MODESTO JUNIOR COLLEGE
Program Review

Student Financial Services Spring 2013

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1. Program Overview

Review Title: Student Financial Services Spring 2013

Review Type: Student Services Program

Service Area: Student Financial Services (Financial Aid & Scholarships)

External Regulations: External

Departments (Disciplines):

Mission of the Program:

The mission of the Modesto Junior College Student Financial Services Department is to aid current and prospective students in their understanding, application, and processing of all eligible financial aid resources.

Overview of the Program:

To accomplish this mission, the Student Financial Services Department establishes the following program objectives:

+ Educate students, parents, staff, and community about available financial aid opportunities and resources.
+ Provide application assistance and guidance to current and prospective students.
+ Process aid efficiently, accurately, and in a timely manner.
+ Employ professional judgement to ensure access to financial aid in unusual circumstances.
+ Comply with federal, state and local regulations, and revise policies as changes are implemented in the administration of financial aid and scholarships.

Program Activities and Accomplishments:

* Student Financial Services has improved the process of Return to Title IV Funding, by accessing Instructor's adds, drops or no shows (through Datatel). This reported data of attendance verifies a students eligibility for financial aid funds and reflects if a student has to repay any Federal Pell funds. R2T4 reporting for the academic year of 2012-2013 focuses on decreasing the college institutional cost by improving the R2T4 process.

* Revised and update Satisfactory Academic Progress (SAP) review to accommodate the term by term Federal regulations. Documenting students SAP status every term. Communicating to each student the results of their financial aid eligibility on a term by term bases.

* F A O procedures on FAFSA verification process have been improved. In May of 2012 (N=100) files had been reviewed and completed for funding, In May of 2013 (N=1500) files had been reviewed and completed for funding. Proving the new procedural improvements to our file review were more successful.

* Offered workshops to provide incoming students with program information, application of FAFSA processes, and college resources for increased student success. (For record list of workshops 2012/13 = FA Awareness Day, African American Conference, FYE Student Success Orientation, I Can Afford College Night, 2 Dream Act Application.)
*Collaborated with other Counseling Department regarding Appeal process.

* Provide staff training through:
Region V meetings bi-monthly (4), webinars on Dream Act (2), Verification process (6 Techs), state association conferences - CCCSFAAA (6), Department of Education workshops and Datatel updates and webinars.

* College Professional Development workshops attended by staff as office work flow will allow.

2. Response to Prior Year

Previous Program Review Commendations:

From Manager:

From AIE Program Review Workgroup:

From Outcomes Assessment Workgroup (OAW):

Previous Program review Recommendations:

From Manager:

From AIE Program Review Workgroup:

From Outcomes Assessment Workgroup (OAW):

Describe how your program has responded to these commendations and recommendations.

No Response

In a previous year, the college funded the Resource Requests listed below. You provided a proposed measure of effectiveness at that time. Please "close the loop" by analyzing the actual effectiveness of each item.

<table>
<thead>
<tr>
<th>Item Funded</th>
<th>Proposed Measure of Effectiveness</th>
<th>Analysis of Actual Effectiveness</th>
</tr>
</thead>
</table>

3. Program Personnel

Program Personnel:

<table>
<thead>
<tr>
<th>Classified Staff Member</th>
<th>Name</th>
<th>Hired</th>
<th>Months</th>
<th>Pct Full</th>
<th>Fund 11</th>
<th>Fund 12</th>
<th>Other Pct</th>
<th>Classified Staff Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pamela Aguilar</td>
<td>1982</td>
<td>12</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>Financial Aid Systems Specialist</td>
</tr>
<tr>
<td>Consuelo Aguilar</td>
<td>1987</td>
<td>12</td>
<td>100%</td>
<td>95%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>Financial Aid Technician</td>
</tr>
<tr>
<td>Odette Barnard</td>
<td>1987</td>
<td>12</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>Financial Aid Technician</td>
</tr>
</tbody>
</table>
Fulltime faculty retirements or other departures last review:
0

Adjunct Faculty Spring:
0

Adjunct Faculty Fall:
0

Anticipated Staffing Changes:

New Financial Aid Executive Secretary which replaced previous Executive Secretary upon retirement.

Staff changes in Student Financial Services during the last year:
- New Student Financial Services Director - started in February
- Financial Aid Specialist replaced by F.A. II which will open another position that will need to filled by August.

4. Student Learning Outcomes

Institutional Learning Outcomes (ILO) Assessment Executive Summary:

Program Learning Outcomes (PLO) Assessment Executive Summary:
General Education Learning Outcomes (GELO) Assessment Executive Summary:

Has this program made adequate progress on assessing outcomes since the last program review? If not, provide a plan to meet the outcomes assessment expectations of the college:

Yes the Service Area Outcomes were assessed and found to be satisfactory. During the Spring 2013 semester students were surveyed (during Financial Aid Awareness week) to evaluate the level of information and awareness of financial aid on the part of the students.

