



# Strategic Initiative Section Report

**Financial Aid:**

**Date: 05/16/2016**

- Program Review Non-instructional Cycle F 2015  
Financial Aid Center

**Sorted by:** Program

**SI Section Templates:** PR Section 1.0, PR Section 4.1 - 4.2,  
PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource  
Requests

## Financial Aid

### PR Section 1.0

#### Program Review Non-instructional Cycle F 2015 Financial Aid Center

##### 1.0

*Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your program to the Mission, Vision, Core Values and College Goals. Summarize how your program supports each area.*

##### Fullerton College Mission

The Financial Aid Office supports students to be successful learners by assisting them to fund their educational goals and provide financial literacy skills that will continue to assist them throughout their academic, professional, and personal lives.

##### Fullerton College Vision

The Financial Aid Office encourages students to ask questions, seek information, and gain life-long skills necessary to navigate through life. We are devoted to the educational goals of all individuals in the college community and strive to accommodate the varying specific needs of our students within the letter of the law.

##### Fullerton College Core Values

The Financial Aid Office strengthens the campus community by respecting the diversity of our student population and striving to ensure we are accessible to all students. We are consistently exploring innovative ways to ensure compliance and simplicity of the financial aid process to ensure we are assisting all students fund their education and become educated members of society.

##### Fullerton College Goals

The Financial Aid Office advocates student success by advising students on how to successfully fund their education, allow aid for remedial/ESL coursework, and provide an opportunity for Disqualified students to appeal for aid. Financial aid is awarded to students solely based on income and enrollment history which provides an opportunity for low-income students to gain an education and obtain a valuable job. We provide inclusive outreach to the campus community and the surrounding communities to encourage strong connections between the two.

## PR Section 4.1 - 4.2

### Program Review Non-instructional Cycle F 2015 Financial Aid Center

#### 4.1 - 4.2

4.1 List your SAO/SLOs and complete the expandable table below.

	<b>Service Area Outcomes (SAO) / Student Learning Outcomes (SLO)</b>	<b>Date Assessment Completed</b>	<b>Date(s) Data Analyzed</b>	<b>Date(s) Data Used For Improvement</b>	<b>Number of Cycles Completed</b>
1.	The FAO will streamline the application process by modifying the current BOGG Signature Page for e-signature capability.	Fall 2014	Fall 2014, Spring 2015, Summer 2015	All	1 academic year
2.	The FAO will implement more efficient methods of communicating with and serving students applying for financial aid.	Fall 2014	Fall 2014, Spring 2015, Summer 2015	All	1 academic year

4.2 Assessment: Complete the expandable table below.

<b>Service Area Outcomes Assessment for the Student Services Division of Fullerton College</b>			
<b>Intended Outcomes</b>	<b>Means of Assessment &amp; Criteria for Success</b>	<b>Summary of Data Collected</b>	<b>Use of Results</b>
1. To allow the processing of the BOG Application to be completed fully online.	Number of processed and paid BOG Fee Waivers	The number of BOG Fee Waivers has increased since implementation.	Automation has provided positive results for students and staff.

2. To ensure students do not get dropped while waiting to get a paper form signed, turned into the FAO, and processed.	Number of students dropped for non-payment.	The number of dropped students for non-payment because of missing signature page has decreased to 0.	Automation has allowed student enrollment fees to be waived as soon as they are registered.
<b>Student Learning Outcomes Assessment for the Student Services Division of Fullerton College</b>			
Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
1. Communication with students will be more immediate by moving from email based notifications to targeted announcements in myGateway.	Annual survey indicating positive response to automation.	The number of positive comments from survey results.	We will continue to communicate with students directly in an electronic format.
2. Reduce student concerns and questions regarding their financial aid status as all notifications will be sent through myGateway.	Number of student visits and calls.	Students continue to visit office and call.	We will continue to try and provide relevant information to the student body.

## PR Section 4.3 - 4.6

### Program Review Non-instructional Cycle F 2015 Financial Aid Center

#### 4.3 - 4.6

*4.3 How has assessment of program SAOs led to improvements in services provided to students by this program?*

By allowing the entire BOG Application be completed online, students will instantly notified if they are eligible to receive the BOG Fee Waiver or not which may encourage them to register in a timely fashion and get into required classes for their educational program. It also means the student does not need to come into the FAO and cuts down on paper forms turned in that need to be processed.

*4.4 How has assessment of SLOs led to improvements in student learning and achievement?*

Many students believe that completing the FAFSA is the only step in receiving financial aid. This is not always the case and can cause a delay in disbursement if the student is not actively aware that they have other requirements due. By sending Targeted Announcements anytime a requirement is due, it notifies the student to check their Student Requirements through myGateway and ensure a timely disbursement to be able to purchase school materials in a timely fashion. This will also reduce student concerns in regards to when they will be receiving their funds.

