

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Financial Services

Prepared by: _

- x Processed and awarded all financial aid applications according to the Federal and State guidelines.
- x Disbursed funds accordingly to eligible students, which

5. Students Served

CAL GRANT AWARDS

*The Cal Grant awards to students increased significantly from 2012/2013 academic year to 2016/2017 academic year.

Demographics:



70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%

	AFR AM	ASIAN	HISPANIC	NATIVE AM	OTHER	WHITE
■ Norco	5.5%	8.8%	58.2%	0.2%	2.6%	24.7%
■ BOGW	6.2%	7.0%	63.7%	0.2%	2.4%	20.5%

Success Rates

80.0%
60.0%
40.0%
20.0%
0.0%

FIRST-TIME CONTINUING NOT
APPLICABLE /
UNCOLLECTED

	First-Time	Continuing	Not Applicable / Uncollected
■ Norco	63.2%	70.2%	76.9%
■ BOGW	62.8%	69.8%	64.3%

The success chart examines the success rate of students in Fall 2016.

The term persistence charts examine the persistence of students from Spring 2016 to Fall 2016 and Fall 2015 to Fall 2016:

Persistence Rate From Spring 2016 to Fall 2016

80.0%
60.0%
40.0%
20.0%
0.0%

FIRST-TIME CONTINUING NOT
APPLICABLE

	First-Time	Continuing	Not Applicable
■ Norco	63.7%	66.2%	78.0%
■ BOGW	72.0%	79.6%	42.9%

Persistence Rate From Fall 2015 to Fall 2016

80.0%
60.0%
40.0%
20.0%
0.0%

FIRST-TIME CONTINUING NOT
APPLICABLE

	First-Time	Continuing	Not Applicable
■ Norco	49.4%	49.3%	62.7%
■ BOGW	54.0%	61.8%	57.1%

DREAM Act Applications:

For 20122013, Student Financial Services received 86 applications.

For 20132014, Student Financial Services received 240 applications.

For 20142015, Student Financial Services received 280 applications.

For 20152016, Student Financial Services received 338 applications.

For 20162017, Student Financial Services received 331 applications.

II. Assessing Outcomes

1.A. Report on 2015-2016 Assessment Plan and Objectives for Student Services Area:
Services

Student Financial

Objectives:

- x Increase student's knowledge of the new FAFSA and DREAM application timeline.
- x Increase student's knowledge of the new changes to the BOG waiver and the changes that affect their BOG waiver (B) FAFSA v.5 (m)-49

II.1.B . Program Modifications for 2015

-2016 Data Assessment (“Closing the Loop”)

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
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As a result of participation in a workshop, students will increase their knowledge of the new FAFSA and DREAM application timeline. (SLO)

II.2.A. 2016-2017 Assessment Plan for Student Services Area:

Objectives:

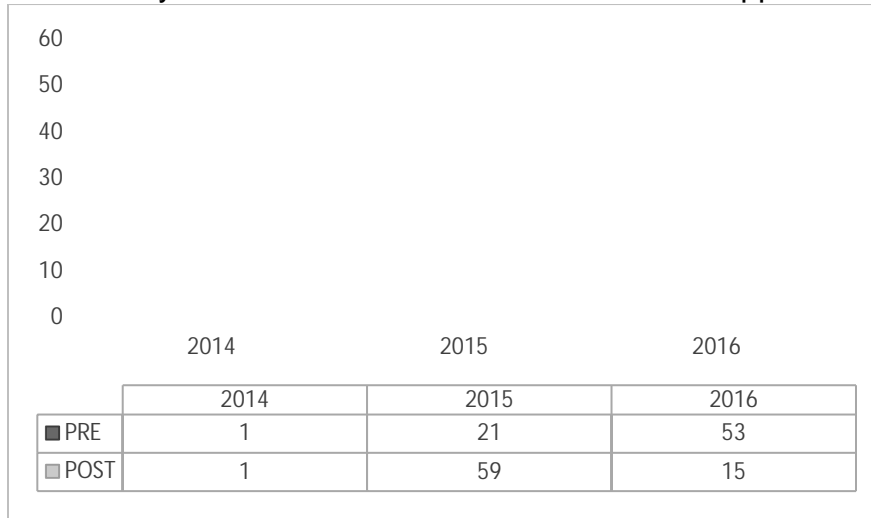
- x Increase student’s knowledge of the new FAFSA and DREAM Act application timeline.
- x Increase student’s knowledge of BOG Fee Waiver changes and how the changes affect their BOG Fee Waiver eligibility.
- x The number of students’ defaulting on student loans will be reduced by Student Financial Services staff providing adequate loan counseling and following up with students who are delinquent on their loan repayment
- x Students will understand the Satisfactory Academic Progress standards to maintain eligibility for financial aid.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings* *	Improvement Recommendations (next step)*
1.	Increase students’ knowledge of the new FAFSA and DREAM Act application timeline.	SLO As a result of students attending the FAFSA/DREAM presentation, they will learn the new application timelines	1a– by providing educational opportunities 2a–Innovative approach to learning	90% of students who attend the workshop will demonstrate their knowledge of the new FAFSA/DREAM act application timeline by scoring 75% or higher on post test.	Students will complete a pre test and a post test to assess their knowledge of the new FAFSA/DREAM timeline.	Goal was met. Posttests revealed 97% of students scored correctly and understood the new FAFSA/ DREAM act application timeline.	The FAFSA and DREAM Act presentations will