The Survey results show a high percentage of students receive information first from their High Schools and then locally at MJC.

Knowledge obtained by the survey illustrates that students have gained general information about financial aid but details concerning grants or college fees are still not clear.

5. Trend Analysis

Trend Analysis:

The Student Financial Services Office has experienced an increase in applicants and financial aid recipients over the past five years.

The department is currently servicing students without an Outreach position (RIF in 2011) and without a FA Tech II that was never replaced from prior to 2011.

Effects of the office outreach efforts continue and statistics reflect an increase in Federal Pell recipients as well as BOGW fee waiver increase.

The percent of FAFSA applications and Bogw only applications increased dramatically. The department continues to concentrate on communicating to students to apply for additional aid, which include Pell Grant, Cal Grants, SEOG, Federal Work Study, Chaffee Grants and Scholarships.

6. Long-range Planning

Provide any additional information that hasn't been addressed elsewhere in this program review, such as opportunities or threats to your program or an analysis of important subgroups of the population you serve.

The ever-increasing number of applicants is taxing the resources of the Student Financial Services department. Each year the number of students who begin the school year without funds increases due to workload. The department has focused on improving file verification and office procedures. But the volume continues to increase. Students who once would have enrolled directly into four-year universities are now redirected to community colleges, either due to family economics or decreases in admissions to the four-year universities. Due to a high number of businesses moving out of the area or downsizing many older adults are seeking education and skills at the community college level, which also adds to the increase in financial aid applications.

Taking into account the trends within this program and the college, describe what you realistically believe your program will look like in three to five years, including such things as staffing, facilities, enrollments, breadth and locations of offerings, etc.:

In three to five years, the Student Financial Services program will need to expand to provide adequate services. Increasing services on East and West Campuses requires additional staff to house employees on both campuses. To accomplish this the department will need: 1) Added FT Financial Aid Assistants for in-take on East Campus 2) A Communications
7. Resource Requests

Resource Requests:

<table>
<thead>
<tr>
<th>Name</th>
<th>Resource Type</th>
<th>Sub type</th>
<th>Budget Object Code</th>
<th>Level</th>
<th>Est. Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelli Response</td>
<td>Technology-Software</td>
<td></td>
<td>Other</td>
<td>Mission Critical</td>
<td>$15,000 Annual</td>
</tr>
<tr>
<td>Financial Aid Technician</td>
<td>Personnel</td>
<td>Classified</td>
<td>NonInstruc-Reg</td>
<td>Essential</td>
<td>$70,000 Annual</td>
</tr>
<tr>
<td>Financial Aid Communications Technician</td>
<td>Personnel</td>
<td>Classified</td>
<td>NonInstruc-Reg</td>
<td>Essential</td>
<td>$136,000 Annual</td>
</tr>
<tr>
<td>Financial Aid Outreach</td>
<td>Personnel</td>
<td>Classified</td>
<td>NonInstruc-Reg</td>
<td>Desired</td>
<td>$70,000 Annual</td>
</tr>
<tr>
<td>SARS-MSGS</td>
<td>Technology-Software</td>
<td></td>
<td>Other</td>
<td>Desired</td>
<td>$2000 Annual</td>
</tr>
<tr>
<td>Financial Aid Technician</td>
<td>Personnel</td>
<td>Classified</td>
<td>NonInstruc-Reg</td>
<td>Desired</td>
<td>$136,000 Annual</td>
</tr>
</tbody>
</table>

8. Executive Summary

Provide an executive summary of the findings of this program review. Your audience will be your dean or manager and the Instruction Council (or any other appropriate campus governance body).

The tremendous growth in Financial Aid applicants continues to challenge the financial aid department's material and physical resources. The poor economy has caused an increase in students seeking financial assistance, more than ever before. Due to the volume of applications the staff continues to seek ways to adequately serve the students.

The demand on the staff to respond efficiently and professionally to requested information whether it be by electronic documentation, Pirate Net web site, phones or walk-ins, literally hundreds a day, is a daily challenge.

Additional staffing is critical to improve processing time all the parts of completing a students financial aid file. For students to be successful they need funding for their books, transportation and supplies at the start of each term.

The department has implemented more efficient processes for file review, e-mail, web and phone responses. As a team we communicate fast and efficiently to inform our students of the latest deadlines and restrictions. Example in the filing process has been updated from 12/13 _____ completed by May 2012 to 13/14 _____ completed by May 2013.

With adequate staff the Student Financial Services department would improve student success by increasing students knowledge of funding opportunities at Modesto Junior College.

9. Managers Comments

Commendations:
Recommendations:
10. Instruction Council Comments

Commendations:
Recommendations:

11. Outcome Assessment Workgroup Comments

Commendations:
Recommendations: