



**Cañada College
Program Review for
Financial Aid Services**

Submitted on June 2, 2009

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Program Review Team Members and Approvals

Program Review Team Chair:

Margie Carrington, Director, Financial Aid Services

Program Review Team Members:

Margarita Baez, Financial Aid Assistant

Lucia Nolasco, Financial Aid Technician

Faye Soler, Financial Aid Technician

Rosa Villegas, Financial Aid Technician

Claudia Rodriguez, Federal Work Study Student Assistant

Ariackna Alvarez, Program Director College Outreach and Recruitment

Approvals:

Vice President of Student Services

President

Program Review Checklist

- X Form Program Review Team
 - X Gather Documents (Org Chart/Staffing Profile)
 - X Solicit input from faculty and students
 - X Determine additional research needed
 - X Contact College Research Analyst if necessary
 - X Write Program Review Report
 - X Submit report to Dean or VP for approval
 - X Submit report to Office of Student Services for approval
- 4/14/2009 Present report to Curriculum Committee (if appropriate)
- 4/14/2009 Submit report to Student Services Planning Council
- _____ Present report to College Planning Council
- _____ Submit report to SMCCCD Board of Trustees

Section I: Executive Summary

The Financial Aid Department at Cañada College participates in all the major state and federal financial aid programs as a means of providing access to the resources necessary for student and parents to afford a college education. We provide workshops, one-on-one assistance, group workshops and participate in outreach activities to increase the awareness in on campus and in our community of the many resources available for eligible students.

Since 2003, the Financial Aid Department has experienced steady growth – due in part to the hiring of a permanent director and increased funding from the Board Financial Assistance Programs Student Financial Aid Administration (BFAP-SFAA) - AB 1765. These additional funds have enabled the College to permanently hire 1.6 FTE permanent staff, a 1.0 FTE Financial Aid Technician in 2005 and a .60 Financial Aid Assistant in 2008, which has improved outreach, participation on high school events, facilitated growth and supplied the requisite staffing to maintain timely processing and delivery of aid to eligible students. The Financial Aid Department staff collaborate with other programs and support services including TRiO Student Support Services, EOPS, CBET, MESA and others to provide special financial aid workshops, financial literacy information, special application processing and scholarship assistance.

Record growth this year due to the economy, unemployed students returning for retraining and the inability for people to find work and deciding to attend college is keeping the Financial Aid Department very busy. Many students are requesting reviews of their income and other eligibility as they have significant financial hardships that warrant adjustment. We have disbursed over 600 Pell Grants this year and we still have a few months to go before the 2008-09 aid-year is closed. Over 4,000 Board of Governor Fee Waivers have also been approved for the year. This, too, is a significant increase and record number of fee waivers. Program growth over the last two years has outpaced staffing; however, and the increased processing volume has already increased the time it takes for a student to have their financial aid processed which then impacts their timely receipt of aid. This concerns staff as we have prided ourselves on a short turnaround and expect these delays to be the new norm. It is a goal to continue to automate and streamline where we can to keep the processing window as tight as possible.

Having trained, knowledgeable staff is critical to financial aid program management. Recent legislative and regulatory changes over the past three years have significantly altered several of the state and federal aid program requirements. In order to ensure compliance with legislative policies and regulations, continued commitment to training needs to be continued and access to resources that enable staff to attend major conferences including the FSA Conference held annually by the Department of Education need to be funded.

Financial aid is just one component of the entire “package” of support many students need in order to be successful academically and in their personal lives away from campus. The Cañada College Financial Aid Department is committed to its mission and collaborating with the greater college community to continue its role in making higher education accessible for those who seek it.

Section II: Program/Department Overview

A. The mission of the program/department and its link the College Mission and the Student Services Mission.

It is the mission of the Cañada College Financial Aid Department to aid students and prospective students in their understanding, application, and timely receipt of all eligible financial aid resources they need to reduce the significant barriers the costs of higher education present. Our philosophy is that everyone is deserving of an education and we support this entitlement through education, compassion and respect.

