Assessment: Assessment Unit Planning

Program Review 2014-15

YC - Financial Aid Program Review

Year Under Review : 2014-15
Type of Review:
Program Description : The Yuba College Financial Aid Office (FAO) is responsible for the disbursement of more than 19 million dollars in federal, state, and institutional funds. The FAO awards grants, federal work study funds, scholarships, and loans (currently suspended) to eligible applicants. A broad range of tasks that are unique to the administration of Title IV programs have to be completed to maintain especially federal program compliance.

Yuba College's Financial Aid Office is responsible for the administration of student financial assistance programs governed under Title IV, the Higher Education Act of 1965 (HEA) as amended and reauthorized by the Higher Education Opportunity Act (Public Law 110-315) (HEOA) enacted on August 14, 2008; Final Rule, the State of California through the California Student Aid Commission (CSAC); the California State Legislature and the California Community Colleges Chancellor's Office. The majority of student financial assistance funds are intended to financially assist low and middle income families through grants, loans, fee waivers, and employment.

Student financial assistance for all programs is determined and established by the federal government in the form of a need analysis. Need analysis is computed by taking the institution's cost of attendance, minus the parent's and/or student's financial resources, thereby determining the student's financial need. Within the guidelines and monetary constraints, the Financial Aid Office determines the amount of student financial assistance that is awarded to each applicant.

The Financial Aid Office continues to improve the delivery of services to students. In addition, the Financial Aid Office took the necessary steps to move towards an online communication process with students, an electronic delivery of funds (HigherOne) and a streamlined processing of applications.
Other factors which must be considered for payment include:

- Citizenship or Resident Alien status
- Possession of a valid Social Security number, high school diploma or equivalency
- Required testing for those without high school diploma or equivalency
- Registration with the Selective Service (men only)
- Choice of an academic goal leading to a certificate, degree, or transfer program and enrollment in classes specific to that goal
- Clearance through the Social Security Administration, Office of Homeland Security, and the National Student Loan Data System
- Maintenance of GPA (grade point average) and unit completion standards

The mission of the FAO is to make education financially accessible to eligible applicants by closing the gap between individual resources and college cost. The FAO goals were to increase student accessibility, affordability, and completion, as is required by DOE and the California Community Colleges Chancellor's Office. The FAO provides outreach to local high schools and the community for potential students to have the opportunity to attend college, as well as in-reach activities to current Yuba College students to help promote financial aid services to those who might not be aware of the accessibility and/or eligibility process to receive financial aid.

Also crucial to student success is the manner in which all financial aid functions and services are delivered. Respect, courtesy, and kindness must be qualities in the exchanges financial aid personnel have with current and prospective students, the public, agency partners, other college departments and each other.

Financial aid staff need to be ever aware that the complexity of the program regulations, required documentation and timing

between application and funding can be stressful to individuals who are often struggling with major problems: job loss, divorce, death in the family, low income, difficult family dynamics, and/or lack of preparation despite the desire for higher education.

In summary, to quote Jeff Baker from the Department of Education, the financial aid program at YC endeavors to provide "the right dollars to the right people at the right time", in a manner that is professional, respectful, patient, and kind.
Executive Summary (Include a list of team members): The mission of the YC FAO has been to proactively close the gap between what the student and parents can contribute toward the student's education and the cost of attending YC.

The Office of Financial Aid at Yuba College is student-centered and provides institutional, federal, and state aid to qualifying students at all campus locations. This office ensures that the multifaceted federal, state, and institutional guidelines are followed when awarding YC students, and monitors the distribution of over $19,000,000 in aid annually. In addition, the Office of Financial Aid offers group orientations, online orientations, individual student counseling, and debt management resources to provide various means of assistance to students. In total, the office strives to balance individual student needs, with the varied regulations, in an attempt to give as many students as possible the opportunity to attend YC.

1. Learning is Our Purpose: The Financial Aid Office enables students to receive a post-secondary education by assisting with the cost of attending Yuba College. Not only does the FAO provide students the opportunity to gain a college education, but they also provide opportunities to learn life skills such as budgeting, dealing with strictly governed agencies, filling out credit applications, and meeting deadlines. The FAO also contributes to educating the community/students/faculty and staff on the financial aid process through Financial Aid Nights held in all of our service area high schools, advisor training, and participating in recruitment events held on campus.

