



Student Services Area Program Review



Modesto Junior College

Student Services Area Program Review

2017

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Executive Summary

Provide an executive summary of the findings of this program review. Your audience will be you're the Student Services Division Program Review Group, the MJC Program Review Workgroup, and the various councils of MJC.

The Financial Aid Office advocates student success by advising students on how to successfully fund their education, allow aid for remedial/ESL coursework, and provide an opportunity for Disqualified students to appeal for aid. Financial aid is awarded to students solely based on income and enrollment history which provides an opportunity for low-income students to gain an education and obtain a valuable job. We provide inclusive outreach to the campus community and the surrounding communities to encourage strong connections between the two.

Student Services Area Overview

The Mission of Modesto Junior College

MJC is committed to transforming lives through programs and services informed by the latest scholarship of teaching and learning. We provide a dynamic, innovative, undergraduate educational environment for the ever-changing populations and workforce needs of our regional community. We facilitate lifelong learning through the development of intellect, creativity, character, and abilities that shape students into thoughtful, culturally aware, engaged citizens.

Provide a brief overview of the student services area and how it contributes to accomplishing the Mission of Modesto Junior College. (Overview Suggestions: How consistent is the student services area with the institutional mission, vision, core values and/or goals? How are aspects of the institutional mission addressed within the student services area? Is the student services area critical to the pursuit of the institutional mission?)

To accomplish the 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 all students and prospective students.
- Process aid efficiently, in an accurate and timely manner
- Mark timely disbursements of aid to all eligible students
- Employ professional judgement to ensure access to financial aid students with unusual circumstances
- Comply with all federal, state and local regulations, laws, and policies in the administration of financial aid
- Revise and /or update policies and procedures to reflect changes in the Federal and State laws and regulations

Program Activities and Accomplishments

Provided staff training through webinars, state and national conferences (CASFAA, CCCSFAAA and FSA), Department of Education workshops, and Ellucian training and consultants.

Through Grant Title V:

- Remodel of whole financial aid area was redesigned to increase students access to admissions, financial aid, assessment
- Established new Student Success Representatives (replaced Fin. Aid Assistant).
- Position combines Admissions and Records, Financial Aid and Assessment duties. Every student on East or West Campuses receive same services for front line student document intake, questions and resources.

Provide two Financial Aid Technicians on East Campus for front counter assistance and guidance.

Acquired the Assessment program and have trained the SSR's on proctoring for testing and have Assessment scheduled for daily walk-ins for all students.

Student Financial Service area helps provide eligible students with waived fees, books, materials and transportation. This enables financially challenged students achieve overall success with their education.
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Student Learning and Outcomes Assessment

