

STUDENT SERVICES PROGRAM REVIEW

Annual Program Review Form: Academic Year 2007 - 2008

Due: June 30, 2008

Each year, no later than June 30, Student Services Staff analyze the state of their program. The Program Review analysis includes the following information and should not be more than 3-4 pages. Programs may include additional data and information in support of the annual review—as and attachment only.

Date: 6/30/2008

Student services unit: Financial Aid Department

Student services unit staff: Claudia Menjivar, Doreen Garcia, Thanh Pitetta, and John Vehikite

Program review prepared by: Claudia Menjivar

A. Summary description of your unit’s program and services (one paragraph):

The Financial Aid Office (FAO) assists all students with financial needs to reach their educational goals by providing financial programs for students in Higher Education. The Financial Aid Office provides Federal and State funds to disadvantaged students in the form of grants, loans and work study. In addition, the FAO provides outreach /in-reach activities to help promote financial aid services at CSM. Furthermore, in order to maintain compliance, the Financial Aid Director compiles and submits a variety of reports to Federal and State agencies.

Thus, the Financial Aid office provides assistance through literature, WebSmart website, on and off campus in-reach and outreach activities, workshops in both English and Spanish as well as individual appointments to students and families.

Number of students served/types of services provided:

Program	Number of Students	Amount Awarded
Pell Grant	817	2015,828
ACG	22	14,125
BOGG (A,B,C &S)	4312	720,730
Calgrants B&C	141	\$175,525
Chafee Grants	9	\$25,215
SEOG	598	\$213,964
Emergency Loans	325	\$32,500
Stafford Loans/Unsub	52	165,707
Plus Loans	5	46,276
FWS & CalWorks	64	186,507
EOPS/CARE grants	117	42,000
Scholarship	104	104,323

	6566	3,003,691

During the 2007-2008 academic years the FAO provided financial aid assistance to 6,566 students. Last year we assisted 6,149 students. These figures represent an increase of a total of 417 students compared to 2006-2007 academic year. It is important to recognize that these figures represent only those students who were deemed eligible for financial aid and does not include those students who did not complete the application process or whom were determined to be ineligible. Thus, the Financial Aid Office has been slightly impacted by the low enrollment at CSM.

Services provided by the Financial Aid Office:

- Bilingual and Trilingual services:
 - Claudia Menjivar (Spanish/English)
 - Thanh Pitetta (English/Vietnamese)
 - John Vehikite (English/ Spanish/Tongan)
- Workshops in both English and Spanish to students on how to apply online for financial aid including filling out the FAFSA and BOGG.
- Provide general financial aid information to students and parents.
- Counsel and advice students on financial aid policies and procedures.
- Financial aid applicants are evaluated for eligibility of all forms of Federal and State aid.
- On and off campus in-reach and outreach activities.
- Workshops for students on several topics: “Money Management”, “Student Satisfactory Academic Progress”

C. List significant unit accomplishments in 2007-2008:

- Implemented Direct Deposit of grants
- Created Financial Aid brochure in Spanish/English
- Implemented and coordinated the Foster Youth Initiative Program.
- Implemented an imaging process of financial aid documents to streamline the electronic financial aid awarding process.
- Redesigned and updated the Financial Aid website.
- Availability of forms to students via the website
- Bi-weekly staff meetings to keep the staff updated on Financial Aid procedures.
- Having up-to-date technology helps us to be more effective when dealing with students.
- Coordinated and implemented “Cash for College Day,” a community outreach event held at CSM and attended by 103 prospective students.
- Kept our student loan default rate at 0% (one of the lowest in the state).
- Administered the \$289,936 BFAP budget which supported hiring temporary staff for Financial Aid, Counseling, and the CSM Online Center for financial aid outreach/in-reach.
- Increased in-reach/outreach services by implementing and coordinating the Financial Aid extension office located in Building 5. A total of 1395 students received some type of assistance with: filling out FAFSA and BOGG online, attended workshops, checked grades, and/or matriculation and registration process
- Updated the Financial Aid Handbook.

- Employed one part-time Academic Counselor who was bilingual (Spanish/English) to advise students who were disqualified or on academic probation, to develop an educational plan and monitor their academic progress.

D. Where appropriate, delineate the relationship of significant unit accomplishments in 2007-2008 to the current Student Services Planning Document:

- Financial aid has been actively involved in supporting diversity issues on campus by employing staff as well as student workers who are ethnically diverse and encourage them to participate in college diversity activities and events on campus. Goal 3
- Expanded in- and outreach events to inform students about financial aid. Goal 2.2

E. Summarize the results of the annual student survey for your unit (including the total number of survey responses) AND identify the implications for the future delivery of your unit's services:

The results of the annual survey indicate that students are very satisfied with our services. In the Financial Aid Office, 84% of the respondents reported that they considered the “overall quality of our services to be excellent” Here are the results; Excellent (44%), Very Good (24%) and Good (16%). This reflects an increase of three percent from the previous year.

In addition, 84% indicated overall satisfaction with FAO staff. Here are the results; Excellent (40%), Very Good (24%) Good (4%) and Fair (16%). This indicates an increase of 8% from the previous year. The survey also shows that 88% of the respondents indicated that the FA staff has the ability to answer all of their questions and concerns. Here are the results: Excellent (38%), Very Good (24%), Good (24%) and Fair (4%). In which indicates an increase of 14% from the previous year. In addition, 96% of the respondents noted that the FAO office hours are Excellent (20%), Very Good (52%), Good (12%) and Fair (12%). This reflects an increase of 16% from the previous year. In addition, 80% of the respondents indicated that our explanations of the application processes are exceptional. Here are the results: Excellent (36 %), Very Good (32 %), Good (8 %) and Fair (4%). Also, the explanation of the disbursement amounts and procedures are; Excellent (36 %), Very Good (28 %), Good (16 %) and Fair (8%). Furthermore, 84% of the respondents found that without financial aid assistance, they would not have been able to attend CSM. This reflects an increase of 12% from the previous year.

This survey clearly proves that our students are very satisfied with the Financial Aid Department here at CSM and the services we provide to better identify and respond to students needs.

F. Summarize the findings of your unit's assessment of Student Learning Outcomes AND identify the implications for the future delivery of your unit's services.

SLO assessment findings presented areas of significant accomplishments in Financial aid as well as areas of improvement. While very positive, we in Financial Aid believe we 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 so students can perform and comply with federal, state and college regulations, policies and expectations.

Here are the findings:

- Financial Aid awards increase by 1.068%
- From a total of 817 Pell recipients, only 0.017 % were subject to RTIV (Return of Title Four) due to withdrawing completely either for fall or spring semester. In comparison to

- 0.037 % in 2006-2007, RTIV rate decreased by 0.02%
- 3,761 students learned about the Financial Aid Outreach Center. In comparison to 2,623 in 2006-2007

G. Summarize your unit's strategies and accomplishments that have fostered a climate in which diversity is recognized and valued:

The Financial Aid Office is the most diverse department on campus. We have hired staff as well as students from a wide variety of ethnic groups to support and provide services to our low-income and ethnically diverse population. Our students come from all ethnic and economical backgrounds. Therefore, they need the support and understanding of our staff so they can stay in school and feel welcomed and find a sense of belonging. We have staff members who are able to provide bilingual and trilingual services to our financial aid students.

H. List your anticipated goals for 2008-2009 based on the findings of this year's 2007-2008 Program Review:

- Implement a website for Foster Youth population
- Incorporate BOGG application with CCC Apply
- Issue financial aid funds in the form of debit cards to Financial Aid students
- Involve students to help create and update financial aid materials
- Use focus groups to improve FA services
- Set up an outreach table near Cosmetology and Nursing classrooms
- Expand outreach efforts to the adult population.
- Develop campaign strategies for outreach purposes
- Provide online counseling services to our student population.
- Create financial aid brochures in different languages
- Continue to encourage staff to participate and attend Diversity in Action Group meetings.

I. Identify your unit's needs and recommendations for 2008-2009 (including staffing, equipment, etc.):

- Hire a bilingual Financial Aid Outreach Coordinator
- Continue working with ITS specialist to better improve our services
- Hire a bilingual staff member for the Financial Aid 'Coastside' office located in Half Moon Bay.
- Online Financial Aid counseling services for students who are ineligible for financial aid.
- Continue to promote utilization of on-line services.
- We would like to have a station for students to complete FAFSA on-line at any time.

J. Identify notable individual accomplishments in 2007-2008 (optional):

John Vehikite

Member, CSM Diversity in Action Group
Participated in “Cash for College Day” & “Financial Aid Awareness Day”

Doreen Garcia

Coordinator of “Financial Aid Awareness Day”
Participated in “Cash for College Day”

Thanh Pitetta

Participated in “Cash for College Day”
Coordinator of “Financial Aid Awareness Day”

- K. Provide a brief two or three sentence description of your unit’s key accomplishments for possible use in the “2007-2008 Student Services Key Accomplishments” publication.**

Without BFAP money Financial Aid would not have been able to accomplish its major goals, such as the ability to implement new technology and hire staff members to provide better services to our students.

- L. Additional comments:**