

2017 Financial Aid Annual Program Plan

FINA Financial Aid

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| <p>I.A. Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College? (Program Profile: Purpose)</p> |
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Narrative

The Financial Aid Office supports the mission of the college and priorities of Skyline College Student Services by promoting the growth and development of students and contributing to student learning by way of our "students first" philosophy. In addition, the Financial Aid Office supports the Skyline College Promise Scholarship efforts by assisting students to "get in, get through and get out...on time" for successful college completion.

The Mission of the Financial Aid Office at Skyline College is to provide Federal, State and institutional financial aid services to students and to encourage members of a diverse student body to successfully achieve their educational goals. The goals and practices of our department are to promote awareness of Financial Aid programs, regulations, policies and success through year-round in-reach and outreach efforts, classroom presentations, specialized workshops, financial literacy and utilize social media sites to post information. We will strive to assist all students, regardless of their economic resources, in obtaining financial assistance as well as collaborate with additional programs to maximize resource eligibility to facilitate attendance at Skyline College. We will utilize and expand technologies to better our services and to prepare our students for the transfer experience and successful college completion.

II.A. Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. Programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities. **(Analysis: Progress on Prior Program Objectives (Goals) and Activities)**

Narrative

The Financial Aid Office will meet this year's strategic priorities by continuing to improve upon its services by:

- Participating in the Skyline College Promise Scholarship- implementing application process, working with ITS to set up Banner coding, creating outreach emails to students meeting eligibility, extracting expenditure reports, etc.
- Default Management (purchase of Borrower Connect in 1516, notifying students on delinquency payments, and starting 1718 participating in the Experimental Direct Loan Counseling sessions)
- Business Process Analysis (BPA) - Participated in the Foundations BPA (2017) to better serve our Scholarship students, identifying manual process and replacing with automation, identifying overlap in workloads.
- Improving upon Student Learning Outcomes (SLO)
- Collaborating more with SparkPoint on Financial Wellness - determining how to better outreach to our students to encourage them to apply for Public Benefits and incorporating Financial Wellness into the 1718 In Person Loan Counseling
- Promoting awareness of Financial Aid programs and resources
- Providing fully disclosed consumer information on our website so that student can make informed decisions
- Monitoring the successful completion rate of our student population while maintaining fiscal and regulatory integrity of Federal and State funded programs.

Associated Objectives

 [218-Business Process Analysis](#)

II.B. Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur. (**Analysis: Program Environment**)

Narrative

1) The economic downturn in California is not expected to improve significantly in the near future. The upcoming years will most likely continue to see increased need for financial aid, institutional aid and processing. A new full time Financial Aid Technician is needed to keep up with the following demands based on all of the following:

- Full-Time Incentive Grant (new 1516) and continues to grow. In addition, constant reporting to the CCCCO is required to spend down the grant and new funding is issued.
- Skyline College Promise Scholarship (new 1617) The Financial Aid Department was fully instrumental in the development of the application process and set up, working with District Finance to create fund codes, ITS to create awarding and outreach to students utilizing Banner and AcademicWorks. During the 1718 aid year, we switched over to NoviSurvey as part of the application process and need to work with PRIE to develop an extract of specific information from Banner to determine eligibility for students. Financial Aid will then notify Cashiers of eligible recipients to post award SKP2 to student account. There are still manual processes and we will need to become fully automated and need to search for software that is fully integrated with Banner in order to sustainable if the populations are to grow.

2) In addition, The Financial Aid Office has been impacted due to the implementation of Program Integrity rules. These new Federal and State regulations have added increased responsibilities such as, but not limited to:

- Pell Lifetime Eligibility
- Satisfactory Academic Progress (SAP)
- California Dream Act Application
- Direct Loan Eligibility (SULA)
- Loss of BOGFW/Priority Enrollment (new 1617)-appeal process needs to be reviewed with Counseling and A&R soon.

3) Other items that can impact serving students are:

BS in Respiratory Care Program-manual processes and as the cohort populations increases, not sustainable.

- Significant challenge in managing existing staff to keep up the demands in reviewing eligibility for new grants and scholarships, while keeping up with their regular workload.
- Lead Financial Aid Technician faces challenges in keeping up with working the daily reports from the
- California Dream Act Application
- Direct Loan Eligibility (SULA)
- Loss of BOGFW/Priority Enrollment (new 1617)
- Additional Scholarships - Skyline College Promise Scholarship/KASP/more External Scholarships/Crestmoor Scholarship

- II.C.** (1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
- (2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable. (**Analysis: Student Learning Outcomes (SLOs and PSLOs)**)

Narrative

SLO No. 1: Students will be able to identify financial aid resources for which they may qualify, submit applications and meet deadlines.

The process of applying for Federal and State financial assistance in theory should be easy for college students in general. The following SLO has been retired because there are no longer any paper applications from the Federal Government or State. There are now two open door workshops to assist students in submitting or correcting their online applications.

SLO No. 2: Students who receive financial aid will demonstrate knowledge and understanding of the Satisfactory Academic Progress "SAP" Policy for financial aid purposes.

Satisfactory Academic Progress (SAP) is one of the most challenging policies for students to understand. Federal regulations state that the institution is required to measure the progress of students receiving aid, qualitatively and quantitatively. A student who fails to meet SAP standards may be placed on warning, disqualification, or termination, and may be prevented from receiving his/her financial aid award. To help students better understand the SAP Policy the financial aid staff provides one-on-one assistance and workshops covering the SAP Process and assists students in submitting an appeal correctly. In addition, students placed on Warning are sent emails encouraging them to meet with our Academic Counselor to advise getting them back on track and connecting them to additional services provided on campus to help.

SLO No. 3: Students will gain understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.

Beginning the 1516 aid year, the Financial Aid Department signed a contract with Borrower Connect to import Direct Loan Delinquency Reports, in grace or deferment from the various lenders. Students will then be notified from Skyline College through Borrower Connect with helpful information on repayment options, information on forbearance and deferments; late stage delinquency notification includes information on the effect of defaulted loans on the borrower's credit. Within Borrower Connect, these emails are tracked for individual borrower. This method has proven to be a proactive approach in lowering our Default Rates.

III.A. Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness. **(Reflection: Considering Key Findings)**

Narrative

The Financial Aid office is an active player in helping Skyline reach its mission and goals. Its purpose is to provide access to funding and resources to students who need financial assistance to meet the basic costs of pursuing their educational goals. The office is well connected to the institution, at large, and it interacts and affects a range of offices and programs. A trend covering the last three years shows an increase in the number of students served by all types of aid offered, federal, state, and institutional (scholarships), and the offering of counseling services and the Financial Aid Ambassador program have lent to the office's success. The increase in the number of students served, however, is taxing the staff. A need to hire a full time Financial Aid Technician for processing/manage the Federal Work Study program, cross collaborate between departments/programs/faculty for student support is evident, along with the need to have the counselor become full-time to meet student demand of maintaining SAP. A need to streamline and standardize services with the BPA is continuous; also, SLO data collection is a best practice for bettering our services, tracking trends and addressing student need.

Associated Objectives

 [218-Business Process Analysis](#)

III.B. If the program participated in assessment of ISLOs this year:

- (1) What are the findings and/or conclusions drawn?
- (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do. (**Reflection: ISLOs**)

Narrative

If the Financial Aid Department was to participate in the assessment of the ISLO's this year, some of the findings and/or conclusions would be:

- Review and track your data from your findings and this could help form a new SLO or strengthen the language.
- In the future I would like to combine the Financial Aid SLO's with additional programs such as EOPS or TRiO since we serve the same student populations and have better findings of student success in our data.

IV.A. Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item. **(Strategy for Program Enhancement: Continuation/Modification)**

Narrative

In the FAO Previous Annual Program Plan, increasing Financial Aid applications was our main objective as well as keeping students on a successful path for completion. Even though the objective plan has been successful every new award year we continue to work hard at promoting our programs, how are we going to keep this student population on track for successful college completion and what measurement tools are we using to track what students are learning? How can we collaborate with additional programs and faculty on campus to broaden resource tools for our students to successfully complete their programs?

Within the 1415 - 1617 academic years, the FAO has worked hard on partnering with EOPS and TRiO in reaching out to students applying for Financial Aid and linking them to the resources for successful completion. We used many methods such as personalized emails, calling, incorporating Program information at outreach events on and off campus.

The FAO continues to collaborate with the Benefits Access for College Completion (BACC) Project at SparkPoint to connect Financial Aid students with public benefits programs in order to secure the additional resources they might need to succeed by offering workshops twice per week and submitting online applications.

In addition, continue to participate in the BPA to streamline our services to students by developing better processes and take full advantage of technology. During the 1415 - 1617 academic award years, the FAO has successfully completed the following:

- Hire a Financial Aid Technical Support staff member at each campus to be the liaison between ITS and Financial Aid.
- Hire 1 district Financial Aid Reconciliation Specialist staff member to reconcile Federal Grants and Loans for each campus in a timely manner.

In the 1415 Enrollment Services ALUR we documented the need for a new Financial Aid Technician by the aid year 1617 based on the need to meet the student demand for services, staff support, additional reporting to the Department of Education and State, new programs administered, reports needing to be worked regularly to ensure compliance and replace the FAT position lost when the Financial Aid Technical Support Specialist position was created from the BPA. We are now ending the 1617 aid year and in order for our department to meet all of these demands and new requirements, this new position is a must.

IV.B. Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. **(Strategy for Program Enhancement: Action Plan and Resource Requests)**

Narrative

In the FAO action plan, we will continue to focus on the following:

(1) Business Process Analysis:

Continue to work as a team district wide to ensure we are consistent in our policies and procedures, streamlining our services provided to students, utilization of technology and standardization of documentation required of students. This year the Financial Aid Workgroup had all of our standardized forms set up to be ADA compliant and the workgroup is attending a training on May 18, 2017 to learn the process so that this is sustainable moving forward.

Acquiring data will be done through ARGOs reports that interfaces with data stored in Banner. The Financial Aid Department will run customized reports to track students understanding of following policies and procedures through Satisfactory Academic Progress Special Exception approvals and successful completion of semester granted. Tabulating data and analyzing data can be done yearly to provide additional information for Annual Plan and next Program Review.

Financial Aid Technician (FAT)-The justification for an additional FAT is based on the need to meet the student demand for services, staff support, additional reporting to the Department of Education and State, new programs administered, reports needing to be worked regularly for ensure compliance and replace the FAT position lost when the Financial Aid Technical Support Specialist position was created from the BPA.


(2) Improve upon Student Learning Outcomes (SLO) and surveying students.

Continue to track responses from surveys to help better our services provided to student and address needs.

Based upon the data collected from SLOs, our department will continue to build upon services provided to students, formulate new SLOs and provide new methods of in-reach workshops tailored based on assessments.

Acquiring data will be done through Pre and Post student surveys and reviewing in staff meetings for discussions on findings. Tabulating data and analyzing data can be done yearly to provide additional information for Annual Plan and next Program Review.

Student Service departments are currently closing out the 1516 SLO using Surveys and has not been an accurate source for collecting data. How can the Student Service Departments better collect data in our main operating system to use as a more accurate form of measurement? How can we encourage other Programs/Learning Communities to centralize their student participation to track collaborations for student success?

Associated Objectives
 219-Improve upon Student Learning Outcomes - Direct Loan Counseling

Task Details Report

Planning Year: 2017-2018

Planning Unit: Financial Aid
Unit Manager: Morrison, Regina

Objective: 218 - Business Process Analysis

Objective Description:

Continue to work as a team district wide to ensure we are consistent in our policies and procedures, streamlining our services provided to students, utilization of technology and standardization of documentation required of students. This year the Financial Aid Workgroup had all of our standardized forms set up to be ADA compliant and the workgroup is attending a training on May 18, 2017 to learn the process so that this is sustainable moving forward.

Acquiring data will be done through ARGOs reports that interfaces with data stored in Banner. The Financial Aid Department will run customized reports to track students understanding of following policies and procedures through Satisfactory Academic Progress Special Exception approvals and successful completion of semester granted. Tabulating data and analyzing data can be done yearly to provide additional information for Annual Plan and next Program Review.

Financial Aid Technician (FAT)-The justification for an additional FAT is based on the need to meet the student demand for services, staff support, additional reporting to the Department of Education and State, new programs administered, reports needing to be worked regularly for ensure compliance and replace the FAT position lost when the Financial Aid Technical Support Specialist position was created from the BPA.

Task Details Report

Start Date: 8/1/2017 **Task Type:** Department/Division/Unit
Priority Level: Medium **Task Order:** 1
Due Date: 6/30/2018 **Completion Date:** 6/30/2018
Task Status: Ongoing **Budget:** \$57,252

- Continue to meet as a district wide Financial Aid workgroup with ITS to review new Federal and State regulations to remain compliant and build Banner rules
- Standardize district wide documentation, notifications to simplify the Financial Aid application process for students
- Collaborate in district wide Financial Aid events to better serve the community

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2130	Financial Aid	Requesting a full time Financial Aid Technician position to meet the student demand for services, staff support, additional reporting to the DOE and CCCCCO, new programs administered, reports to be worked regularly for compliance and replace the FAT position lost when the FATSSP position was created from BPA. Our Business Process Analysis (BPA) helped indentify areas that would streghthen our ability to provide excellent customer service and timeliness to student processing and advising needs.	\$57252.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	



Task Details Report

Planning Unit: Financial Aid
Unit Manager: Morrison, Regina

Objective: 219 - Improve upon Student Learning Outcomes - Direct Loan Counseling

Objective Description:

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Starting 1718 the Financial Aid departments district wide are participating in a Direct Loan Counseling Experimental program to offer in person, comprehensive and interactive Entrance Counseling sessions to a specific group of student borrowers in hopes to lower default rates and educate students on being a responsible borrower. The Department of Education will be tracking this group of students to track if the method of in person sessions verses electronic counseling sessions are proven to be more informative to students and make them more responsible in their repayment.

Start Date: 3/1/2017	Task Type: Department/Division/Unit	Priority Level: High	Task Order: 1
Due Date: 8/1/2017	Completion Date:	Task Status: In Progress	Budget: \$0

- Develop comprehensive power point presentation for Entrance Counseling sessions with students district wide
- Work with ITS to extract control or selected group of students that will be required to attend in person counseling sessions, set up attributes to track students for reporting to the Department of Education
- Attend training with the Department of Education
- Conduct district Financial Aid planning meetings
- Conduct workshops
- Train Staff
- Develop disclosures for website, schedules and catalog

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
No Data to Display				

Assignment Details:

Name:	Email:
No Data to Display	