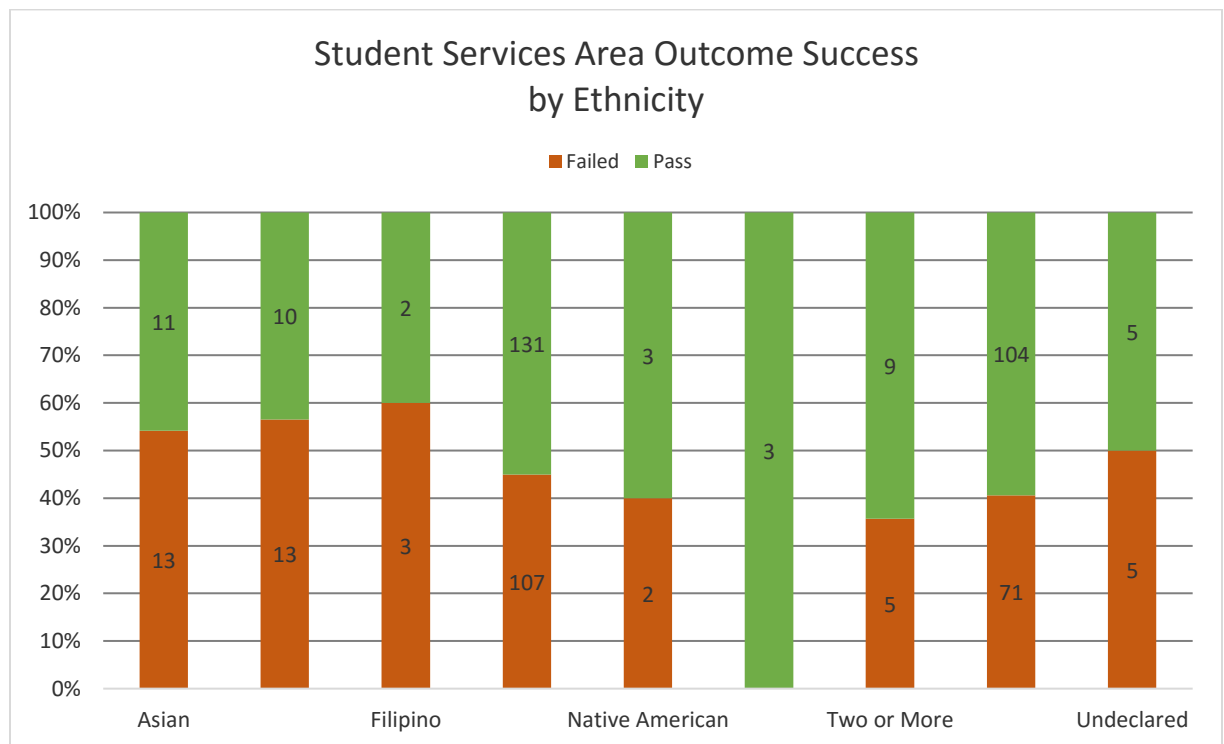
Please review your Learning Outcomes data located on the [MJC Student Learning Outcomes Assessment](#) website in regards to any applicable Program, Institutional, and General Education Learning Outcomes. After you have examined your rates and disaggregated data, reflect on the data you encountered. Please address your Student services Unit Outcomes (AUO) and the College Institutional Learning Outcomes (ILO) in your analysis.

SSLO, SAO, and ILO Assessment

Support Service Learning Outcomes (SSLO) and Service Area Outcomes (SAO)

Review and provide a synopsis of your disaggregated SSLO and SAO data. What is your set goal for SSLO and SAO success? Do your overall rates meet this goal?

