

STUDENT SERVICES PROGRAM REVIEW: SPRING 2013 SUBMISSION CYCLE

Program Name: Financial Aid
Program Contact: Claudia I. Menjivar

Academic Year: 2012-2013
Program Review Submission Date: 5/30/2013

I. Description of Program

The Financial Aid Office (FAO) processes federal and state aid applications and provides financial assistance to financially needy students in the form of grants and loans. In addition, the Financial Aid Office provides assistance through literature, website, on and off campus in-reach and outreach activities, workshops conducted in both English and Spanish languages, and by scheduling individual appointments with students and families. Moreover, we provide weekly disbursements of grants and then report these disbursements to the US Department of Education through Common Origination Disbursement (COD) and the Cal Grant Program through Web grants to the State of California.

We Offer the following programs: Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work-Study (FWS), and Direct Loans such as subsidized, unsubsidized and Plus Loans. State Programs include the Board of Governors Fee Waiver (BOGW), the California State Grants such as Cal Grant program, Academic Competitive Grant (ACG) and Chafee.

The College also provides funding in the form of scholarship and district employment. Students are made aware of these programs through marketing and outreach literature and activities in both English and Spanish.

In addition to financial aid, we provide scholarships to CSM students, transfer and incoming high school students. The Scholarship Program is primarily funded by the SMCCC Foundation located at the District office. The Scholarship office also facilitates securing outside scholarships from the community, hospitals, clubs, foundations, universities and national corporations. Scholarship information is available on the Scholarship website.

Reference to Institutional Documents

- Mission Statement—ensures continuous improvement.
- Institutional Priority 3-Promote Relevant, high quality programs and services.
- Diversity Statement—a policy of inclusiveness that recognizes, values and reflects the diversity of the community we serve.

II. Summary of Student and Program Data

A. Student Learning Outcomes Assessment

Summarize recent SLO assessments, identify trends, and discuss areas in need of improvement.

SLO's assessment findings presented areas of significant accomplishment in Financial Aid and Scholarships as well as areas of improvement. While very positive, we in Financial Aid and Scholarship Office can always do better. Thus, we will consider how to enhance and implement procedures to provide students with better service and knowledge of financial aid and scholarships so students can perform and comply with federal, state and college regulations, policies and expectations. -In 2012-2013 (185 Students who were in disqualification status took the Satisfactory Academic Progress online workshop) Of the 185 of disqualified students who took the pre- test. 58 of them completed 100% pass rate 66 students completed 90% pass rate, 41 students completed 80% pass rate, 17 students completed 70% pass rate and 3 students completed a 60% completion rate. There were no students scoring 50% or lower. A post -test was administrated to all 185 students and their completion rate was 100%.

These results indicate that students are learning the minimum academic requirements needed to maintain financial aid eligibility.

B. Student Support Indicators

1. Review student program usage and discuss any differences across demographic variables. Refer to SARS, Banner, [Planning, Research and Institutional Effectiveness \(PRIE\)](#) reports and other data sources as appropriate.

During 2012-2013 academic year the FAO and Scholarship Office provided financial aid and scholarship awards to an average of 5,897 students. These figures represent a total of awarded fall and part of spring semester. We are not including summer term. It is important to recognize that these figures represent only those students who were deemed

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eligible for financial aid and does not include students who did not complete the application process or whom were determined to be ineligible.

2. Discuss any differences in student program usage across modes of service delivery.

Financial Aid modes of service delivery are provided through individual meetings, small group's workshops and online.

- 352 students received one-on-one assistance in filling out their FAFSA, BOGG and direct deposit by visiting the Outreach Center located in Bldg.10 -360 during the Fall 2012 semester
- Over 1,310 students were targeted during our outreach events to our feeder high schools events
- 339 students who were in disqualification status received online Financial Aid counseling assistance
- 5,897 students received some type of financial aid including Loans, Federal Work Study, BOGG and scholarships. Financial Aid awards are electronically dispersed.

C. Program Efficiency Indicators. Do we deliver programs efficiently given our resources?

Summarize trends in program efficiency. Discuss no-shows, group vs. individual delivery, etc.

- We continue updating and redesigning our financial aid and scholarship website as a way to improve better communication to students
- Incorporated a new Satisfactory Academic Progress workshop online
- Utilization of scanning and indexing to reduce paper and increase efficiency
- Online Scholarship Application

D. Course Outline Updates(if applicable)

Review the [course outline update record](#). List the courses that will be updated in the next academic year. For each course that will be updated, provide a faculty contact and the planned submission month. See the [Committee on Instruction website](#) for [course submission instructions](#). Contact your division's [COI representatives](#) if you have questions about submission deadlines. Career and Technical Education courses must be updated every two years.

