

Unit Assessment Report - Four Column

San Mateo CCCD

SKY SS - Financial Aid

| SLOs | Means of Assessment & Success Criteria / Tasks | Results | Action & Follow-Up |
|---|---|--|--|
| <p>SKY SS - Financial Aid - Critical Thinking & Communication - Satisfactory Academic Progress Policy: Students who receive financial aid will demonstrate knowledge and understanding of the Satisfactory Academic Progress "SAP" Policy for financial aid purposes.</p> <p>Planning Years: 2012-2013</p> <p>Start Date: 08/20/2012</p> <p>SLO Status: Active</p> | <p>Assessment Method: Financial Aid Awareness Event Survey - Fall 2012</p> <p>Assessment Method Category: Survey</p> <p>Success Criterion: Students who attend the Fall 2012 Financial Aid Awareness Event will be asked to complete a Survey about Satisfactory Academic Progress (SAP)</p> <p>Related Documents: SAP Survey Form (Fall 2012) Financial Aid Awareness Week Event Flyer (Fall 2012)</p> | <p>12/21/2012 - 185 students completed a SAP survey during the Fall 2012 Financial Aid Awareness Event. Students were asked to complete a survey so that the FAO could gather data and feedback from students on how to better inform and educate students about the SAP Policy for financial aid purposes.</p> <p>The survey results were very informative. The FAO learned that 51% of the students who submitted a SAP survey did not have knowledge of the SAP Policy and 49% did have knowledge of the SAP Policy.</p> <p>Federal financial aid programs require students to make Satisfactory Academic Progress (SAP) towards their educational objective as a condition for receiving financial aid. Students who fail to meet SAP requirements may be placed on financial aid probation.</p> <p>Based on the survey results, the FAO realizes the importance of making sure that students who receive financial aid understand the SAP Policy.</p> <p>Result Type: Criterion met</p> <p>Reporting Cycle: 2012 - 2013</p> <p>Resources Needed to Implement Action Plan: --Collaborate with Planning, Research and Institutional Effectiveness Office to develop more effective surveys and evaluation forms. --Need more incentives for students to attend event and complete survey</p> | <p>12/21/2012 - Based on the survey results, the FAO understands that increasing our student's understanding of the SAP requirements is necessary to help students avoid failing SAP and losing their eligibility for financial aid.</p> <p>Action Plan Category: Conduct Further Assessment</p> <p>Action Plan Category: Develop new evaluation methods</p> <p>Follow-Up: 12/21/2012 - The FAO will continue to develop more inreach efforts to help educate and inform students about the SAP Policy.</p> |

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| | | <p>--Collaborate with Marketing, Communications and Public Relations Office to develop more effective ways of promoting event to increase student attendance and participation</p> <p>Related Documents: SAP Survey Responses for Fall 2012 (Summary)</p> | |
| | <p>Assessment Method: Financial Aid Awareness Event Survey - Spring 2013</p> <p>Assessment Method Category: Survey</p> <p>Success Criterion: Students who attend the Spring 2013 Financial Aid Awareness Event will be asked to complete a Survey about Satisfactory Academic Progress (SAP)</p> <p>Related Documents: SAP Survey Form (Spring 2013) Financial Aid Awareness Event Flyer (Spring 2013)</p> | <p>06/30/2013 - 409 students completed a SAP survey during the Spring 2013 Financial Aid Awareness Event. More students attended and completed a survey during the Spring 2013 Financial Aid Awareness Event. During the Spring 2013 event, 224 more students completed a SAP survey.</p> <p>Students were asked to complete a survey so that the FAO could gather data and feedback from students on how to better inform and educate students about the SAP Policy for financial aid purposes.</p> <p>The survey results were very informative. The FAO learned that 57% of the students who submitted a SAP survey did not have knowledge of the SAP Policy and 42% did have knowledge of the SAP Policy.</p> <p>Federal financial aid programs require students to make Satisfactory Academic Progress (SAP) towards their educational objective as a condition for receiving financial aid. Students who fail to meet SAP requirements may be placed on financial aid probation.</p> <p>Result Type: Criterion met</p> <p>Reporting Cycle: 2012 - 2013</p> <p>Resources Needed to Implement Action Plan:</p> | <p>06/30/2013 - Based on the survey results, the FAO understands that increasing our student's understanding of the SAP requirements is necessary to help students avoid failing SAP and losing their eligibility for financial aid.</p> <p>Action Plan Category: Conduct Further Assessment</p> <p>Follow-Up: 06/30/2013 - The FAO will continue to develop more inreach efforts to help educate and inform students about the SAP Policy.</p> |

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| | | <p>--Collaborate with Planning, Research and Institutional Effectiveness Office to develop more effective surveys and evaluation forms.</p> <p>--Offer more incentives to increase student attendance and participation</p> <p>--Collaborate with Marketing, Communications and Public Relations Office for more effective promotion materials</p> <p>Related Documents: SAP Survey Responses for Spring 2013 (Summary)</p> | |
| | <p>Assessment Method: Conduct Satisfactory Academic Progress (SAP) Workshops</p> <p>Assessment Method Category: Presentation/Performance</p> <p>Success Criterion: Students who are on a Warning, Disqualified and Terminated status for financial aid will be invited and encouraged to attend a SAP Workshop</p> | <p>06/30/2013 - The FAO conducted 19 SAP Workshops during the 2012-2013 academic year.</p> <p>In order to receive financial aid, students must meet Satisfactory Academic Progress "SAP".</p> <p>It is in the student's best interest to understand the SAP Policy. Students are required to make Satisfactory Academic Progress (SAP) towards their educational objective as a condition for receiving financial aid.</p> <p>Students who fail to meet SAP requirements may be placed on financial aid Disqualification. In order to avoid any "surprises" when it comes to their financial aid at Skyline, students who are "Disqualified" status may submit an appeal to request reinstatement of their financial aid for the current term.</p> <p>Disqualified students are highly encouraged to attend a SAP Workshop before they submit an appeal to ensure that they are following the appeal steps correctly.</p> <p>Result Type: Criterion met</p> <p>Reporting Cycle: 2012 - 2013</p> | <p>06/30/2013 - The FAO will send an email invitation encouraging all students who are on a Warning, Disqualified and Terminated status to attend a 60 minute SAP Workshop. The SAP Workshops will be offered throughout the semester.</p> <p>Starting next Fall 2013, at the end of the SAP Workshop, a "SAP Quiz" will be administered. Based on the results, additional strategic action plans will be developed.</p> <p>Action Plan Category: Develop new evaluation methods</p> <p>Action Plan Category: Other</p> |

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| | | <p>Resources Needed to Implement Action Plan: --Collaborate with Planning, Research and Institutional Effectiveness Office to develop more effective surveys and evaluation forms. --Offer more incentives to increase student attendance and participation --Collaborate with Marketing, Communications and Public Relations Office to develop more effective ways of promoting events</p> <p>Related Documents: SAP Workshop (Email to Students).pdf</p> | |
| | <p>Assessment Method: Email students who are not meeting Satisfactory Academic Progress to encourage them to meet with Financial Aid Counselor Assessment Method Category: Other</p> | | |
| <p>SKY SS - Financial Aid - Communication & Information Literacy - Identify Financial Aid Resources: Students will be able to identify financial aid resources for which they may qualify, submit applications and meet deadlines.</p> <p>Planning Years: 2010-2011 2011-2012 2012-2013</p> <p>Start Date: 08/01/2008</p> <p>SLO Status: Active</p> | <p>Assessment Method: RWBXREC Report Assessment Method Category: Use Existing Data Success Criterion: 1) Increase on the number of Title IV Awards. 2) Increase on the number of unduplicated headcount.</p> | <p>06/30/2011 - Title IV Awards: 2245 and Unduplicated Headcount: 6173</p> <p>Result Type: Criterion met Reporting Cycle: 2010 - 2011</p> <p>Related Documents: 2010-2011 FAO Data</p> <hr/> <p>06/30/2010 - Title IV Awards: 1757 and Unduplicated Headcount: 5527</p> | <p>08/16/2010 - Restructure the Ambassador Program, change from Campus Ambassador to "Financial Aid Ambassador." Ambassadors that work and funded by the Financial Aid Office will devote and focus their hours to financial aid outreach and in-reach efforts.</p> <p>Action Plan Category: Make staffing changes</p> |

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| | | <p>Result Type: Criterion met</p> <p>Reporting Cycle: 2009 - 2010</p> <p>Resources Needed to Implement Action Plan: Program Services Coordinator "PSC" hired to oversee outreach/in-reach efforts</p> <p>Related Documents: 2009-2010 FAO Data</p> | <p>08/01/2010 - Refine marketing campaign to identify who is eligible for Financial Aid</p> <p>Action Plan Category: Make staffing changes</p> <hr/> |
| | | <p>06/30/2009 - Title IV Awards: 1257 and Unduplicated Headcount: 4463</p> <p>Result Type: Criterion met</p> <p>Reporting Cycle: 2008 - 2009</p> <p>Related Documents: 2008-2009 FAO Data</p> | <p>08/01/2009 - Develop more outreach and in-reach efforts to increase the number of students applying for financial aid resources</p> <p>Action Plan Category: Other</p> <hr/> |
| | <p>Assessment Method: SARS Grid Report</p> <p>Assessment Method Category: Use Existing Data</p> <p>Success Criterion: Increase the number of outreach/in-reach hours worked by the Financial Aid Ambassadors.</p> | <p>06/30/2013 - The Financial Aid Ambassador Team worked a total of 1,294 hours in 2012-2013.</p> <p>Effective March 2013, the Financial Aid Office hired two new Financial Aid Ambassadors. Financial Aid Ambassadors primary emphasis is to:</p> <ul style="list-style-type: none"> --Raise awareness of State and Federal Financial Aid and Scholarship Resources --Encourage low-income and disadvantaged students to apply for financial aid --Assist students (current and prospective) and their families in overcoming financial barriers --Communicate with local feeder high schools, community organizations and the general public about financial aid resources and scholarships. <p>Result Type: Criterion met</p> <p>Reporting Cycle:</p> | <p>03/04/2013 - Update Financial Aid Ambassador Handbook and develop a training manual for Financial Aid Ambassadors. New Ambassadors will train in the FAO for three months with FAO Office Assistant II regarding FAO policies and procedures.</p> <p>Action Plan Category: Engage in professional development</p> <hr/> |

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| | | 2012 - 2013 Related Documents: SARS Grid (Ambassador Hours for 2012-2013) Financial Aid Ambassador Handbook (SP13).doc | |
| | | 06/30/2012 - Number of Hours: 806 Result Type: Criterion met Reporting Cycle: 2011 - 2012 Related Documents: SARS Report re Ambassador Hours Worked | |
| | | 06/30/2011 - Number of Hours: 674 Result Type: Criterion met Reporting Cycle: 2010 - 2011 Related Documents: 2010-2011 FAO Data | |
| | | 06/30/2010 - Number of Hours: 326.5 Result Type: Criterion met Reporting Cycle: 2009 - 2010 Related Documents: 2009-2010 FAO Data | |
| | | 06/30/2009 - Number of Hours: 111 Result Type: Criterion met Reporting Cycle: 2008 - 2009 Related Documents: 2008-2009 FAO Data | |
| | Assessment Method: Log of Events Assessment Method Category: | 06/30/2013 - The Financial Aid Office "FAO" developed, coordinated and attended 271 events in 2012-2013. | 08/20/2012 - Effective Fall 2012 two Ambassadors will be transferring to UC Davis. The FAO will be hiring 1- |

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| | <p>Use Existing Data Success Criterion: Increase the number of outreach/in-reach events developed, coordinated and attended.</p> | <p>Result Type: Criterion met Reporting Cycle: 2012 - 2013 Resources Needed to Implement Action Plan: Hire 1-2 Financial Aid Ambassadors Related Documents: Summary of Financial Aid Events (2012-2013).ppt FAO Ambassador Now Hiring Flyer (Spring 2013)</p> | <p>2 new Financial Aid Ambassadors. Ambassadors play an integral role in the FAO's outreach and in-reach efforts.</p> <p>Action Plan Category: Make staffing changes Follow-Up: 03/04/2013 - Hired 2 new Financial Aid Ambassadors</p> <hr/> |
| | | <p>06/30/2012 - Number of Events: 268 Result Type: Criterion met Reporting Cycle: 2011 - 2012 Related Documents: Financial Aid Events Report (Fall 2011) Financial Aid Reports (Spring 2012) Summary of Financial Aid Events (2011-2012)</p> | |
| | | <p>06/30/2011 - Number of Events: 231 Result Type: Criterion met Reporting Cycle: 2010 - 2011 Related Documents: Financial Aid Events (Fall 2010 - Detailed Report).xlsx Financial Aid Events (Spring 2011 - Detailed Report).xlsx Financial Aid Events (Summary Report 2010-2011).pdf</p> | |
| | | <p>06/30/2010 - Number of Events: 110 Result Type:</p> | |

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| | | <p>Criterion met Reporting Cycle: 2009 - 2010 Related Documents: Financial Aid Events Report (Fall 2009).xlsx Financial Aid Events Report (Spring 2010).xlsx Financial Aid Events (Summary Report 2009-2010).pdf</p> | |
| | | <p>06/30/2009 - Number of Events: 11 Result Type: Criterion met Reporting Cycle: 2008 - 2009 Related Documents: 2008-2009 FAO Data</p> | |
| | <p>Assessment Method: Data from BANNER: RFIBUDG Report Assessment Method Category: Use Existing Data Success Criterion: Increase the number of Federal and State Grants (Title IV and Board of Governor's Fee Waiver "BOGFW").</p> | <p>06/30/2013 - No. of Title IV Awards: 3,449 and No. of BOGFW: 8,362. The Financial Aid Office administers a variety of federal and state financial aid programs to assist students with their educational costs at Skyline College.</p> <p>Over 47% of Skyline College "Skyline" students submitted a Free Application for Federal Student Aid "FAFSA" application in 2012-2013.</p> <p>In addition, 8,362 students received the BOGFW. As a result, these students had their enrollment fees waived. In 2012-2013, 1,997 more students received the BOGFW.</p> <p>Result Type: Criterion met Reporting Cycle: 2012 - 2013 Resources Needed to Implement Action Plan: Reserve and secure computer lab in Bldg. 2 to conduct Financial Aid Application Labs.</p> | <p>08/20/2012 - To increase the number of students applying and receiving financial aid, the Financial Aid Office will implement more services offered during the Financial Aid Application Labs. Financial Aid Application Labs will also assist students with (a) submitting the California Dream Act Application for AB540 students (b) making corrections to submitted applications (c) utilizing the IRS Data Retrieval or ordering a Tax Return Transcript from the IRS (d) signing-up for direct deposit (e) printing and completing verification documents and (f) helping students navigate and access their WebSMART account to check their financial aid status. By offering these additional services will be informed on how to complete the "next steps" so they can receive</p> |

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| | | <p>Train Financial Aid Ambassadors on new Federal and State updates and regulations.</p> <p>Related Documents: 2012-2013 Financial Aid Data (Award Info).xlsx 2012-2013 Financial Aid Data (Demographics).xlsx 2012-2013 Financial Aid Office (Data and Synopsis).docx Financial Aid Application Labs Flyer (Fall 2013)</p> | <p>the financial aid support to continue their higher education in a timely fashion.</p> <p>Action Plan Category: Develop new evaluation methods</p> <p>Follow-Up: 09/20/2013 - Starting Fall 2013, the FAO will offer the Financial Aid Application Labs three times a week. Additional lab sessions will be offered on Tuesday from 12:30-2:30pm. Financial Aid Labs now have sessions to accommodate more students during various days and time slots.</p> |
| | | <p>06/30/2012 - No. of Title IV Awards: 3,516 and No. of BOGFW Awards: 6,365. Over 55% of Skyline College "Skyline" students submitted a Free Application for Federal Student Aid "FAFSA" application. As a result, over \$10.5 million of various financial aid was awarded to Skyline students. In addition, 35% of Skyline students received a Board of Governor's Fee Waiver "BOGFW." As a result, 6,365 Skyline students had their enrollment fees waived.</p> <p>Result Type: Criterion met</p> <p>Reporting Cycle: 2011 - 2012</p> <p>Resources Needed to Implement Action Plan: Hire an additional 1-2 Financial Aid Ambassadors to staff Thursday workshop sessions. Reserve and secure computer lab in Bldg. 2. Collaborate with Marketing, Communications and Public Relations</p> | <p>08/20/2012 - Although there has been an increase in the number of students applying for financial aid and 55% of Skyline students submitted a FAFSA application, there is still close to 44% of students not applying for financial aid.</p> <p>The process of applying for financial aid in theory should be fairly easy for college students in general. However, the process is perceived confusing and complicated for many students who often times come from an economically disadvantaged background. Students who are not familiar with the financial aid application process may require addition help and encouragement.</p> <p>There needs to be an increase in</p> |

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| | | <p>Office to create marketing materials and promote workshops.</p> <p>Related Documents: 2011-2012 Financial Aid Data (Award Info) 2011-2012 Financial Aid Data (Demographics).xlsx</p> | <p>the number of FAFSA and Fee Waiver Application Workshops offered throughout the academic year. The Financial Aid Office currently offers a FAFSA and Fee Waiver Application Workshop once a week, every Wednesday from 4:00-6:00pm year round. It is recommended that an additional workshop be offered every Thursday from 2:00-4:00pm. Offering workshops twice a week can reach and encourage more students to apply for financial aid.</p> <p>Action Plan Category: Other</p> <p>Follow-Up: 08/20/2012 - The economic downturn in California is not expected to improve significantly in the foreseeable future and the upcoming years will most likely continue to see increased need for financial aid. Effective Fall 2012, the Financial Aid Office will offer FAFSA and Fee Waiver Application Workshops twice a week, every Wednesday from 4:00-6:00pm and every Thursday from 2:00-4:00pm. The addition of having a Thursday workshop will give students more options and can help more students apply for financial aid.</p> |
| | <p>Assessment Method: Data from BANNER: RWBXREC Report</p> | <p>06/30/2013 - 244 students submitted a Skyline Institutional Scholarship application.</p> | |

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| | <p>(Scholarships) Assessment Method Category: Use Existing Data Success Criterion: Increase the number of institutional scholarship applications submitted. Related Documents: Scholarship Quiz Scholarship Quiz Answer Key National Scholarship Month Flyer (Fall 2012)</p> | <p>As a result, 204 scholarships were awarded. The Skyline Institutional Scholarship application process has been greatly enhanced during the past few years.</p> <p>In 2012-2013, 78 more students submitted a scholarship application than the year prior. As a result, \$156,921.00 in scholarships were awarded.</p> <p>Result Type: Criterion met Reporting Cycle: 2012 - 2013 Resources Needed to Implement Action Plan: Collaborate with Scholarship Coordinator to develop in-reach efforts to inform and encourage students to apply for institutional scholarships.</p> <p>Related Documents: 2012-2013 Financial Aid Data (Award Info).xlsx Scholarship Quiz Results</p> | <p>11/01/2012 - 1. Reserve and secure a computer lab in Bldg. 2 to offer scholarship application workshops. 2. Train Financial Aid Ambassadors on STARS, an online scholarship application program. 3. Coordinate National Scholarship Month Awareness events such as, Scholarship Social tabling event, Personal Statement and Scholarship Tips and Advice Workshops. 4. Update Scholarship page on college website with link to online STARS application and scholarship tips.</p> <p>Action Plan Category: Develop new evaluation methods Follow-Up: 11/06/2012 - During the Scholarship Social tabling events, students were asked to complete a "scholarship survey." The survey was given out to collect data regarding student's knowledge of the scholarship application process.</p> <p>An answer key to the survey was also provided so that students could be informed about the scholarship process and requirements.</p> |
| | | <p>06/30/2012 - Scholarships Applications - Institutional: 166 (145 students awarded) Result Type:</p> | <p>07/16/2013 - Conduct scholarship application workshops</p> |

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| | | <p>Criterion met Reporting Cycle: 2011 - 2012 Related Documents: RWBXREC Report for 2011-2012 (Scholarships)</p> | <p>Action Plan Category: Other</p> |
| | | <p>06/30/2011 - Scholarships Awarded: 137 Result Type: Criterion met Reporting Cycle: 2010 - 2011 Related Documents: 2010-2011 FAO Data</p> | |
| | | <p>06/30/2010 - Scholarships Awarded: 107 Result Type: Criterion met Reporting Cycle: 2009 - 2010 Related Documents: 2009-2010 FAO Data</p> | |
| | | <p>06/30/2009 - Scholarships Awarded: 102 Result Type: Criterion met Reporting Cycle: 2008 - 2009 Related Documents: 2008-2009 FAO Data</p> | |