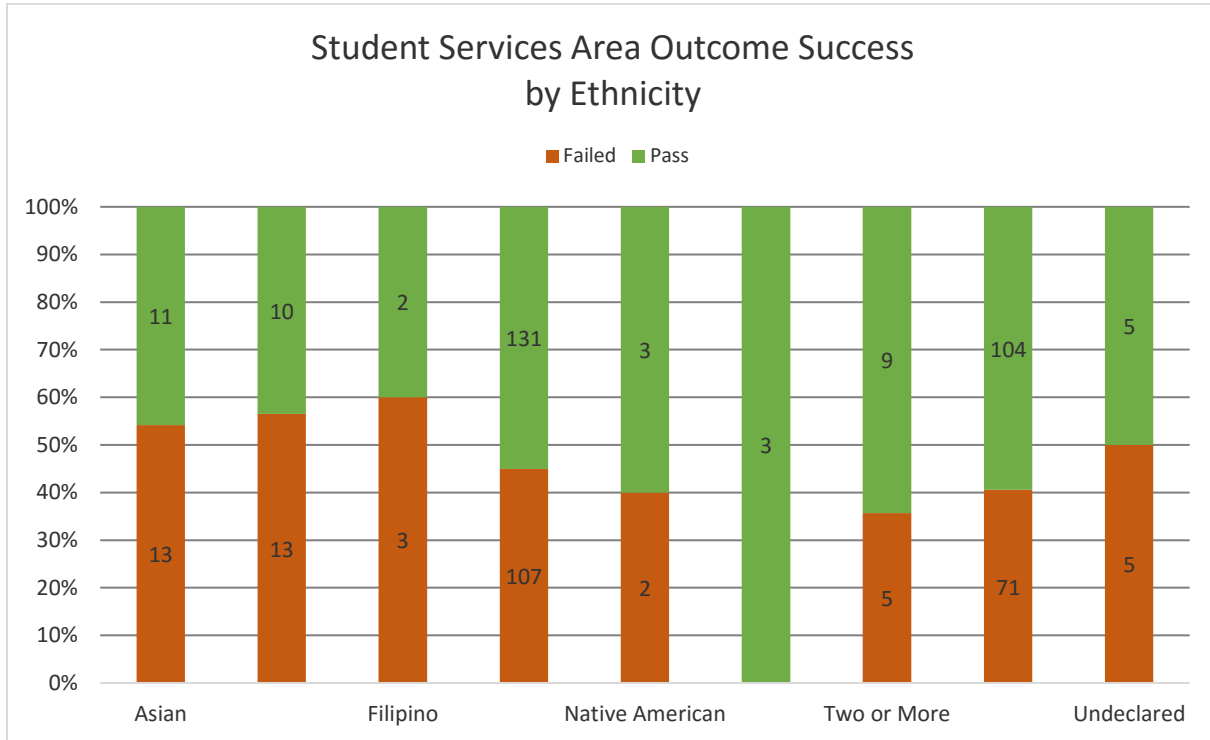
1. Students will understand MJC Satisfactory Academic Progress (SAP) regulations, requirements, and appeal opportunities through workshops made available to them when they reach Financial Aid warnings status due to low GPA, Pace Rate, or both.
2. Students will learn how to complete the Financial Aid application during Financial Aid Fridays and other workshops.



Service Area Outcome (SAO)

