

Program Review/Follow-up Transmittal

General Information

The attached report is (check one): Program Review (published every 4th year)
 Program Review Follow-up (submitted annually)

The report is submitted for the Academic Year (select one): 2009-10

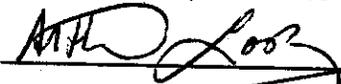
The report contains information on the follow unit(s) (enter names of all units/programs):

Financial Aid

Report Abstract:

Signature: _____ Date: _____

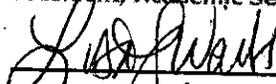
Faculty/Staff Representative

Signature:  Date: 7/8/10

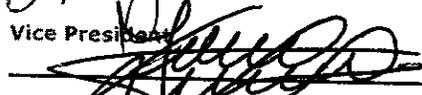
Dean/Director

Signature: Thomas Watkins Date: 15 JUL 10

President, Academic Senate

Signature:  Date: 6.9.10

Vice President

Signature:  Date: 07-13-10

Superintendent/President

**PROGRAM REVIEW & ANALYSIS FOR
INSTITUTIONAL SUPPORT SERVICES
2009 - 2010**

FINANCIAL AID

Prepared by: *Arthur Lopez, Interim Dean of Student Services*
Financial Aid Staff

Submitted on: *January 5, 2010*

Program Review and Analysis

Part I Outcomes

- 1. What are the Student Learning Outcomes (SLOs) and Institutional-Level Outcomes (“Core Four”) of the program? List each along with descriptions of the appropriate indicators of program success (i.e., measures of outcomes). Include both quantitative and qualitative measures.**

Outcome(s)	Qualitative Measure(s)	Quantitative Measure(s)
Financial Aid will accurately complete the FAFSA on-line application to meet designated deadlines;	Run reports on Banner to see how many students applied before the priority deadline by utilizing FAFSA on the web; Develop trend analysis tool.	Compare annual data to evaluate yearly increases or decreases.
Be able to distinguish the consequences of meeting and/or not meeting Satisfactory Academic Progress;	Evaluate by the number of Appeals that are submitted each semester and run a report to get the total number of disqualified students;	Compare annual data to evaluate number of student appeals.
Be able to differentiate between the financial aid programs such as; Pell, Cal B&C, FSEOG, ACG, BOGFW, Chafee & Child Development Grants, FWS and Direct Loans.	Survey students to determine whether they can distinguish between various financial aid programs; create Debt Management workshops on campus.	Give students a Pre & Post Test at orientations and Debt Management presentations.

- 2. The specific SCC Strategic Direction and Goal(s) supported by this program:**

Goal 2: Student Access

Obj. 2.1— The number of students served

Obj. 2.2— Access and success of under-served population

Obj. 2.3— Participation rate from feeder schools

Obj. 2.4— Student Retention and persistence

Part II Analysis

- 1. Identify and explain the trends in: Financial Aid**

Trends— Applying for financial aid has become an automated process. Everyone who applies for financial aid needs to file their FAFSA Application through the website. Therefore, it is imperative for our students to understand and learn the automated process to apply for financial aid. At Solano Community College we have designated areas in the Student Services Building to allow students who may not have a computer to file on-line. Also, the financial aid office offers Internet Café times

to assist students to complete the FAFSA on-line throughout the academic school year.

With the 31% increase in financial aid applications filed for 2009-10, we must continue to be fully automated with our on-line services and provide computer access throughout the campus. It is also important to implement and utilize all financial aid modules on Banner to provide a more efficient and timely delivery of student aid. Once students have filed for financial aid they must understand the responsibilities and consequences of being a financial aid student. Students need to adhere and understand how important it is to meet the Satisfactory Academic Progress policy. They must maintain a 2.0 GPA and complete at least 2/3 of all units attempted in an academic year in order to maintain their financial aid eligibility. Additionally, they need to comprehend the importance of the Return of Title IV regulations and how this can affect their financial aid award.

Due to the increase of the institutions default rate, in order to minimize the threat of incurring any federal penalties the institution has been pro-active and has eliminated the unsubsidized and private loans. This will help reduce student borrowing and lower the institution default rate.

2. How do the above trends relate to the factors and outcomes identified during the last review?

- a. Students are learning how to use on-line services. Currently, students have to apply on-line in order to register for their classes. In addition, the only way they can now apply for aid is by doing it on-line. Beginning 2010 -2011 students will be able to apply for their Board of Governor's Fee Waiver (BOGFW) on-line using the CCCApply BOGFW process.
- b. Financial aid students are learning to review their aid status on-line and not having to visit the financial aid office as frequently as they once did. They have learned to review their status and print the necessary documentation needed. In addition, students will begin to receive their Tracking and Award Letters via the email.
- c. Financial aid students are learning the responsibilities of being a financial aid recipient. They are becoming more aware of the consequences in terms of keeping a 2.0 GPA and also more responsible in maintaining their unit load. They understand the 90 unit rule; which means a community college student can only receive financial aid until they have reached the maximum time frame of 90 units. By the time they reach 90 units they should have completed an Associate Degree or are ready to Transfer.

Part III Conclusions and Recommendations

1. What are the major accomplishments of the program during the past four years?

There have been several major accomplishments in the past four years.

- **New Student Services Building** – By moving into this building students have been able to take care all of their student services needs in one location. The Financial Aid staff received new computers and private offices.
- **Banner System** – A new integrated computer system was purchased for the institution.
- **Direct Lending** – Due to federal regulations the institution had to switch from the Federal Family Education Loan Program (FFELP) to Direct Lending. In addition, Solano made the decision to no longer participate with the Stafford Unsubsidized and Private Loans.
- **Outreach Specialist** – The Financial Aid Office acquired a new Outreach Specialist to help recruit high school student and promote our services to the community at-large.

2. Based on the analysis above, are there any changes needed in order to meet program goals or to improve program effectiveness? Explain.

- Yes-We need to continue to focus on implementing Banner to utilize all major functions of the financial aid modules in order to have an effective and timely delivery of student aid for our students. Moreover, we must continue to effectively market our services to better serve our students and continue to increase our Outreach efforts both on and off campus.
- Implementing Direct Deposit and creating more scholarship opportunities need to be a priority. Establishing an Automatic Direct Deposit for our students will allow for students to be able to purchase their books faster and will save the college thousands of dollars in both printing and postage costs. Additionally, we need to increase our scholarship opportunities and do a better job working with outside sponsors to help increase the number of scholarships offered.
- Furthermore, we must also continue to monitor our loan default rate and provide debt management workshops to students. These workshops will not only help students become more aware of their loan responsibilities, but more importantly, they will be educated in creating a better student budget for themselves.