	changes affect their BOG Fee Waiver eligibility.	new changes affect their BOG Fee Waiver eligibility.		changes that affect their eligibility	changes.	the new BOG Fee Waiver standards and changes that affect their eligibility.	eligibility.
3.	The number of students defaulting on student loans will be reduced by Student Financial Services staff providing adequate loan counseling and following up with students who are approaching delinquent loan status.	SAO As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Management services, the number of students defaulting on their student loans will decrease.	1a By providing educational opportunities 2a Innovative approach to learning	75% of students approaching the delinquency state will be returned to good status. Monitor the North Star default management report for the number of delinquent students returned to good status. Compare the school's Cohort Default Rate from last year to the current year for any change.	Data from North Star Management reports will be utilized to review the number of delinquent student Loans returned to good status. Compare the school's cohort default rate from previous years to the current year to track changes.	Goal was not met. As of June 1, 2017, based on the current report received by North Star Management Services. The percentage of students returned to satisfactory status is 27%. No student borrowers have defaulted during this reporting period.	Default management services by North Star will continue to guide students in m returned to (e)-4 (a1(en)-4 (

Question #2:

Which tax year will the 17/18 FAFSA and DREAM applications be based on?



The posttest revealed 79% of the students answered question #2 correctly.

Question #3:

How do you log in and sign your FAFSA application?



The posttest revealed 80% of the students answered question #3 correctly.

Improvement Recommendations

The Student Financial Services staff will continue with FAFSA and DREAM Act presentations to increase student's knowledge of the FAFSA and DREAM Act application timeline. Additional information added to future presentations will include 'Understanding the FSA signature" and new updates.

SLO/SAO #2: As a result of receiving information of the BOG Fee Waiver changes, students will learn how the new changes affect their BOG Fee Waiver eligibility.

Findings/Data Analysis

To assess student's knowledge of the new BOG Fee Waiver changes, students completed a pre and post test containing three questions. The posttest revealed 169 students (94%) scored correctly and learned the satisfactory academic standards to maintain BOG eligibility.

Question #1:

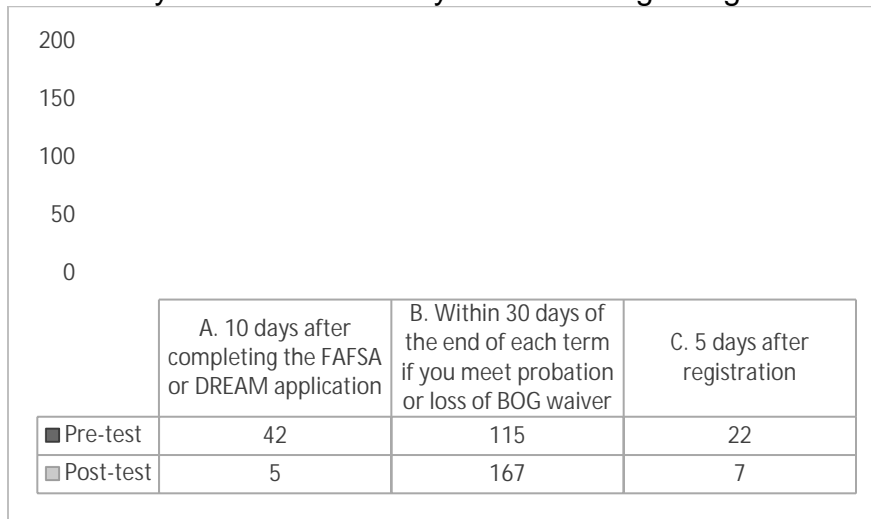
What are the standards to maintain BOG eligibility?