Courses to be updated	Faculty contact	Submission month
Tab to add rows		

E. Website Review

Review the program's website(s) annually and update as needed.

Program contact(s)	Date of next review/update
Jesenia Diaz	As needed
Eric Utsumi	As needed

III. Student Learning Outcomes Scheduling and Alignment
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A. Course SLO Assessment (if applicable)

Explain any recent or projected modifications to the course SLO assessment process or schedule.

4T

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B. Program SLO Assessment

Explain any recent or projected modifications to the program SLO assessment process or schedule.

- Financial Aid will continue utilizing the Pre-Post Test to assess SLO's every semester
- Scholarship will continue utilizing the Pre-Post Test to assess SLO's every semester

C. SLO Alignment (if applicable)

Discuss how Course SLOs support Program SLOs. Discuss how Course and/or Program SLOs support Institutional/GE SLOs. Refer to [TracDat](#) related Program and Institutional SLO reports.

[Click here to enter discussion](#)

IV. Additional Factors

Discuss additional factors that impact the program, including, as applicable, changes in student populations, state-wide initiatives, transfer requirements, advisory committee recommendations, legal mandates, workforce development and employment opportunities, community needs. See [Institutional Research](#) as needed.

During the 2012-13 academic year, the following Federal and State mandates were implemented. While the numerous changes impacted staff workload, several of the outcomes were a benefit to students, specifically for Undocumented and Foster Youth.

Federal and State Policy changes

- Satisfactory Academic Progress (SAP)
- Pell Lifetime Eligibility Used (LEU)
- 5 types of Financial Aid Verification
- Ability of Benefit Test (ATB)
- Repeat Courses Policy
- SB70 reporting Implementation
- Dream Act Application (AB-130 & AB-131)

Undocumented students applying for Financial Aid

- In State Tuition assistance
- Cal Grants
- Private and SMCCCD Scholarships
- Other State-administered financial aid

Increase priority registration to

- Foster Youth

Assembly Bill (AB)2086

- California License examination passage rates for graduate of College of San Mateo (Accounting, Cosmetology, Dental Assisting and Real State)

V. Institutional Planning

A. Results of Plans and Actions

Describe results, including measurable outcomes, from plans and actions in recent program reviews.

The SLO's for the 2012-2013 cycle were to provide students the opportunity to learn the minimum academic requirements needed to maintain financial aid eligibility as well as to learn skills on how to fill out a Free Application for Federal Student Aid (FAFSA). The SLO's assessment findings presented areas of significant accomplishment in Financial Aid and Scholarship as well as areas of improvement. While very positive, we in Financial Aid and Scholarship can always do better.

- In 2012-2013 (520) students applied for scholarship online

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Of the 520 applicants, 398 CSM students were awarded scholarships totaling \$230,519

- In 2012-2013 (6067) students applied for Financial Aid online (FAFSA)
Of the 6,067 applicants 5,897 CSM students were awarded some type of financial aid
- In 2012-2013 (421) students were disqualified for Financial Aid due to Satisfactory Academic Policy
Of the 421 disqualified students, 339 appealed to be re-instated for financial aid. However, 238 were approved for financial aid.

B. Program Vision

What is the program's vision for sustaining and improving student learning and success during the *next six years*? Make connections to the [College Mission and Diversity Statements](#), [Institutional Priorities, 2008-2013](#), and other [institutional planning documents](#) as appropriate. Address trends in the SLO assessment results and student program usage and data noted in Section II. Summary of Student and Program Data.

[Note: Specific plans to be implemented in the *next year* should be entered in Section V.C.]

Financial Aid is necessary for many students who want to attend College of San Mateo. The Financial aid office therefore maintains as its vision serving and meeting the needs of all students who are eligible for State and Federal Financial Aid.

