



SKY SS PRU Report

2022 - 2023

SKY SS - Financial Aid

William Minnich

Will Minnich

12/06/2022

Program Information

Assessment Unit Information

Program Type

Student Services

Division

Enrollment Services (ES)

Assessment Contact

Patricia Flores

Comprehensive Program Review

2026 - 2027

Program Review Update

Fall 2022,Fall 2024

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SKY Student and Learning Support Services Program Review Update

Submitter Name:

Ariackna Soler

Submission Date:

10/25/2022

DIVISION:

Enrollment Services (ES)

PROGRAM NAME:

Financial Aid

YEAR OF REVIEW

2022-2023

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

PSLOs were not fully assessed during the pandemic.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

n/a

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

Only one PSLO is still relevant to our program – we still educate students on their rights, responsibilities and repayment obligations related to federal student loans.

iv. Please indicate whether the following tasks have been completed.

Updated new or changed PSLOs on the program website after approval by the appropriate person(s)

Yes

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

The college notably received federal and state relief funds to allocate for student grants. While the change is a boon to students, it also significantly increased the workload for financial aid – not just in grant processing but also in constant reporting to agencies for transparency and accountability for the funds. Additionally, new federal, state and district programs have many manual components that create additional work for staff. In the next aid year the department has over 20 new programs and/or enhancements that will require additional human resources.

Over the past year, the financial aid office awarded over \$12 million in financial awards to over 10,000 students while realizing substantial achievements, such as a Cohort Default Rate of zero percent. Additionally, the financial aid office had no findings in their 2021-2022 internal federal audit. Financial aid

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also experienced major challenges over the past year, such as the pandemic transition from paper to online forms despite a continued manual processing. In addition, increased federal, state, board, and campus demands taxed financial aid's operational resources, creating a challenging scenario of meeting increased demand while maintaining peak efficiency. Financial aid also experienced the traditional structural challenges of federal, state, and local regulations that drive all office activity. Lastly, a dip in financial aid applications continues to pose an institutional challenge. The district has a few projects that added extra work to the office, such as CRM forms and dual majors. Another great challenge has been fraud. We received 800 financial aid applications that were suspected fraudulent. This has forced us to create custom reports to flag suspected fraudulent students and place holds on their records.

Related Documents

[2223 Program Review Text MSG Student Lists.xlsx](#)

[CCEFA Text Campaign Message to Self Certify 2.docx](#)

[CCEFA Text Student List.xlsx](#)

[MGSC2_Student List 101722.csv](#)

3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Increase the number of students applying for financial aid

Goal and Desired Impact on Students

Increase the number of continuing students that apply for financial aid and whose educational goal is to earn AA/AS & transfer to 4 year by 2%. Currently 53% of this student group apply for financial aid. We want to increase the percentage to 55%.

Year Initiated

2022 - 2023

Implementation Step(s) and Timelines

Conduct outreach financial aid campaigns geared towards students in majors with a high count of students that don't apply for financial aid. The following majors are included: Business Administration AS-T, Psychology AA-T, Computer Science AS-T, Undeclared Major, and Allied Health. The campaign will include text messaging, email, phone calls and collaboration with department chairs by June 30, 2023.

Mapping

- SKY College Values: (X - Selected)

SKY College Values

- Community Partnership: X

STATUS

Goal Status Date

10/06/2022

Academic Year Updated

2021 - 2022

Goal Status

Behind Schedule

Goal Status Narrative

explain goal status

Optional Tables & Graphs



Related Documents

9590

STATUS

Goal Status Date

09/16/2022

Goal Status

Behind Schedule

Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2022 - 2023

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

Financial Aid Technician

Resource Description

The department is in need of an additional Financial Aid Technician.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

Adding an additional technician will contribute toward our College and District push toward student equity by making Financial Aid more accessible for students. It will also significantly improve our processing time and therefore further reflect a student-centered ethos.

Cost

70,004

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