The Financial Aid Department aligns its missions with that of the College by:

- Providing access to broad resources to meet students' diverse needs
- Delivering funds in a timely way to eligible students so they are prepared for success in and outside of the classroom
- Providing confidential and compassionate assistance
- Promoting early access to resources and providing personal assistance to students and their families in competing the complex application process
- Connecting with community and business as professional resources for state and federal aid referral
- Meeting community needs by participating in off-campus outreach events with our local high schools, community service agencies and other partners
- Delivering information as needed in Spanish or other languages
- Supporting financial literacy initiatives in partnership with other college programs and services including TRiO, EOPS and the Leaning Center
- Addressing students' special circumstances and providing confidential counseling in regards to their financial aid eligibility, referral to other support programs and addressing issues specific to their individual needs
- Partnering with faculty and staff across campus to inform and educate students about financial aid programs and scholarship opportunities in both large group and one on one appointments or drop in services on an as requested basis
- Distributing accurate and timely information to college community to enhance student awareness of important deadlines and resources on and off campus
- Collaborating with other programs to meet student needs including Admissions and Records, TRiO, Counseling Services, MESA, etc.
- Aiding students in the development of self advocacy skills and achieving personal responsibility and accountability for their actions
- Maintaining program integrity through comprehensive administrative oversight

B. Historical background and any unique characteristics of the unit.

Since the 1980s, the Financial Aid Department has been an integral component in Student Services. The functions within the office are to provide funding resources to eligible students while maintaining program integrity and compliance with local, state and federal regulations. Between 1997-2000, the College had consecutive years with high Cohort Default Rates which resulted in sanctions by the Department of Education. In an effort to preserve other

Title IV program eligibility, the College voluntarily withdrew from the federal student loan program. Shortly thereafter, the current financial aid manager retired and consultants were brought in to assess the program, train and guide current staff, and develop a sustainable financial aid program at Cañada College. Financial Aid was brought up on Banner and staff received extensive technical and regulatory training in order to maintain and manage a viable and compliant aid office. Prior to this transition, staff were not provided with sufficient training opportunities for professional growth or effective program management.

Under the organizational structure at the time, it was determined that a permanent director would not be rehired as the current Dean of Enrollment Services had an extensive background in financial aid. In response to automation, enhanced technical support, staff development and training, and program outreach initiatives, the financial aid program began to rebuild and grow. Within a year, College administration determined that an interim director was required to provide program leadership and day to day management of the department. A permanent director was hired in May 2003.

In 2003, the California State Legislature approved additional funding for community college financial aid programs under the Board Financial Assistance Programs Student Financial Aid Administration (BFAP-SFAA) through AB 1765. These additional funds have enabled the College to hire 1.6 FTE permanent staff which had previously been hired in different financial aid-related job classifications as short-term hourly staff.

The Financial Aid Department moved from Building 8 where they shared counter and office space with Admissions and Records, to Building 9, the new Student Services, Learning Center and Library building in June 2007. The space we currently occupy is much larger than the old office space in Building 8; however, front counter space is actually reduced. This poses challenges for us during peak service periods as the rest of the staff are not within line of site of the front counter and often long lines form. A benefit of the move is that financial aid staff now have private and confidential office space to meet with students and to work on complex financial aid document review, analysis and processing.

The Financial Aid Department has experienced steady growth since 2003, in great part due to increased funding and the addition of permanent staffing which has enabled the department to expand in-reach and outreach activities and the development of sustainable relationships with stakeholders. Adequate staffing to meet the increased capacity while maintaining services will be an ongoing challenge requiring strategic planning and assessment on a regular basis. This program review is the first step in moving towards this process.

C. Progress since the last Program Review

This is the first comprehensive Program Review of the Financial Aid Department; therefore progress since last program review is not included.

Annually, the Financial Aid Department submits the BFAP-SFAA Expenditure Report which contains expenditure detail by account code and lists all sources of other funding used to support financial aid efforts by the College. These other program resources are also evaluated to ensure the College fulfills its required Maintenance of Effort (MOE) and is

supplementing not supplanting existing services. A short narrative is included that outlines key activities conducted by the department during the preceding year that demonstrates BFAP-SFAA program funds are used to support increasing student access to financial aid resources.