2. Students are Our Focus: Students are the reason for the FAO's existence. Every service offered by the FAO, exists, in one way or another, to meet student's needs. The FAO have a well - trained staff that is available to assist students with all aspects of financial aid before, during and after their time at YC.

3. Adapting to Change Defines Our Future: It is not an exaggeration to state that the FAO experiences processing changes each academic year. These changes range from implementing new funding sources, to computer software enhancements to Federal regulation and policy changes. Staying on top of the many changes affecting the aid programs is a constant challenge in the area of Financial Aid

4. Ethical Standards Guide Our Actions: Federal Regulations, institutional policies, laws and confidentiality must be followed in order to maintain the integrity of the Financial Aid program and continue YC's participation in Title IV funding programs.

As part of the Office of Financial Aid's commitment to serve YC's students, staff, and the community at-large, the primary focus of the office is to provide the following:
1. Timely and effective service to students and staff
2. Improving communication and collaboration with our community
3. Adhering to Federal regulations
4. Automation of Federal and State Grant programs
5. Reducing the Office of Financial Aid's carbon footprint.

Though the objectives are varied, all contribute to the overall desire to be more efficient, informative, and accessible. The 2014-2015 program review was accomplished by the commitment and student first mentality of the following staff members:
Dr. Marisela R. Arce – Dean of Student Services (retired)
Martin Gutierrez – Financial Aid Technician, Analyst and Interim Director of Financial Aid and A/R
Daleen Chapman – Financial Aid Analyst (retired)
John Marsh – Financial Aid Technician and Analyst
Sonia Diaz – Financial Aid Technician
Ana Ramos Gonzalez – Substitute and later permanent Financial Aid Technician
Ryan Goergen – Financial Aid Technician (new position)
Barbara Beltran – Substitute Financial Aid Technician
Kristy Dunehew – Substitute Financial Aid Technician
Sandra Magnan – Financial Aid Technician at Clear Lake Campus
Leanne Landis – Financial Aid Technician at Clear Lake Campus

During the 2014-2015 academic year, the FAO set its journey to accomplish it goals and objectives and to improve student access and success. Despite the difficult transition and staff turnover throughout the year, the FAO was able to improve student

accessibility, affordability, and completion. At the beginning of 14-15 academic year, the FAO lost one of its most experienced staff to Butte College. The positon was filled with a substitute staff who later became a permanent. In September, the FAO Analyst left on personal leave and later submitted her retirement. One of the Financial Aid Technicians took the responsibilities of the Analyst until the position was filled with an internal staff. Later in January of 2015, the Dean of Financial Aid retired and the position was filled with an internal Interim Director, who successfully managed the office and staff. The two vacant Financial Aid Technicians positions were filled with to two substitute staff. The FAO is in the process of hiring two permanent staff.

This program review illustrates the areas of success, as well as, identifies the areas for improvement.
01SP. Department Goals (Click '?' for Prompt): Yuba College Goals:
1. Foster a culture of evidence-informed decision making, including SLO development/assessment and other measures of student success.
2. Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
3. Steward our institutional resources with increasing effectiveness and efficiency.
4. Research and utilize effective modes of delivery for our courses and services.
5. Design our programs in such a way as to allow students to complete their educational goals in a timely manner.
6. Evaluate our programs, services and processes to ensure continuous quality improvement.
7. Improve the quality of the student experience at all our campuses and centers.
8. Develop partnerships to enhance educational resources and student opportunities.
9. Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.

The goals of the Yuba College Financial aid Department are to increase student accessibility, affordability, and completion.

1. Automation will improve the FAO's efficiency. Students' awards and payments will be processes in a timely manner. In addition, staff will be able to dedicate more time to those students who need more help. The FAO will implement the Academic Works software, which will allow students to complete a scholarship application and through this process, students will be electronically matched to the different scholarships for which they might be eligible.

2. The FAO is innovative in its approaches, specifically in blending of financial resources to expand services to students.

3. The FAO is currently working to hire the last staff member. This will be the last position that will complete the team and that will bring stability and continuity to the department. In addition, the staff will receive the necessary tools for professional development. Having staff who is knowledgeable and expert in all the financial aid programs will increase accessibility and affordability for our students.