Review and provide a synopsis of your disaggregated ILO data. What is your set goal for ILO success? Do your overall rates meet this goal?

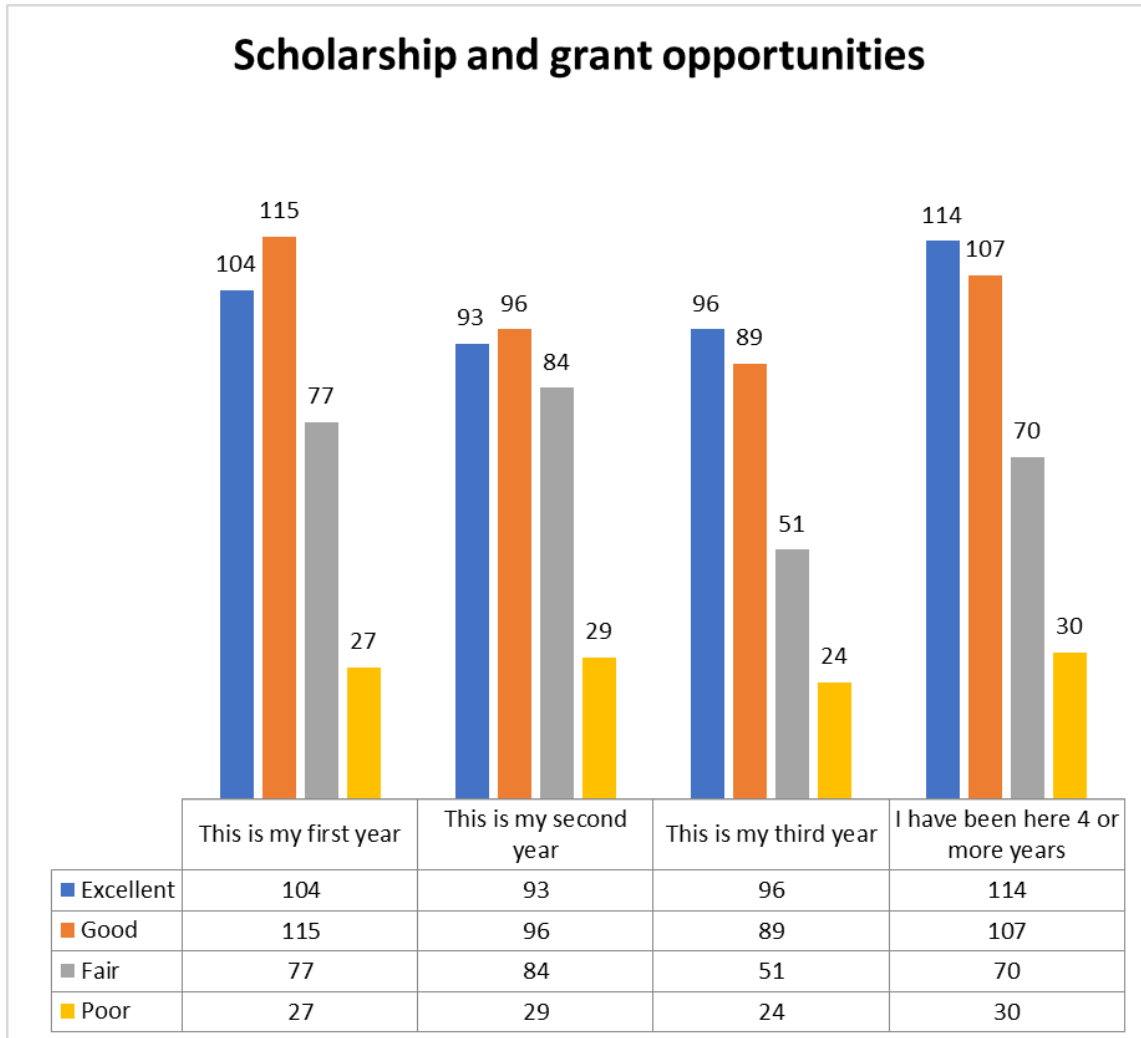
1. Students will understand the rules, regulations, and commitments of receiving financial aid at MJC.
2. Students will understand the financial aid application process through the assistance provided by Student Financial Services.