The Fiscal Operations Report and Application to Participate (FISAP) is also completed annually and reports back to the United States Department of Education all campus-based program expenditures for both federal and matching/institutional funds. Campus-based funds include Federal Work Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG) and the Perkins Loan Program. Cañada withdrew from participation in the Perkins Loan program in 2003. The FISAP also collects and reports unduplicated headcount, Pell and Academic Competitiveness Grant data and is used to request campus-based funds for the next aid-year. Each year, additional funds are requested; however, based on the federal allocation formula, Cañada College already receives above the minimum fair share guarantee. Cañada has and continues to receive the same allocation each year of FWS and FSEOG funds even though the number of students receiving federal aid has doubled since 2003.

D. Current strengths, opportunities and challenges.

Strengths:

The Financial Aid Department has several strengths; most of which can be attributed to its human resources. Staff are knowledgeable, collaborative, helpful and bilingual. They are current on regulatory guidance for administering the many aid programs (also a challenge) and work with students on an individual basis to assist them in maintaining eligibility and persisting towards their educational goals.

Another strength that the financial aid department and the College benefit from are the BFAP-SFAA funds. This infusion of categorical funds was appropriated in 2003 to increase financial aid awareness and the support needed to then manage those increased numbers of student seeking aid. With the present budgetary situation facing the College, these previously "stable" funds are in jeopardy which poses a significant threat to our current service level and staffing.

The physical space of the department is both a strength and challenge at times. Having private office space is a tremendous benefit in assisting students with personal and confidential matters but also can be isolating. We have sufficient storage space with room to grow and good sized offices; however, the front service counter becomes quickly cramped and overcrowded during peak service hours. We continue to automate processes and use technology as a means of communicating with our students which reduces some of the foot traffic.

Another significant strength is the collaborative relationship the three District's financial aid departments, ITS and District Financial Services have developed. We meet regularly for joint trainings and help each other to problem solve and implement solutions that enhance our processing needs and delivery of aid to our students. Services and policies are aligned across the three colleges enabling our IT support staff to develop reports and programs that

can be applied to all three colleges without significant duplication of work. Staff have also developed processing schedules to rotate some global functions from college to college to share the workload. This has and continues to work well.

Opportunities:

As our budgets shrink and continued growth stretches our physical and human resources, we need to look at ways of developing more streamlined and efficient service delivery methods. This creates an opportunity to better utilize technology, share resources and partner with other programs and establish events to help defray costs. One opportunity that has arisen from our inability to help every student individually is establishing FAFSA Tuesdays and Thursdays as standing drop-in FAFSA workshops. Students can come in between 1:00 pm – 3:00 pm on any Tuesday or Thursday to receive help. Students are brought into the computer lab in 9-106 and are taught the on-line application process in a group setting. It is hoped that these students will receive enough instruction and information to be able to apply in subsequent years on their own. We will use this activity for a new Student Learning Outcome assessment.

The Financial Aid Department has used email for a few years to send tracking letters to students needing additional documents to complete their financial aid files as well as notifying students of their financial aid award. Until this past year, many students did not have valid email addresses and staff were continually having to contact students whose emails bounced back to the college to update their information. With the implementation of the district issued "my.smccd" student email accounts, we have been able to more fully utilize email communication – though at the same time, the challenge has been and continues to be getting students to use the new accounts as a primary means of communication with our office.

The need to conserve resources has prompted a fuller assessment of self-service features that Banner and WebSMART provide in the financial aid module. For 2009-10, we expect to use new options in Banner to exchange information with students which should reduce some processing time, paper and other resources. Going paperless/green to the extent possible is also an opportunity to help our environment.

Challenges:

For several years, the Financial Aid Department has struggled with inadequate staffing needs in spite of successfully hiring two staff for 1.6 FTE. Staff hours are spread out to cover service hours during the day and two evenings per week. When anyone is ill, takes vacation, or is otherwise out of the office for any length of time, the remaining staff must cover these hours. With the augmentation of BFAP funds, the department budget was able to cover staff overtime during late registration and for participation in any activities outside of the normal hours of operation. With the current budget challenges, this is no longer economically feasible. If for no other reason than increased application volume, all staff have more work to do and effectively less in which to do it.