4. The FAO partners with local high schools to ensure that potential students apply for financial aid, including scholarships.

5. Through the monitoring of financial aid awards and required educational plans, the FAO enhances the potential of educational goal completion.
02SP. Facilitate Learning & Collaboration (Click '?' for Prompt): The mission of the Financial Aid office is to insure all funds and waivers are distributed in accordance with Federal, State, and institutional policy, procedures and guidelines; and to disburse funds in a timely manner so as to support student success at YC for each applicant. To support student success, the financial aid office staff offers an array of services beyond fund distribution:
- Personal attention via office visits, telephone, fax, email, and written correspondence available through every step of the financial aid process
- Counseling services directly through the counseling office for students who do not meet SAP requirements
- Assistance with other programs such as: Americorps, Bureau of Indian Affairs, Golden State Scholarshare, and outside scholarships not part of YC's Scholarship Program.

YC Financial Aid Office is responsible for promoting financial aid awareness to current and prospective students and for the dissemination of the Department of Education required consumer information.

The YC FAO has taken the necessary steps to maintain the FA webpage current and with the relevant Financial Aid information to our students. In addition, the webpage contains links to the FAFSA, to YC HigherOne and to important documentation such as: FA News Letter, Board of Governor's Fee Waiver, FA Guide, FA Payment Schedule, and FA Guide for AB540 students. In order to make the webpage more interactive, the FAO has been contracting with faTV to answer common questions with FA

informational videos.

In conjunction with the online information, students also have access to additional financial aid information (Award letter, Missing Documents, Shopping Sheet, and FA status) through their WebAdvisor and Portal accounts. YC's catalog and class schedule also provides valuable information to current and prospective students. The FA office is the front runner in communicating with student via YC student e-mail account.

Collaborating with other departments has been a crucial component for the YC FAO. The objectives are to build strong and lasting relationships with those departments and to inform them on the different financial aid programs, regulations, policies and procedures, and direct contact information for every staff member. The more information the FAO can share with other departments, the more we can help educate staff and students. The FAO participates in intercampus meetings, student services committee, class room presentations, and in presentations for specific programs.

03SP. Student Contacts (Click '?' for Prompt): During the 2014-2015 academic year the FAO processed 14,750 duplicated awards. The unduplicated count was 9,924. Out of the unduplicated count 3,048 were selected for verification by the Department of Education (DOE) and a Financial Aid Technician had to work directly with them to complete the FAFSA file. Currently the FAO does not have a mechanism to tract student contact; however, work is being done to implement the SARS grid in order to set up student appointments and to tract and monitor all student contact.

04SP. Input to Improve (Click '?' for Prompt): Faculty, staff, and students' input is crucial for the continuous improvement of the department and the services the FAO offers to our students. Faculty and staff input comes from direct contact with our office, student services meetings, and by departmental meeting, where everyone contributes ideas for continuous improvement.

Student input also comes from direct contact with the FAO; however, a survey was conducted to assess student satisfaction. Results follow:

Demographics:

- 25.47 male
- 74.53 female

Age:

- 1.02% under 18 years old.
- 46.63% 18-24 years old.
- 29.04% 25-39 years old.
- 17.38% years old.
- 5.93% over 54 years old.

Ethnicity:

- 5.33% Black
- 5.12% Asian Indian
- .20% Samoan
- .20% Chinese
- 1.23% Pacific Islander
- .20 Japanese
- 61.07 White
- .41% Korean
- 1.43% Laotian
- .61 Vietnamese
- 1.02% Filipino
- 4.92% Asian
- 30.74% Other

Location:

- 72.59% Marysville
- 14.35% Clearlake
- 11.78% Sutter
- 1.28% Beale

Received Financial Aid in last two years:

- 80.79% Yes
- 19.21% No

Satisfaction with Yuba College:

- 24.24% extremely satisfied.
- 40.73 quite satisfied.
- 22.20 satisfied.

- 5.30% neither satisfied, nor dissatisfied.
- 4.07% somewhat dissatisfied.
- 1.22% extremely dissatisfied.

Satisfaction with the FA Services received from FA staff:

- 30.17% extremely satisfied.
- 32.44 quite satisfied.
- 15.50% satisfied.
- 11.36% neither satisfied, nor dissatisfied.
- 4.96% somewhat dissatisfied.
- 2.07% quite dissatisfied
- 3.51% extremely dissatisfied.

Based on the results of the survey, 78.11% of the respondents are satisfied with Financial Aid staff and the services provided. Even though a large portion of our students were satisfied, the FAO set a goal to satisfy the remaining 21.89% of the students. In order to do so the office contracted with AcademicWorks to implement an online scholarship application process, which will be available to students at the end of December 2015. The FAO continued to automate some of its processes. A consultant from Ellucina (Colleague) provided onsite consulting during March, 2015 and helped automate the importing process of ISIRs (bringing FAFSA applications into our system). In August 2015, another consultant form Ellucian automated the verification process. The automation has given the office more time to dedicate to those students who really need our assistance.

05SP. Course Outlines (Click '?' for Prompt): N/A

06SP. Collaboration (Click '?' for Prompt): Staff in the Financial Aid Office work together and in collaboration with Faculty by providing financial aid presentations to their classes or by providing FA workshops for professional development (mainly to the counseling department). The FAO will be working to schedule more faculty and staff workshops that will provide a better understanding of the students on financial aid and what faculty and staff can do to support the needs of this student population, such as, turning in grades in a timely manner.

The FAO also serves as primary point of contact for the other student services programs. The FAO cordially walks or refers students to EOP&S, CARE, Registration, Counseling, Veterans, and DSPS. In addition, the FAO assist other departments with the distribution of their grants. For example, the EOPS and CARE incentive and book grants are awarded and paid to students, as required by program regulations, in collaboration with EOPS, CARE, FAO and Fiscal Services.

Being part of the Student Services Committee, the FAO has the opportunity to provide updates, to other student services, on the different financial aid programs and the required regulations. In addition, the FAO constructively provides or receives feedback on ways to improve collaboration, communication, and ultimately the services to our students.

07SP. Catalog Currency (Click '?' for Prompt): The catalog contains valuable financial aid information which students can understand and utilize to make educated decision. Students can read and learn on the eligibility criteria and procedures to apply for financial aid, important deadlines, the Satisfactory Academic Progress requirements to maintain eligibility, the different financial aid programs we award, AB540 and Dream Act requirements, and tax information on the different educational tax credits.

It is important to acknowledge, the FAO works in collaboration with Teresa Aronson, Public Events, to maintain the FA information current based on changes on the regulations and FA programs.

In an effort to make the catalog more informative, the FAO will include information on HigherONe, third party servicer, which assist the FAO and Fiscal Services disburse financial aid funds.

08SP. Student Progress (Click '?' for Prompt): The mission of the FAO is to make education financially accessible to eligible applicants by closing the gap between individual resources and college cost. The FAO goals were to increase student accessibility, affordability, and completion, as is required by DOE and the California Community Colleges Chancellor's Office. The objective of the Financial Aid Office is to assist and support eligible students with their financial need to reach their educational goals. The students' need is determined by the Need Analysis and the total resources available to them as reported on their Free Application for Financial Aid (FAFSA), which they file with the U.S. Department of Education (DOE). After student eligibility is determined by the FAO through a DOE selected verification process, Federal and State financial aid funds are awarded to eligible students in the form of fee waivers (BOGW), grants (Pell, FSEOG, Cal-Grant, EOPS, CARE, Chafee), work study (FWS) and scholarships. Through a collaborative relationship with the YC Business Office and HigherOne, a third party servicer, funds are disbursed to students who have documented financial need.

Besides their financial needs, the FAO also assist students in identifying the other services that are available for them. In relation to tracking student progress, the FAO is required to evaluate students' progress utilizing the Satisfactory Academic Progress

regulations (quantitative 70% completion, qualitative 2.0 GPA, 150% rule, and R2T4). The SAP evaluation is performed at the end of each semester. Students are informed, via e-mail, of theirs status and what they need to do to maintain or regain eligibility. SAP evaluations helps us identify the students who are at risk of losing their Financial Aid eligibility and take a proactive action to retain them at YC.