- The Financial Aid and Scholarship Office will continue to broaden utilization of web-based services, such as forms and information to students
 - Financial Aid Outreach Center will continue assisting students with completing financial aid forms and helping them meet their education goal
 - Financial Aid and Scholarship will continue outreach efforts
 - Financial Aid and Scholarship will expand hours/services to the Outreach Center
 - Financial Aid and Scholarship will promote availability of student services
1. To guide future faculty and staff development initiatives, describe the professional enrichment activities that would be most effective in carrying out the program's vision to improve student success.
 - Financial Aid staff will continue participating in workshops and conferences that contribute to their professional development and enhancing their professional skill set. For example,
 1. CCCSFAAA
 2. CASFAA
 3. Federal Student Aid (FSA Conference)
 4. 3CBG/Ellucian
 2. To guide future collaboration across student services, learning support centers, and instructional programs, describe the interactions that would help the program to improve student success.
 - Financial Aid Office processes federal and state aid applications and provides financial aid assistance to financially needy students in the forms of grants and loans. It is very crucial that students are familiarizing themselves with other resources on campus to be fully successful in meeting their careers goals. Therefore, working very closely with EOPS, DSPS, Admission and Records, Testing, Counseling, advisors, testing, campus clubs and outreach/in reach efforts makes this transition very smoothly for students.
 3. To guide the [Institutional Planning Committee](#) (IPC) in long-range planning, discuss any major changes in resource needs anticipated in the *next six years*. Examples: faculty retirements, equipment obsolescence, space allocation. Leave sections blank if no major changes are anticipated. Specific resource requests for the next academic year should be itemized in Section VI.A below.

Faculty: Due to high increase of underrepresented students seeking financial aid counseling, we would like to have a financial aid Counselor to help financial aid students with their education plans and ensure that they are completing their educational goals within the necessary time frame.

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Equipment and Technology: in order to increase productivity and efficiency, the Financial Aid office will constantly rely on scanners and, later, index files to be able to award students. We anticipate a growing need of high speed scanners

Instructional Materials: 4T

Classified Staff: We anticipate an increase in staff members here at the financial aid office. As Federal and State changes, increase in financial aid applicants, new positions will become necessary,

Facilities: 4T

- Given the increase of students applying for Financial Aid, we need a bigger location to hold financial aid workshops
- Increase number of lap top computers for outreach/in reach services
- Bigger location for outreach/in reach Financial Aid assistance

C. *Plans and Actions to Improve Student Success*

Prioritize the plans to be carried out next year to sustain and improve student success. Briefly describe each plan and how it supports the [Institutional Priorities, 2008-2013](#). For each plan, list actions and measurable outcomes.

Plan 1

Title:

Financial Aid Website Updates

Description

Incorporate all financial aid documents and related information on the Financial Aid website 1.1.2

Action(s)	Completion Date	Measurable Outcome(s)
Financial Aid will continue to redesign and update the Financial Aid and Scholarship website	Fall 2014	Students will become familiar with financial aid requirements and type of aid available.
4T		4T
4T		4T

Plan 2

Title:

Professional Development for Staff members

Description

Staff participation in professional development

Action(s)	Completion Date	Measurable Outcome(s)
Financial Aid staff will continue participating in workshops and conferences that contribute to their professional development and enhancing	Fall 2014	More knowledgeable staff that is capable of assisting CSM's diverse students.

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their professional skill set.		
4T		4T
4T		4T

For additional plans, cut/paste from above and insert here. Or add an additional page. Number your additional plans accordingly.

[Note: Itemize in Section VI.A. Any additional resources required to implement plans.]

VI. Resource Requests

A. *Itemized Resource Requests*

List the resources needed for ongoing program operation and to implement the plans listed above.

Faculty

Full-time faculty requests (identify specialty if applicable)	Number of positions
Financial Aid Counselor	1

Complete [Full-Time Faculty Position Request Form](#) .

Description of reassigned or hourly time for prioritized plans	Plan #(s)	Cost
Financial Aid Counselor will help Financial Aid students with their academic Plans and make sure that students are completing their education goal within The necessary time frame.		\$70,000

Equipment and Technology

Description (for ongoing program operation)	Cost

Description (for prioritized plans)	Plan #(s)	Cost

Instructional Materials

Description (for ongoing program operation)	Cost

Description (for prioritized plans)	Plan #(s)	Cost

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Classified Staff

Description (for ongoing program operation)	Cost
Scholarship Program Services Coordinator	\$57,325

Description (for prioritized plans)	Plan #(s)	Cost
Scholarship staff will be managing the Scholarship program		
Feedback with donors, updating website, awarding and disbursing scholarship funds		

Facilities

For immediate or routine facilities requests, submit a [CSM Facility Project Request Form](#).

Description (for prioritized plans)	Plan #(s)	Cost

B. Cost for Prioritized Plans

Use the resources costs from section VI.A. above to provide the total cost for each plan.

Plan #	Plan Title	Total Cost
1	Financial Aid Counselor	\$70,000
2	Scholarship Program Service Coordinator	\$57,325