Keeping current with legislative and regulatory changes is an ongoing challenge. Often the changes require technical modifications to our system and changes in processing

procedures. Substantial time is also required to read, absorb and then apply the new changes to our existing processes for administering the varied aid programs. Over the past three years, five sweeping pieces of federal legislation have changed the landscape of federal financial aid, placing many more requirements on schools than ever before. Below is a partial list of federal legislation since 2006 that has necessitated significant staff training and system modification to implement::

- Higher Educational Reconciliation Act (HERA) – 02/2006
 - Created ACG and National SMART Grants
 - Increased loan limits
 - Reduced loan origination fees
 - Changed the federal needs analysis formula
- College Cost Reduction and Access Act (CCRAA) – 09/2007
 - Increased Pell
 - Reduced loan interest rate
 - Changed the federal needs analysis formula
 - Created TEACH Grant
 - Created new repayment and loan forgiveness options
 - Reduced lender insurance and special allowances
- Ensuring College Access to Student Loans Act (ECASLA) – 05/2008
 - Extended HR 6899 (Higher Education Act)
 - Created loan purchase program to ensure loan liquidity
- Higher Educational Opportunity Act (HEOA) – 08/2008
 - Reauthorizes entire Higher Education Act after 16 extensions
- Stimulus Package – 02/2009
 - TBD

To give some perspective, the HEOA summary is 219 pages. The amount of time required to fully understand and then respond to the regulatory changes is overwhelming. Staff training is critical for effective and compliant financial aid management. Recent budget constraints have prevented staff from attending major trainings including the annual Federal Student Aid Conference where all of the major changes are reviewed with Department of Education trainers. In the past, we have been fortunate to have adequate funding to provide staff with multiple opportunities to attend trainings and workshops across the state.

Confidentiality at the front service counter is problematic. There is not enough physical space between the front counter and where students waiting to be served sit or stand. If it is busy and more than one staff member is at the front assisting students, it is difficult to preserve privacy for either student.

The decision to re-enter the student loan program has substantially increased the office workload. The number of student applicants for 2008-09 is much higher than originally predicted. For the 2008-09 aid year, over 90 students have requested loans totaling over \$600,000. We are not staffed sufficiently to accommodate the high demand for student loans but we do our best to be responsive in a timely manner. At this time, the director is managing the student loan program which could easily absorb .50 FTE of staff time year-round. For 2009-10, the workload will be divided among the three financial aid technicians after some procedural changes are implemented. This additional workload is of concern to staff.

Section III: Review Report

A. Programs and Services

The Financial Aid Department administers several federal and state programs as well as managing the local scholarship program. Each program has specific eligibility requirements. To the extent possible, we use technology to automate student aid packaging for eligible programs but in spite of the technological advances, we still have to rely on many manual adjustments and reviews to ensure program integrity and compliance.

The following programs are managed and administered through the Financial Aid Department:

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Academic Competitiveness Grant
- Federal Work-Study Program
- Federal Stafford Loan Program (subsidized loan)
- Federal Unsubsidized Loan & PLUS
- Cal Grant B
- Cal Grant C (vocational/technical programs)
- Chafee Grant (foster youth)
- California Child Development Grant Program
- California Real Estate Grant Program
- SMCCC Foundation/Cañada College Scholarship Program
- Deans and EOPS Emergency Loan Programs
- Board of Governors Fee Waiver Program

Other aid programs administered through the Financial Aid Department:

- MESA Statewide Scholarships
- TRiO Supplemental Aid
- CARE Grants
- CalWORKs Grants
- Americorps Educational Awards
- Golden State Scholarshare Program
- Outside Scholarships

New for 2009-10:

- STEM Scholarship Program
- Osher Scholarship Program

Delivering financial aid is much more than just having the student or student and parent complete the Free Application for Federal Student Aid (FAFSA) each year and then enrolling in school to be paid. The FAFSA is processed by the federal processor and then electronically transmitted to the college. Annually, staff from all three colleges, ITS and District finance convene to set up the next financial aid year documentation. This requires

certain trigger dates and other processing changes being hard coded into Banner. Several joint meetings are set up to review regulatory requirements and test the changes before going live in Banner production and then beginning the next year's processing cycle. Meetings, trainings and updates to our processing system in Banner continue throughout the year. All of the financial aid staff have a high level of technical user ability which is required to manage the financial aid programs and to be able to identify and resolve discrepancies in the data.

There is an underlying data load process by which several automated processes monitored by ITS run in addition to manual manipulation of the student application data by financial aid staff to ensure the student files load properly. Once the data load is complete, we then begin working the files. Our first communication with the student aid applicant is sent by email through a batch tracking letter process that informs the student we have received their FAFSA and may require additional documents to complete the application process. Over 30% of all applications are selected by the Department of Education for verification which then requires our review of the tax forms and other documents used to report income and assets on the FAFSA in addition to other data elements. This process requires a high level of interaction with the student so they bring in the correct information and follow through.

Once files are complete, they are transferred by the Financial Aid Assistant who covers the front counter and all document intake, to the back office for a more comprehensive review, corrections as necessary, and at times a determination that more documentation is needed to resolve missing or conflicting information. The majority of all file packaging and awarding is divided between two of the technicians who each manage another specific aid program. The third financial aid technician provides technical support, monitors student enrollments, reviews disbursement data, resolves complex problems with ITS and reconciles payments against federal funds drawn down into our district accounts to make sure those funds match and to prevent our having excess cash on hand which is a regulatory compliance issue.

The director provides administrative oversight, regulatory guidance and training opportunities for staff. She attends and participates in financial aid activities at the local, state and federal level as required and disseminates information to college and district as needed. All appeals, unusual circumstances, dependency overrides or other requests for professional judgment review are carried out by the director. A marked increase is noted in the number of students and parents requesting income adjustments this year.

The student loan program is also gaining public awareness. The time spent talking with students about the different loan options, their responsibilities as borrowers to repay their loans, developing a budget and just instilling basic financial literacy concepts in them is labor intensive. We plan to change the application process for 2009-10 to include more outside work including the development of a 12-month budget so they come to loan counseling better prepared and with a more realistic idea of what they need to borrow. We hope this will reduce the number of students requesting the maximum loan amounts. We are concerned about student debt and their general lack of financial literacy.

The Financial Aid Department also coordinates the annual scholarship program which is very labor intensive from February to May each year and then to a lesser degree at the beginning of each semester when scholarship funds are disbursed. The time commitment is almost full

time for these few months in the spring and pulls the director away from other financial aid functions and needs which increases the work load on the department staff. The costs of administering the scholarship program were not recognized for many years and funding was always appealed to under critical needs. Three years ago, the scholarship costs were built into the budget. This current year, due to anticipated budget reductions, funds allocated for overtime were held back and only minimal supplies were charged against the program budget. The Financial Aid Department is unable to sustain this program without additional staffing.

In addition to processing the various aid programs as outlined above, the Financial Aid Department is involved in many other activities with the end goal of improving access to our resources. We provide outreach, participate in community events, workshops and activities, attend and facilitate high school financial aid nights and special "Cash for College" hands on FAFSA workshops for students and parents, conduct classroom visits to ensure information is disseminated about program eligibility requirements, and assist other programs in disbursing resources to eligible students. The Financial Aid Department, and specifically the Financial Aid Director, is the point of contact for serving Foster Youth and coordinating services with other departments and programs on and off campus.

As a matter of course, financial aid staff provide "counseling" to students, parents and others in regards to their particular situation. When speaking with students, staff often learn of unique and compelling circumstances facing them and their families that requires some further action. We have in place a mechanism for addressing appeal issues, unusual circumstances, dependency overrides and other areas of professional judgment that we can initiate to meet the specific needs of the student. We maintain a close working relationship with Counseling Services and as appropriate, consult with each other to determine the best approach for addressing individual student needs.