09SP. DE Students (Click '?' for Prompt): Students are served in a friendly, professional manner and in accordance with FERPA regulations, steps are taken when necessary to ensure the privacy of sensitive conversations with students. The Family Educational Rights and Privacy Act of 1974 (FERPA) protects the confidentiality of student records. The Financial Aid Office does not release certain financial aid information over the telephone in order to protect the student's right to privacy. If students need specific information about their financial aid record, disbursement dates, and/or award amounts, they are encouraged to come in person to the Financial Aid Office at their campus with a picture ID.

The FAO is limited on the detailed information it can provide to DE students and other students at a distance; however, the office takes the necessary steps to communicate with all students, including DE students and students with disabilities, via YC student e-mail account, WebAdvisor, and Portal accounts, which are secure accounts for all of them.

10SP.Disproportionate Impact(Click '?' for Prompt): The FAO is proud and honored to assist YC's diverse student population. During the 2014-2015 academic year 95% (6,941) of the total unduplicated students enrolled at YC (7,341 – Marysville, Sutter, CL) received some type financial aid program that assisted them close the gap between their resources and college cost.

The main gap observed by the FAO is the number of FA students who do not meet the SAP regulations. At the end of the 2015 summer term, 1,253 students were in a "Terminated" status (two consecutive terms of no progress) and 791 in a "Warning" (one term of no progress).

The FAO goal is to continue our intervention efforts to educate and assist at risk students from losing their financial aid eligibility. Students in a warning and terminated status are informed of their status and what they can do to maintain or regain eligibility. However, we want to take a more proactive approach to better serve and assist those students. In the summer of 2015, the Financial Aid department hired three adjunct counselors, who helped educate students in a terminated Status on the importance of education and what actions they could take to improve their grades to regain and maintain their financial aid eligibility. In an effort to improve our services, the financial aid department will be implementing a series of financial aid workshops this 2015 fall term. In addition, we would like to continue hiring more adjunct counselors to help us be more proactive with students in a warning status and with those students who already lost their financial aid eligibility.

11SP. Mapping (Click '?' for Prompt): Yes

12SP. Core Competencies (Click '?' for Prompt): It is unfortunate the FAO experienced this tremendous loss; however, the remaining staff and new interim director worked together and quickly adapted to the situation. In addition, a proactive effort was taken to fill those vacant positions as soon as possible. In the 2014 fall term a financial aid technician was hired to fill one of the vacant positions. In February of 2015 an interim director was assigned to the FAO, the FA Analyst position was filled in May and two substitute financial aid technicians were hired to maintain the FAO operations and to continue serving, in a timely manner, our students. In an effort to improve services and availability for our students at YC and the Sutter County Center, a new FA technician position was created and hired in June 2015.

The new management at the FAO initiated the automation of the Colleague/Datatel system. In March 2015, a consultant was hired to complete the 2015-2016 financial aid set-up. The consultant helps the FAO automate the import process (bring student ISIRs into our system). Prior to the automation, the import process was done manually on a daily or weekly. Currently, the system is set up to run the import process overnight. The Analyst finalizes the process by assigning budgets (Cost of Attendance), deleting and adding missing information documents, packaging PELL and BOGs, and reviewing the ISIR alert report.

A plan has been formulated to continue the automation of the Colleague system, and the packaging of the BOG and CAL Grants. In addition, the FAO will be working to finalize the hiring process for the last vacant financial aid technician position.

13SP. Professional Development (Click '?' for Prompt): During the 2014-2015 the financial aid staff participated in different webinars, trainings, and conferences.

California Association of Student Financial Aid Administrators (CASFAA) Annual Conference – November 2014
2014 FSA TRAINING CONFERENCE for Financial Aid Professionals – December 2 – 5
California Community College Student Financial Aid Administrator Association (CCCSFAAA) – February 17 – 19, 2015
2015 Jim Briggs 1040 Tax Workshop – March 16, 2015
Ellucian Conference – April 12 – 15

Additional resources for training and professional development are the regulatory provisions from Department of Education, the

California Student Aid Commission, and The California Community Colleges Chancellor's Office.

http://www.ifap.ed.gov/ifap/
http://www.csac.ca.gov/
http://www.cccco.edu/

The FA staff has the opportunity to attend webinars, trainings, and conferences. Those who do not have the opportunity to attend are presented with materials, handouts, PowerPoints, links, and contact information during the weekly departmental meetings, which also incorporate detail conversations on important updates and how those will affect or influence our processes and policies. Every learning opportunity improves staffs' knowledge and expertise in the FA programs and in regulations. In addition, the FAO can utilize the information to incorporate best practices, which are constantly focused on improving services and procedures for our students.

