>Dennis J Schroeder</td>
</tr>
<tr>
<td>Period</td>
<td>9/1/2009 - 6/1/2012</td>
</tr>
</tbody>
</table>

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: Improved connectedness with external and internal constituencies, with the goal to receive recommendations for service improvements.

Assessment:

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Objective

<table>
<thead>
<tr>
<th>Objective</th>
<th>Increase customer contact hours available during the week. (2007-2008) (Priority: Low)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related Goal Area</td>
<td>1. Expand Access</td>
</tr>
<tr>
<td>Individual(s) Responsible</td>
<td>Dennis J Schroeder</td>
</tr>
<tr>
<td>Period</td>
<td>9/1/2009 - 1/1/2012</td>
</tr>
</tbody>
</table>

Activity: Increase counter hours to be open 8-7 Mon-Thurs and 8-2 Fridays. Success would be seen through either increased overall student traffic at counter, or through a better spread of students seeking assistance throughout the day.

Expected Outcome and Measure: Additional availability of FA staff to assist students in-person at front counter operation.

Assessment: Status priority changed from ‘medium’ to ‘low’ (change made in October 2010) until appropriate staffing level is attained which will allow staffing necessary to operate front counter for increased hours. Anticipate changes in counter hours to occur no earlier than mid FY2012, if 1-2 new FA Technician positions are acquired, and FA Technician position (assigned to Outreach at 100%) reverts to 100% assignment in Financial Aid Office.

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2010-2011 Financial Aid & Scholarships Funding Resources

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE</th>
<th>FAP</th>
<th>Program 100</th>
<th>Total Budget</th>
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<tbody>
<tr>
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<td>$459,737</td>
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<tr>
<td>Equipment</td>
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<td>$0</td>
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<tr>
<td>Other</td>
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<td>$12,000</td>
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<td>Totals</td>
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<td>$471,737</td>
<td>$787,867</td>
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</tbody>
</table>

2011-2012 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>
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<td>$0</td>
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<td>Equipment</td>
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<tr>
<td>Other</td>
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<tr>
<td>Totals</td>
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<td>$176,847</td>
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Supplemental Material

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<tr>
<th>File Name</th>
<th>Description</th>
<th>Uploaded</th>
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<tbody>
<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>
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<tr>
<td>LAMC Student Learning Outcomes for Financial Aid_Rev 10-2007.doc</td>
<td>Most current SLOs for Financial Aid Office, developed by former FA Director Anale Robinson. This document was used by the current FA Director to develop portions of this program review document.</td>
<td>1/29/2009 4:11:00 PM</td>
</tr>
<tr>
<td>ProgramReviewTemplateStudentServicesProgram_090106.doc</td>
<td>Financial Aid Office Program Review document from September 2006. Prepared by the former FA Director Anale Robinson, this document was used by the current FA Director to develop portions of this program review document.</td>
<td>1/29/2009 4:09:00 PM</td>
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</tbody>
</table>

Final Summary

Based on your program review, summarize:

Program Strengths - What is your program doing well?

Our office operates an effective financial aid program, processing and administering many federal/state/institutional aid program in accordance with many regulations, laws and policies. Generally, students who apply within our subscribed timeline will receive communication and award offers in time before the start of the academic year, allowing students to make informed decisions in their planning to pay for college. Our office offers a high level of customer service to students through a variety of channels: in-person assistance and advising, phone response, and available information resources (publications, forms, website, etc.) We have very knowledgeable and caring staff. Staff (including our seasonal 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).
Due to the small number of staff currently working in the office, we are unable to realize any economies of scale. When a staff person is out of the office (ill, vacation, training, etc.), the impact is immediate on the work duties of other staff. Also, during peak file processing times of the year (which coincide with peak student foot traffic and phone calls), staff are stretched thin, covering multiple duties but unable to focus on specific key tasks (file review, etc.). As such, serving students at the front counter draws FA Technician staff away from file reviews, which draws them away from aid program administering, which keeps them from answering as many phone calls. With only 2 FA Assistants (primarily responsible for counter operations), any significant increase in foot traffic directly impacts our "back office" operations (file review, aid program administering, quality assurance).

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

The Financial Aid Office staff are highly capable, well-trained, and experience employees. Although the number of promotional opportunities within the office are limited, a concern of the management is that staff may be 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

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### Recommendations

**Validation Review**

<table>
<thead>
<tr>
<th>Overall Evaluation:</th>
</tr>
</thead>
</table>

**Submit Program Review**

Program Review is in Validation Mode