200
150
100
50
0

	A. 2.0 GPA or higher and more than 50% of coursework completed	B. 2.0 GPA or higher and more than 67% of coursework completed	C. 1.5 GPA or higher and 100% of coursework completed
■ Pre-test	113	56	10
■ Post-test	169	6	4

Question #2:

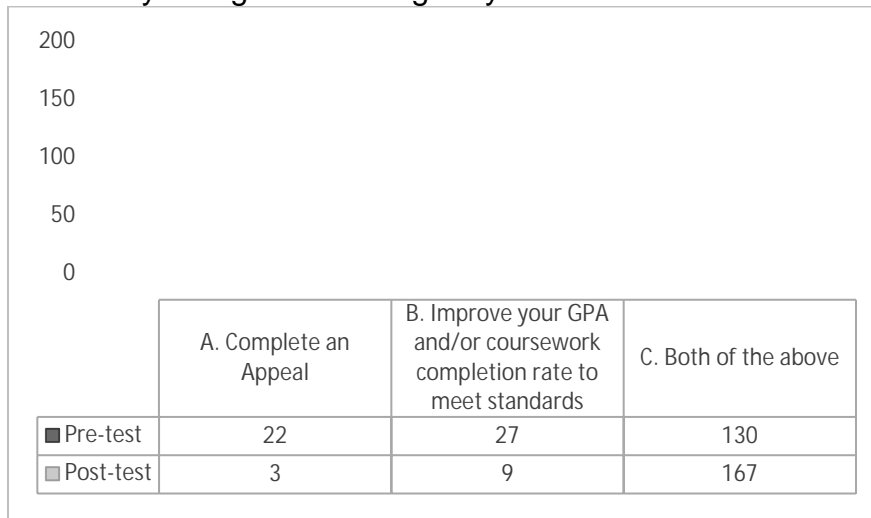
When will you be notified that you are no longer eligible for BOG?



The posttest revealed 167 students (93%) scored correctly on question #2.

Question #3:

How can you regain BOG eligibility?



The posttest revealed 167 students (93%) scored correctly on question #3.

Improvement Recommendations

Providing BOG Fee waiver information will continue so new and continuing students may learn how the BOG changes affect their eligibility due to Satisfactory Academic Progress standards.

SLO/SAO #3: As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Management services, the number of student defaulting on their student loans will decrease. Students entering

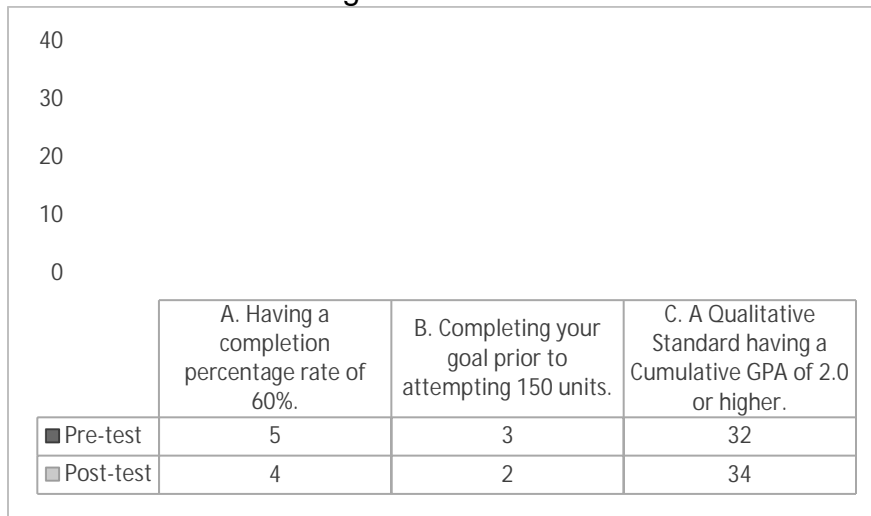
SLO/SAO # 4: As a result of reviewing the Satisfactory Academic Progress video (FATV), students will understand how to maintain financial aid eligibility.

Findings/Data Analysis

Students will complete a pretest followed by a posttest after reviewing the Satisfactory Academic Progress (SAP) Video to assess their understanding of maintaining financial aid. The posttest revealed 40 students (83%) understood how to maintain financial aid eligibility.