Oftentimes, students receiving financial aid are also involved in other support programs including DSPS, EOPS, CARE, Psychological Services, TRiO Student Support Services and Upward Bound, tutoring, MESA, etc. Financial aid is just one component of the entire "package" of support many students need in order to be successful academically and in their personal lives away from campus.

In spring 2008, the Financial Aid Department developed its first Student Learning Outcome and conducted a point of service survey in regards to students comfort level in using technology to apply for financial aid. The reason why this questions was important for us to understand is as funding continues to be limited and increased demands on staff are resulting in the need for excessive overtime and compensatory time to meet workload demands, we are exploring and developing more opportunities to expands the use of technology to expedite and process the delivery of aid to students which in turn, requires students to be more proactive and engaged in accessing resources via email, WebSMART, the college website, the FAFSA website, and others.

B. Staffing and Organizational Structure

The Financial Aid Department is under the direct supervision of the Vice President of Student Services. As such, the Director of Financial Aid Services is a direct report and the regular

financial aid staff report directly to the Director. Student Assistants are assigned to regular staff for general supervision.

Organizational Structure

College President

Vice President, Student Services

Director, Financial Aid Services

. 60 FTE Financial Aid Assistant & 3.0 FTE Financial Aid Technicians

The Financial Aid Department has five permanent employees and regularly hires two to four student assistants funded primarily through Federal Work Study funds each year. As the students use up their work study allowances, they may be released from their work assignments if additional funding sources are not determined.

The Financial Aid budget comes in part from general college funds and from categorical programs including the Board Financial Assistance Program-Student Financial Aid Administration (BFAP-SFAA) funds and discretionary annual administrative cost allowance funds allocated based on \$5 per Pell Grant award and savings from unallocated Federal Work Study and/or Federal Supplemental Educational Opportunity Grant funds.

At this time, position control for regular staff are budgeted 2.68 FTE General Fund 10003 and 1.92 FTE Categorical BFAP-SFAA Fund 31016, as follows:

Current Staffing:

Margie Carrington, Financial Aid Director, 1.0 FTE General Fund

Faye Soler, Financial Aid Technical, 1.0 FTE General Fund

Lucia Nolasco, Financial Aid Technician, .68 FTE General Fund /.32 FTE Fund 31016

Rosa Villegas, Financial Aid Technician, 1.0 FTE Fund 31016

Margarita "Maggie" Baez, Financial Aid Assistant, .60 FTE Fund 31016

Position	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	2005	2006	2007	2008	2009	
Administration	-	-	-	-	-	-
Bargaining Classified Staff FT	2.0	3.0	3.0	3.0	3.6	55%
Bargaining Classified Staff PT	-	-	-	-	-	-
Non-bargaining Classified Staff FT	1.0	1.0	1.0	1.0	1.0	0
Non-bargaining Classified Staff PT	1.0	.6	1.0	1.0	0	-100%

Student Workers	2.0	2.0	3.0	3.0	3.0	50%
Faculty FT	-	-	-	-	-	-
Faculty PT	-	.30	.30	-	-	-

Staff work flex schedules to accommodate evening coverage needs on Tuesday and Wednesday nights. All staff with exception to the Director, are fluent bilingual Spanish-English speakers which is of great benefit in our service area and the population we serve in both the Board of Governor's Fee Waiver Program which is currently serving over 3,400 unduplicated recipients and the Federal Title IV programs which presently serve over 600 unduplicated recipients – an all time high and growing.

Because of budgetary constraints and increased demand for services, the Financial Aid Department along with other student services programs is closing at 7:00 pm instead of 8:00 pm on evening service nights in order to have processing time without student interruption. Due to the complex and technical nature of financial aid, staff require "back office" time away from the front service counter to review, package, correct and verify student financial aid applications and other documents and reconcile fund disbursements with the district finance department and the state and federal governments.

Current Hours of Operation:

Monday through Thursday 8:00 a.m. to 4:30 p.m.

Friday 8:00 a.m. to 12:00 p.m.

Tuesday and Wednesday evenings 5:00 p.m. to 7:00 p.m.

The Cañada College Financial Aid Program has experienced steady program growth since 2003. This initial growth can be attributed to hiring of a permanent director and the initial allocation of BFAP-SFAA funds earmarked for outreach and increasing access to financial aid resources. A fulltime hourly financial aid technician was also hired at this time with this position eventually becoming a permanent position two years later.

Due to the recent economic downturn and other factors, the increase and demand for financial assistance programs has resulted in our growing our numbers to record levels. Our ability to meet the needs of the increased demand will challenge our staffing and budgetary resources as we will need to reduce our service hours moving forward in order to manage processing volume and other needs that must be addressed during "closed to student" hours of operation.

Program Growth 2002-03 to 2008-09 as of May 2009

	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09 YTD
ALL BOGFW Types	1731	2945	3369	3664	3573	3436	3929
ACG (new 06-07)	-	-	-	-	1	6	14
Cal Grant B	30	60	70	75	71	80	82
Cal Grant C	8	9	8	10	16	12	7
EOPS Grant	2	0	1	10	35	24	0
CARE Grant	12	8	11	7	8	17	13

Chafee Grant (new 06-07)	-	-	-	-	0	3	4
Pell Grant	297	365	447	480	478	534	601
FSEOG*	177	173	219	214	197	203	104
Stafford Loan - Sub	-	-	-	-	-	-	85
Unsubsidized	-	-	-	-	-	-	65
Other grant: (TRiO)	-	-	-	33	34	6	12
Federal Work Study (FWS) *	25	29	26	26	31	30	27

*FSEOG and FWS allocations are based on a federal fair share formula. The College requests additional funds each year but have received the same allocation for both programs for the past 5 years, \$82,353 and \$83,799 respectively.

Section IV: Appendices

Financial Aid Survey

To help Student Services understand how well we are assisting our students, we would appreciate your completing the information below. COMPLETE ONLY ONE SURVEY IN EACH AREA.

Gender: _____ M _____ F

My current educational goal is: AA/AS 4 yr. Transfer Certificate Other

I am enrolled in: 1-6 units 7-12 units More than 12 units

Ethnic Background: _____

B = African American, Non-Hispanic
N = American Indian, Alaskan Native
F = Filipino
AI = Asian Indian
HM = Mexican
AV = Vietnamese
W = White, Non-Hispanic
PX = Other Pacific Islander

AC = Chinese
AM = Cambodian
PG = Guamanian
AK = Korean
PS = Samoan
AX = Other Asian
O = Other Non White
AJ = Japanese
HR = Central American
PH = Hawaiian
AL = Laotian
HS = South American
HX = Other Hispanic
P = Pacific Islander

I am the first in my family to attend college. _____ yes _____ no

I work _____ full time _____ part time _____ don't work.

I attend school in the _____ day _____ evening _____ both.

For the following, please fill in the bubble below the statement that you think best describes you.

When given a choice to complete a paper or a FAFSA on the web (online), I always use the paper FAFSA unless someone can help me use the computer.	I try to use the FAFSA on the web but am concerned that I will make a mistake and prefer to have someone help me.	I am comfortable using the FAFSA on the web and can complete it with almost no help from anyone else. I value the ability to have my financial aid application rapidly processed.
---------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



I value and appreciate the convenience of the FAFSA on the web. I have effectively used the FAFSA on the web to access and update my financial aid application.

_____ Strongly Agree _____ Somewhat Agree _____ Somewhat Disagree _____ Disagree

Please drop off your completed form to anyone in the Financial Aid department. Thank you.

Financial Aid

43 Completed Surveys

83.7%	English
16.3%	Spanish

Gender

44.2%	Male
55.8%	Female

My current educational goal is:

44.2%	AA/AS
4.7%	Transfer to a 4 year
30.2%	AA/AS and Transfer to a 4 year
20.9%	Certificate
9.3%	Other

I am enrolled in

23.3%	1-6 units
46.5%	7-12 units
27.9%	More than 12 units

Ethnic Background:

9.2%	Asian
16.2%	Black
51.1%	Hispanic
0.0%	Native American
5.0%	Other
18.5%	White

How many of your parents have completed a 4 year university degree in the US?