Personal and Professional Development.

Students will develop skills that aid in lifelong personal growth and success in the workplace. Students will be able to:

1. Identify financial aid funds available at the Community College level. Increase students’ knowledge and abilities in of the cost of attending college and educate students on financial struggles and achievements for lifelong personal growth.
2. Students will develop quality judgment, dependability, and accountability while maintaining flexibility in an ever-changing world.



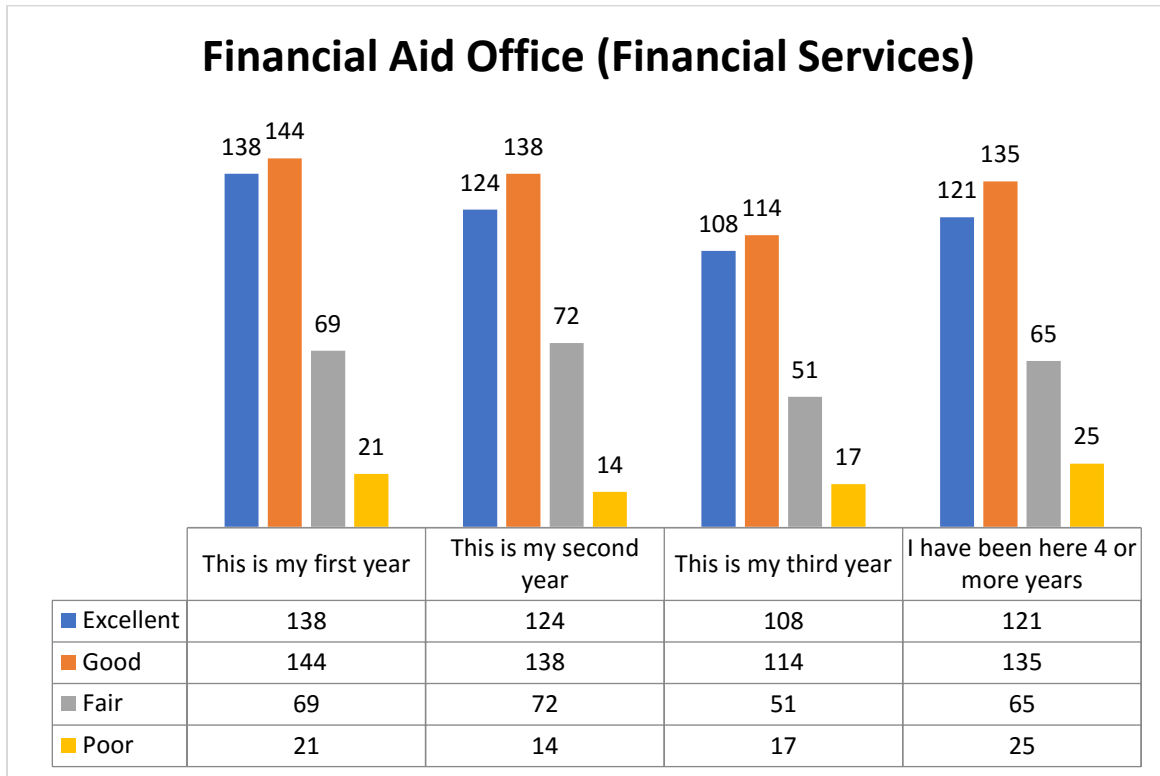
Additional Support Service Area Program Data (optional)

Additional Program Data

You may be asked to include additional data—or want to include additional data—regarding your service area. Please include your data below or attach it to your program review, set a goal regarding your data that would indicate success, and develop a plan for any improvements.

Additional Program Data

Please include your data in the box below or via an attachment. Write a brief description of the data, why it is important, and what it shows about your program. If you have different data sets, please identify and write about them separately.



Analysis

Given the data you have provided, provide a set goal for success regarding the data, review your data, and provide a plan for improvement if needed. Also examine whether or not your data and rates vary across student populations. Discuss how you plan to address issues of success and equity.

Program Analysis

Program Personnel

Provide a narrative or diagram of your area and personnel. Report any recent changes and any future personnel planning.

Staff Roster

Director	Peggy L. Fikse
Administrative Secretary	Shemi Warda
Accounting Analyst	Kristina Godinez
Financial Aid System Specialist	Odette Barnard
Financial Aid Technicians	Connie Aguilar
	Jennifer Rodrigues
	Laura Hurst
	Brandi Supnet
	Julie Trejo
	Lavonna Routt
	Christina Polack
	Maria Navarro-Pinedo
	Patricia Moran 47%

Student Services Representatives

Barbara Wall
Elaine Thornton
Elisa Blandino
Tracy Gillman

Long Term Planning and Resource Needs

Long Term Planning

Provide a long-term outlook for your student services area, including any goals addressing equity, success, enrollment, or any additional information that hasn't been addressed elsewhere in this program review. You may include environmental scans for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Taking into account the trends within this student services area 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.

The Student Financial Services has been remodeled per Title V grant standards. With a focus on where we have had barriers for students: equity, language barriers, forms or document barriers. Removing physical barriers and opening up the lobby access, this has enabled staff to focus on individual students needs and how ALL students can apply for funds to assist in their education needs.

Resource Request and Action Plan

Priority	Name	Resource Type	Estimated Cost	Objective
1	Fin Aid Marketing and Compliance Specialist Range 30	Fund 11	\$ 49,264 (Benefits not included)	Position would verify State and Federal Compliance regulations. Update audit items that are required to be on the website and communicated to students. Supervise Outreach for financial aid events.
2	FA Program Technician Range 29	50% Fund 12 50% Fund 11	\$24,342 \$24,342	Position would lead the current F.A. Technicians; Verify ALL State regulated grants: Cal Grants, FTSSG and CC Completion Grant.