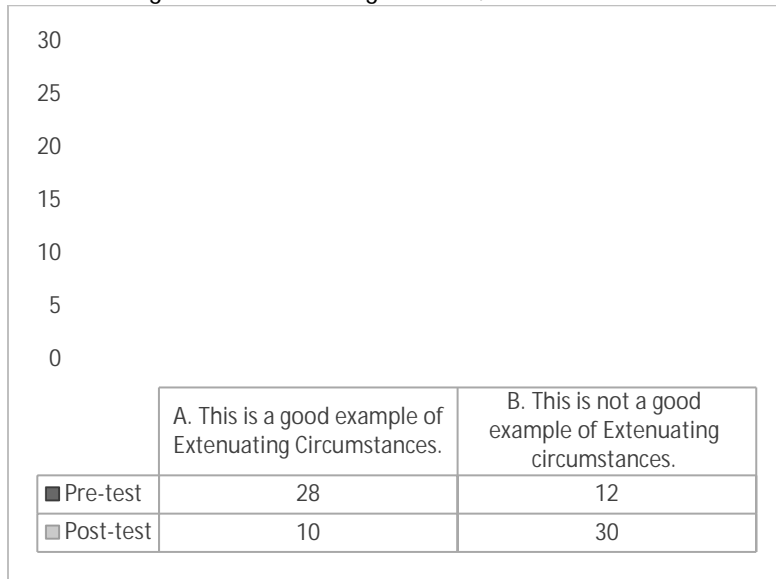
Question #1:

One standard of meeting SAP is:



Question #2:

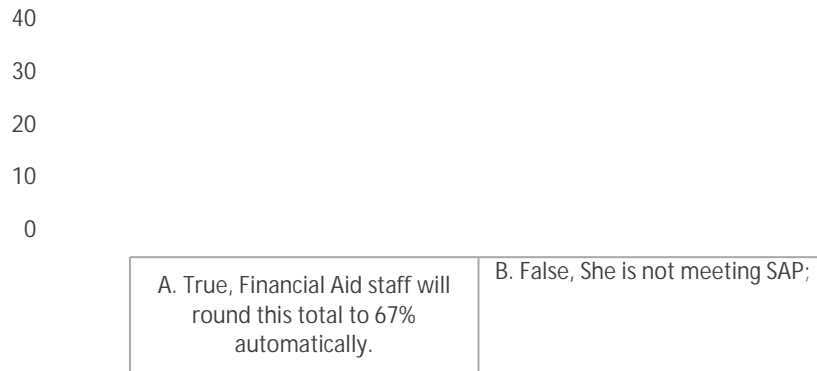
When John graduated from high school, he did not take school seriously. He is now older and wiser and doing better in college.



The posttest revealed 30 students (75%) understood how to maintain financial aid eligibility.

Question #3:

Maria's overall completion rate is 66.95% and her GPA is 1.98. Therefore, she is meeting SAP standards because of the rounding up system that is part of SAP.

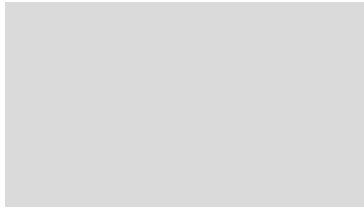


The posttest revealed 35 students (87%) understood how to maintain financial aid eligibility.

Improvement Recommendations

Student Financial Services staff will continue to provide Satisfactory Academic Progress workshops, utilize prep conduct SAP workshops and generate workshop notifications with Grad Guru.

2. Staffing Profile



- x In the 20152016 academic year, an additional grant (Title Student Success) was implemented which added additional awarding and reporting requirements. In 20162017, the eligibility requirements included the Cal C awarded students as well increasing staff workload.

Implementation of an electronic workflow such as Soft Docs can increase efficiency and processing of student files, that can reduce student traffic, eliminate the need for scanning, and award students promptly.

Utilizing Barcode Card Reader so students may check into Student Financial Services and reduce check in time, lines, and the need for additional staff assistance.

4. Staff Needs

Unit Name: Student Financial Services

Unit Name: Student Financial Services

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name: _____ Student Financial Services

6. Technology++ Needs Not Covered by Current Budget

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replace - ment (R) ?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infra - structure ?	How many users served?	Has it been repaired frequently ?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	Computer Linked to new employees	N	C	Office	Y	2	n/a	1280	2	\$2560
2. Usage / Justification	Printer	N	C	Office	Y	2	n/a	245	2	\$490
3. Usage / Justification	Monitor	N	C	Office	Y	2	n/a	220	2	\$490
4. Usage / Justification	Monitor Arm	N	C	Office	Y	2	n/a	150	2	\$300
5. Usage / Justification	Card Barcode Readers	N	C	Office	Y	Multiple students	n/a			

Unit Name: Student Financial Services

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. <u>Reason:</u>	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name: Student Financial Services

8. Professional or Organizational Development Needs

Not Covered by Current Budget*

List Professional Development Needs for Academic Year 2016-2017 Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
1. FSA - Federal Student Aid Conference <u>Reason:</u> Provides training on Federal and state regulatory changes, compliance and innovations in technology specifically for Financial Aid.	\$2,100	2	\$4,200

Unit Name: Student Financial Services

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request

Unit Name: ___ Student Financial Services

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by