14SP. Reflection (Click '?' for Prompt): This program review will be an important tool for a full assessment (infrastructure, system, processes, staff, resources, timelines, and reporting requirements), which will help identify and strategize to continuously improve processes and services for our students.

Are you ready to submit your final program review?:

Program Recommendation: Automation

Implement the Degree Audit Component of Datatel.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2012-2013
Supporting Evidence : The implementation is pending.

Plan of Action

Curriculum/SLO - Working with Datatel's consultant, implement the Degree Audit Component to improve the monitoring of required coursework within Certificates and Degrees to support Financial Aid Student Satisfactory Academic Progress. (Active)

Budgetary Impact: No further cost associated with implementation, only annual upkeep and update which will have to be determined after implementation of the initial phase.

Timeline/Responsible Party: Academic year 2012-2013. Team responsibility, including representatives from Counseling, Financial Aid, Admissions and Records, Catalog Committee, faculty and administrative staff.

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Pending

Professional Development/Training - Implement electronic Educational Plan. (Active)

Budgetary Impact: Cost of obtaining software, implementation and annual fee through Ellucian.

Timeline/Responsible Party: Spring 2014 - District

Program Recommendation: Automation 2

Fully automating the packaging process for BOGFW

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Supporting Evidence : Increased enrollment, reduction of students fees, increase in BFAP funding.

Plan of Action

The financial aid department in collaboration with IT will work in the automation of the BOG Fee Waiver. (Active)

Budgetary Impact: No budgetary impact.

Timeline/Responsible Party: Completion is projected for the 2016 spring term.

YC - Location: Yuba College - All

YC - Financial Aid Program Review

Program Recommendation: Automation 3

Implementation of the AcademicWorks program (Online scholarship application process)

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Supporting Evidence : Increase the number of scholarship applicants and recipients.

Plan of Action

We are currently working the AcademicWorks to implement the online scholarship application. YC IT department is assisting with the generation of a test file. (Active)

Budgetary Impact: No budgetary impact. Services and contract has been paid.
Timeline/Responsible Party: Completion is planned for December 2015. FA, IT and AcademicWorks are the responsible parties.
YC - Location: Yuba College - All

Program Recommendation: Staffing

Evaluate the duties of the Financial Aid Technicians to assess the true value of their positions in comparison to other positions within the YCCD, based on additional federal and state mandates, increased institutional accountability and liability and their continued misplacement and denial to reclassification requests.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2012-2013
Request Date: 10/15/2012
Supporting Evidence : The Financial Aid program is of utmost importance to the college. In theory, based on the low-income nature of the communities that the YC serves, the lack of financial aid would result in a drastic decrease in students. Without financial aid, many students would not be able to attend college. For those low-income students who are able to attend, it would be more difficult to concentrate on their education because of financial constraints. Also, students would be forced to work more hours and attend college on a part time basis. Financial Aid has become more important than ever as the economy worsens. High unemployment rates have forced people to seek retraining and/ or to return to college in search of additional education. Following is a summary of the last three award years and amount paid from 2008-2009 to 2010-2011:

2008-2009	17,575	$17,896,179
2009-2010	18,342	$23,146,420
2010-2011	18,669	$24,416,467

Plan of Action

Staffing - Technical/Clerical - Complete Request for Reclassification and proceed through the appropriate channels. (Active)

Budgetary Impact: The budgetary impact would be at 50% of the total cost since 3 Financial Aid Technician positions are funded through institutional funds and the other 3 Financial Aid Technician positions are funded through categorical funds. There would be an additional cost associated with other FA Technician positions at WCC funded through a combination of institutional and categorical funds.
Timeline/Responsible Party: Fall of 2013 - FA Technicians with the support of the Dean and Vice President of Academic and Student Services, plus Human Resources and CSEA.

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Needs Improvement/Attention

Reclassification requests have been submitted but constantly denied.