83.7%	None (First Generation)
11.6%	One
4.7%	Two

My first language is:

46.5%	English
53.5%	Other

I work:

18.6%	Full time
32.6%	Part time
48.8%	Don't work

I attend school in the:

46.5%	Day
11.6%	Evening
41.9%	Both

Student Learning Outcome(s):

18.6% When given a choice to complete a paper or a FAFSA on the web (online), I always use the paper FAFSA unless someone can help me use the computer.

37.2% I try to use the FAFSA on the web but am concerned that I will make a mistake and prefer for someone help me.

37.2% I am comfortable using the FAFSA on the web and can complete it with almost no help from anyone else. I value the ability to have my financial aid application rapidly processed.

I value and appreciate the convenience of the FAFSA on the web. I have effectively used the FAFSA on the web to access and update my financial aid application.

54.1%	Strongly agree
27.8%	Somewhat agree
5.6%	Somewhat disagree
5.6%	Disagree

Cañada College Student Learning Outcomes & Assessment Reporting

Form #3: Reflection on Assessment Results

Complete this form to report results of your reflection on the data reported on Form #2.

A. General Info

Division:	Student Services
Program/Department:	Financial Aid
Course #:	
Date:	July 2008

B. Student Learning Outcome

Students value the use of technology in applying for Financial Aid

C. SLO Type (Check One)

Course Program Certificate Degree

D. What were the most important findings from the data?

Confirmed that higher percentage of non-native speakers need help with on-line application

E. What changes can be made to address these implications (e.g. changes to the program, curriculum, teaching method, etc.)

We need to offer more workshops with bilingual English-Spanish staff to “teach” students to use online FOTW so in future years, they are more comfortable and will also be more inclined to access other information online (WebSMART, etc)

F. What resources may be needed to make these changes?

Staffing, computer lab, flyers promoting free help and value of learning to use online process.

G. Next time this assessment is performed, what changes need to be made to the SLO statement, assessment, rubric, or method to get better results?

Survey needs to be conducted at busier time of year – random verses pint of service.

H. How does this SLO tie to other SLOs; course, program, certificate or degree?

Computer literacy, critical thinking, ability to self promote, advocate for needs

I. What is the projected semester for this assessment to be performed again?

Fall 2009

J. Assessment Team Members

Names	Phone Extension	Email Address
Margie Carrington	3174	carringtonm@smccd.edu
Maggie Baez	3307	baezm@smccd.edu
Lucy Nolasco	3377	nolasco@smccd.edu
Faye Soler\	3329	soler@smccd.edu\

K. Additional Comments

After filling out this form, send an electronic copy to your Division Dean and the SLOAC Coordinator. Congratulations!
You have completed the SLOAC Cycle

Program Review – Resource Needs Summary Table

Program/Review Financial Aid

	Needs	Justification
Personnel	1. .40 FTE FA Assistant 2. .50 Scholarship Coordinator	1. Regain staffing hours lost when moved from 1.0 hourly to .60 permanent staffing 2. Need staff to coordinate scholarship program. Director currently doing it on own time above and beyond regular job duties as director. Requires too much time and need body or move.
Equipment	1. 2. 3. 4.	
Facilities	1. 2. 3. 4.	

CAÑADA COLLEGE

PROGRAM REVIEW

INSTITUTIONAL RESPONSE SHEET

Program Name: **Financial Aid**

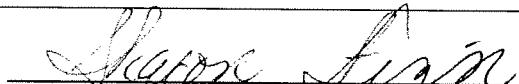
Thank you for your time and effort in preparing this Program Review. Your Executive Summary, with recommendations, has been sent to the Planning/Budget Committee and the Board of Trustees.

#1. Division Dean

Signature

Comments:

#2. Curriculum Committee Chair
Sharon Finn



Signature

Comments:

#3. College Vice President
Peter Barbatis



Signature

Comments: