Financial Aid

Program Review

Fall 2013

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The mission of Solano Community College's Financial Aid Office is to be an active part in our student's educational journey. Our goal is to create change in students' lives by providing services, resources, and opportunities that minimizes financial barriers to higher education. We serve a diverse population with integrity, sensitivity, and respect, while maintaining the confidentiality of our students and their families. Our commitment is to comply with federal and state regulations as well as institutional policies and procedures.

Section 1: Completed and Current Projects Evaluation

Fall 2012	Previous Semester

Project Title	**FA-TV for Mobil Devices**	**Complete**

Project Desciption	Provide access to all students to download FA Counseling from any/all mobil device.
Strategic Outcome Supported	2.5 Effective Enrollment Management
Area Outcome Supported	Satisfactory Academic Progress (SAP)
How is Outcome Supported	Our outcome is supported by the SCC Website marketing, bookmarks being handed out to students, and posters.
Project Outcomes	Outcome "Students are privy to the FATV videos, and portal as well as the counseling tools. Now available for all mobil devices."
Evaluation Results	

QR Code with FA-TV Counseling tool created on SCC Website, bookmarks, and posters that hang throughout campus.

Major Accomplishments

Promoted Awareness by creating a SAP Counseling tracking tool for all FA students.
Promoted awareness with FATV; created videos for portal, added flatscreen tv and videos to all three campuses.
Created QR code and promoted marketing materials which included posters, bookmarks, website, catalog, and mobil phone device access. XAP was implemented for on-line fee waivers.

Section 2: Outcomes Assessment

Satisfactory Academic Progress (SAP)

Outcome Description	Students will learn and understand the Qualitative and Quantative requirements to meet Satisfactory Academic Progress (SAP) standards and maintain financial aid eligibility by completing a mandatory online workshop.
Assessment Strategy	Online Quiz /Survey once a year.
Success Criteria	Students response meets 80% of SAP quiz.
Strat Objective Supported	2.5 Effective Enrollment Management

Outcomes Assessment and Actions

Assessment Date	Assessment Results
Fall 2012	February 2012 Survey reflects some students havinf difficulty with clarity of financial aid informaiton.

Next Steps

Developed FA-TV and counselling tool will likely help with this. Monitor next survey results to check for improvement.

Supporting Projects

Project Title	End Semester	Status
SAP 101	Spring 2014	Incomplete
FA-TV for Mobil Devices	Fall 2012	Complete

Financial Aid Overview

Outcome Description	Prospective students and current students will understand the types, sources and amounts of financial aid available; the applications required and deadline dates.
Assessment Strategy	Online survey once a year.
Success Criteria	75% will indicate they have a good understanding of the financial aid resources available.
Strat Objective Supported	2.5 Effective Enrollment Management

Outcomes Assessment and Actions

Assessment Date	Assessment Results
Spring 2013	Areas of concern have been discussed with FA staff

Next Steps

Implementation of improved process for 2013/2014 academic year

Supporting Projects

Project Title	End Semester	Status
CCC Apply BOGG	Spring 2014	Incomplete
Implement Banner Applications	Fall 2014	Incomplete
FA Supervisor/ALG position and additional staff to serve students	Summer 2015	Incomplete
Merge Financial Aid & EOPS/CARE and Marketing strategies	Summer 2015	Incomplete
Financial Aid Orientation	Summer 2015	Incomplete
Policies & Procedures Manual	Summer 2014	Incomplete

Areas of Concern

Students did not understand SAP requirements.
A lack of communication for student understanding the financial aid programs.
A need for more access.

Section 3: Planned Work

Possible Future Projects

To create FA Orientation and highlight HO card activation.

Fall 2014

Project Title	**Direct Loans**	Incomplete

Project Desciption	Contact delinquent and current borrowers to increase awareness of options available.
Strategic Outcome Supported	4.2 Maximize Institutional Effectiveness
Area Outcome Supported	Responsible Borrowing
How is Outcome Supported	no outcome
Project Outcomes	Outcome Will provide further project outcomes once new Default Prevention Program is implemented.

Project Activities

Activity Title	Completion Date	Complete
Loan Procedures	Spring 2012	☑
Implement DeFault Management Program with Chancellor's Office	Fall 2014	☐

Project Title	**Implement Banner Applications**	Incomplete

Project Desciption	Implement Banner workflow applications to strenthen and streamline Banner functionality and FA efficiencies
Strategic Outcome Supported	2.5 Effective Enrollment Management
Area Outcome Supported	Financial Aid Overview
How is Outcome Supported	
Project Outcomes	

Project Activities

Activity Title	Completion Date	Complete
Implementation for Workflow timeline	Fall 2013	☑
BDMS	Summer 2014	☐
Argos /ODS/Discover Reporting Tools	Fall 2014	☐

Spring 2014

Project Title	**SAP 101**	Incomplete

Project Desciption	Satisfactory Academic Progress (SAP) awareness for Student Services areas.
Strategic Outcome Supported	2.5 Effective Enrollment Management
Area Outcome Supported	Satisfactory Academic Progress (SAP)
How is Outcome Supported	

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
Umoja Presenation	Summer 2012	☑
Board Presentation	Fall 2012	☑
Presentation to Counseling Staff	Spring 2013	☑
Student Forum	Spring 2014	☐

Project Title	**CCC Apply BOGG**	**Incomplete**

Project Desciption	Students apply online for BOGG
Strategic Outcome Supported	2.5 Effective Enrollment Management
Area Outcome Supported	Financial Aid Overview
How is Outcome Supported	

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
Work with IT and XAP on development	Fall 2012	☑
Develop data download process	Summer 2013	☑
Streamline processes	Fall 2013	☑
Transitioning from XAP to CCCApply	Spring 2014	☐

Project Title	**Better Security for Higher One ATM Machines**	**Incomplete**

Project Desciption	Work with HO Management Team to create some additional security measures for students using ATM Machines on campus and at Centers.
Strategic Outcome Supported	4.2 Maximize Institutional Effectiveness
Area Outcome Supported	Responsible Borrowing
How is Outcome Supported	

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
Contact Higher One Team	Spring 2014	☐
Implement additional security for ATM Machines	Spring 2014	☐

Summer 2014

Project Title	**Policies & Procedures Manual**		**Incomplete**

Project Desciption   Review and update Policies & Procedures Manual for FAO.

Strategic Outcome Supported   2.5 Effective Enrollment Management

Area Outcome Supported   Financial Aid Overview

How is Outcome Supported

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
Research IFAP & NASFAA Templates	Summer 2014	☐

Summer 2015

Project Title	**FA Supervisor/ALG position and additional staff to serve students**		**Incomplete**

Project Desciption   Improve financial aid administrative capacity.
FA Supervisor/ALG position and additional staff to serve students

Strategic Outcome Supported   2.5 Effective Enrollment Management

Area Outcome Supported   Financial Aid Overview

How is Outcome Supported

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
Collect data and evaluate program needs for FA/EOPS & CARE/Veterans	Summer 2014	☐
Evaluate Program budgets and needs	Summer 2014	☐
Create New position or reclass existing position for ALG	Summer 2015	☐

Project Title	**Merge Financial Aid & EOPS/CARE and Marketing strategies**		**Incomplete**

Project Desciption   Develop marketing materials and communications for FA & EOPS/CARE programs.

| Strategic Outcome Supported | 2.5 Effective Enrollment Management |
| Area Outcome Supported | Financial Aid Overview |

How is Outcome Supported

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
FATV	Summer 2014	☐
College Visits	Summer 2014	☐
EOPS Tracking requirment	Summer 2014	☐
In-Reach and Out-reach events.	Summer 2015	☐

| Project Title | **Financial Aid Orientation** | **Incomplete** |

| Project Desciption | Develop Orientation tool and communication through different medium; Include HO Card activation. |

| Strategic Outcome Supported | 2.5 Effective Enrollment Management |
| Area Outcome Supported | Financial Aid Overview |

How is Outcome Supported

Project Outcomes

Project Activities

Activity Title	Completion Date	Complete
Create Orientation Outline	Fall 2013	☐
Survey	Summer 2014	☐
Tracking requirements for new students	Summer 2015	☐

Other Notes

We addressed the SAP issue by implementing the Counseling tool. The positive feedback has generated some additional ideas for educating students and we will move forward with specific plans in the future.
Financial Aid TV has proven to be a great resource for students and parents. Implementing the QR code has greatly increased mobile access for students.