Staffing - Technical/Clerical - File a Position Reclassification Request with the Support of the Dean. (Active)

Budgetary Impact: The budgetary impact would have to be determined, however, it would be reduced since four of the Yuba College Financial Aid Technician positions are funded through institutional funds and 3.59 positions at Yuba College are funded through categorical funds. There would be an additional cost associated with other FA Technician positions at WCC funded through a combination of institutional and categorical funds.

Timeline/Responsible Party: Academic Year 2012-2013 - The FA Technicians would have the initial responsibility to file a Reclassification Request, the Dean and upper administration would have to endorse it, and Human Resources and the CSEA would have to support the request as well.

Related Goals

College - Yuba College Program Review
YC Goal 1 - Foster a culture of evidence-informed decision making, include SLO development/assessment and other measures of student success.
YC Goal 2 - Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
YC Goal 3 - Steward our institutional resources with increasing effectiveness and efficiency.
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.
YC Goal 5 - Design our programs in such a way as to allow students to complete their educational goals in a timely manner.
YC Goal 6 - Evaluate our programs, services and processes to ensure continuous quality improvement.
YC Goal 7 - Improve the quality of the student experience at all our campuses and centers.
YC Goal 8 - Develop partnerships to enhance educational resources and student opportunities.
YC Goal 9 - Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Computation - Use appropriate mathematical concepts and methods to understand, analyze, and communicate issues in quantitative terms.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Global Awareness - Articulate similarities and differences among cultures, times, and environments, demonstrating an understanding of cultural pluralism and knowledge of global issues.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Scientific Awareness - Understand the purpose of scientific inquiry and the implications and applications of basic scientific principles.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Financial Aid Program Review

YCCD Board of Trustees Vision Statement
YCCD VS 1 - Providing an innovative, world-class learning environment;
YCCD VS 2 - Building and maintaining an atmosphere of trust within the college district and with our communities;
YCCD VS 3 - Developing and maintaining programs and facilities that best meet with needs of our students and communities;
YCCD VS 4 - Stewarding resources strategically to meet the diverse needs of our communities and region;
YCCD VS 5 - Providing educational, economic, cultural, and civic leadership for our communities and region.

YC - Financial Aid Program Review
YC Goal 1 - 1. uses student surveys to assess student satisfaction with the processes and the services provided to them. Student data will be used to assess the Financial Aid SLO: The level of student satisfaction with financial aid processes and services will increase as service and process automation increases.
YC Goal 2 - 2. is innovative in its approaches, specifically in blending of financial resources to expand services to students. Specifically, there is a proposal to blend financial resources to fund a FA Technician – EOPS Specialist to provide services for both programs at the Sutter Educational Center.
YC Goal 3 - 3. researches and recommends the utilization of electronic approaches, such as the (a) Transform process which will allow students to process verification and appeal forms electronically; (b) Academic Works software, which will allow students to complete a scholarship application and through this process, students will be electronically matched to the different scholarships for which they might be eligible.
YC Goal 4 - 4. The FAO partners with local high schools to ensure that potential students apply for financial aid, including scholarships.
YC Goal 5 - 5. Through the monitoring of financial aid awards and required educational plans, the FAO enhances the potential of educational goal completion.
Have Information Technology automate the Satisfactory Academic Progress through Web Advisor to allow students to check their status on line and proceed to file a Financial Aid Appeal to expedite this process.

Program Recommendation: Counseling Service

Implement the Electronic Educational Plan

Recommendation Priority: 3. High Priority
Request Date: 05/30/2013

Plan of Action

Staffing - Technical/Clerical - Utilize Degree to implement Colleague Educational Plan. (Active)
Budgetary Impact: Note: the Colleague electronic Educatioal Plan is part of the Datatel system; therefore, implementation would not require a large amount of additional expenses. Training would be important.
Timeline/Responsible Party: Academic Year 2012-2013 - Counseling Faculty.

Related Goals

College - Yuba College Program Review
YC Goal 1 - Foster a culture of evidence-informed decision making, include SLO development/assessment and other measures of student success.
YC Goal 2 - Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
YC Goal 3 - Steward our institutional resources with increasing effectiveness and efficiency.
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.

YC - Financial Aid Program Review

YC Goal 5 - Design our programs in such a way as to allow students to complete their educational goals in a timely manner.
YC Goal 6 - Evaluate our programs, services and processes to ensure continuous quality improvement.
YC Goal 7 - Improve the quality of the student experience at all our campuses and centers.
YC Goal 8 - Develop partnerships to enhance educational resources and student opportunities.
YC Goal 9 - Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Computation - Use appropriate mathematical concepts and methods to understand, analyze, and communicate issues in quantitative terms.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Global Awareness - Articulate similarities and differences among cultures, times, and environments, demonstrating an understanding of cultural pluralism and knowledge of global issues.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Scientific Awareness - Understand the purpose of scientific inquiry and the implications and applications of basic scientific principles.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YCCD Board of Trustees Vision Statement
YCCD VS 1 - Providing an innovative, world-class learning environment;
YCCD VS 2 - Building and maintaining an atmosphere of trust within the college district and with our communities;
YCCD VS 3 - Developing and maintaining programs and facilities that best meet with needs of our students and communities;
YCCD VS 4 - Stewarding resources strategically to meet the diverse needs of our communities and region;
YCCD VS 5 - Providing educational, economic, cultural, and civic leadership for our communities and region.

YC - Financial Aid Program Review

YC - Financial Aid Program Review
YC Goal 1 - 1. uses student surveys to assess student satisfaction with the processes and the services provided to them. Student data will be used to assess the Financial Aid SLO: The level of student satisfaction with financial aid processes and services will increase as service and process automation increases.
YC Goal 2 - 2. is innovative in its approaches, specifically in blending of financial resources to expand services to students. Specifically, there is a proposal to blend financial resources to fund a FA Technician – EOPS Specialist to provide services for both programs at the Sutter Educational Center.
YC Goal 3 - 3. researches and recommends the utilization of electronic approaches, such as the (a) Transform process which will allow students to process verification and appeal forms electronically; (b) Academic Works software, which will allow students to complete a scholarship application and through this process, students will be electronically matched to the different scholarships for which they might be eligible.
YC Goal 4 - 4. The FAO partners with local high schools to ensure that potential students apply for financial aid, including scholarships.
YC Goal 5 - 5. Through the monitoring of financial aid awards and required educational plans, the FAO enhances the potential of educational goal completion.
Have Information Technology automate the Satisfactory Academic Progress through Web Advisor to allow students to check their status on line and proceed to file a Financial Aid Appeal to expedite this process.

Program Recommendation: Financial Aid Counselor

One Counselor
Salaries $95,872
Benefits $34,234

The FAO has planned to take a proactive approach to better serve and assist students who do not meet the Satisfactory Academic Progress requirements.

At the end of the 2015 summer term, 1,253 students were in a “Terminated” status (two consecutive terms of no progress) and 791 in a “Warning” (one term of no progress). On average we receive and review 450 appeals per term.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Request Date: 10/15/2015
Supporting Evidence : Satisfactory Academic Progress evaluations at the end of every semester.
Evaluation Plan: Our policies and procedures requires the Financial aid Department to evaluate Satisfactory Academic Progress at the end of every semester. The evaluation will show the department how many student, who worked closely with the counselor, successfully achieved SAP, which requires students to maintain a 70% pace of completion (Quantitative), a 2.0 GPA (Qualitative), and completion of the program within the Maximum Time frame (150% rule).

Plan of Action

The Financial Aid Director is working with the Student Equity committee to create the job description, announce, and hire the position. SEP funding will be paying salaries and benefits. (Active)

Budgetary Impact: SEP funds will be covering salaries and benefits.
Timeline/Responsible Party: Hiring is anticipated for the 2016 spring term. Financial aid and the Equity Committee are the responsible parties.
YC - Location: Yuba College - All

Program Recommendation: A .59 administrative support

Salaries: $23,600
Benefits: $17,110

The financial aid is the only department in student services with no administrative support. Interestingly, the FAO serves 95% of the

total students enrolled at YC.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Request Date: 10/15/2015
Supporting Evidence : The FAO serves 95% of the total students enrolled at YC and the administrative support will streamline some of the processes.

Plan of Action

The Financial Aid Director is working with the Dean of Student Services to find the possibility of using SSSP funding to hire the position. (Active)

Budgetary Impact: SSSP funding if available.
Timeline/Responsible Party: Contingent on availability of funds.
YC - Location: Marysville Campus