#### 4.5 *What challenges remain to make your program SAOs/SLOs more effective?*

The SAO has been completed successfully and no more challenges exist.

The SLO can be made more effective by ensuring all students are checking myGateway or have an email attached to their account so they are reading the FAO Target Announcements.

#### 4.6 *Describe how the program's SAOs/SLOs are linked to the college's goals.*

(See <http://programreview.fullcoll.edu/> )

The SAO will promote student success by allowing the BOG to be awarded to students quicker and ensure they are not dropped from classes required for their educational goal. This will also allow students who may not have the funds up front to pay for their classes still register in a timely fashion.

The SLO will promote student success by ensuring all students are actively aware of their financial aid status and any student requirements that may be due before they can receive a disbursement to aid their education.

#### 4.7 *Describe how the program's SAOs/SLOs support the achievement of the institution level SLOs.*

The SAO support the institution SLO's by providing an easier, electronic process for students to register for classes without the fear of getting dropped.

The SLO will support the institution SLO's by providing active communication on student requirements and requiring personal responsibility in ensuring their file is complete before any funds can be disbursed.

#### 4.8 A. *What methods are used to assess the program's success in serving the student population that interacts with your program?*

Starting last semester, the Financial Aid Office provided an online survey sent to students via myGateway to measure the effectiveness of recent automation processes and customer service. The FAO will continue to offer a survey annual until such a time when the institution provides its own customer service survey in regards to the FAO.

The FAO has a Facebook and Twitter page that provides feedback on the efficiency and service of the program, which has grown in usage over the past few years.

The Director frequently checks in with staff regarding automation to ensure all processes are running smoothly and asks for suggestions on how to make it better.

#### B. *What do the results of the above methods of assessment indicate about the effectiveness of the program?*

##### Survey

The survey had 7 questions regarding different processes of the FAO to measure in its effectiveness. We asked students to rate Qless, online verification, the SAP Appeal Process, the FAO website, and left an opened ended question regarding the overall experience of the FAO. We had 324 students answer the survey. In regards to the automation of processes, the majority of students were very satisfied with the changes. It allowed quicker processing of files and provided easy to access information on the student's own time. The area that needed most assistance was providing accurate information to students in a friendlier manner in person and over the phone.

##### Facebook and Twitter

Staff Input

Once a process has been automated, the Director checks in with the staff periodically to see what improvements could be made and how to make the process easier for both staff and students.

*C. How were the assessment results used to make improvements to services provided by this program? Please provide examples.*

Survey

The Director met with the staff in regards to providing better customer service to students. For example, if a student turned in the wrong document or needs to provide more information, the Financial Aid Technicians are expected to explain this clearly to the student through the software which then sends an email or text to the student. Before, the FAO would experience many students coming in who did not understand what the Financial Aid Technician was talking about. The Financial Aid Technicians are limited in the amount of characters used to communicate with the student. This is currently being addressed.

Facebook and Twitter

Staff Input

Many students didn't know how long their file would take to process and we would receive many inquires within 24 to 48 hours. Once this was brought to the Director's attention, he worked with CampusLogic to include a message that was sent to students once they completed their file indicating how long it would take to process.

## PR Section 6.0 SAP w/o Resource Requests

### Program Review Non-instructional Cycle F 2015 Financial Aid Center

**Action Plans**

<b>STRATEGIC ACTION PLAN # 1</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Provide proper computer equipment to ensure functionality of continuous automation of financial aid processes.
List College goal/objective the plan meets:	College Goal #: Goal 1 Objective #: Objective 1 and Objective 2
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	With an increase in automation, staff members have requested additional monitors for easier viewing and processing of student files. Currently, Financial Aid Counselors have to rely on staff to print transcripts and other materials as they do not have access to a printer upstairs in the Counseling office. To assist students better at the front counter and to provide more ADA compliance, we would like to have computers that can easily be moved up and down to be accessible.  This goal could be completed in less than a year.

	The Director and Administrative Assistant would oversee the purchasing and setup of all equipment.
What <i>Measurable Outcome</i> is anticipated for this SAP?	This would allow staff to better serve students by having up to date equipment to process and fund students.
What specific aspects of this SAP can be accomplished without additional financial resources?	None.

<b>STRATEGIC ACTION PLAN # 2</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Provide uninterrupted work time for processing student files, verification, disbursing funds, ensuring compliance, and allowing for all staff meeting.
List College goal/objective the plan meets:	College Goal #: Goal 1 Objective #: Objective 1
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	<p>The FAO continuously serves students with or without students coming into the office or calling on the phone. To ensure timely verification and disbursement of funds, the FAO would like to close at Noon on Friday's. This would also allow for all staff members to be present at staff meetings.</p> <p>The Director would be responsible for implementing the change.</p> <p>This could be completed within one semester as we would like to provide enough notice of the change to our students.</p>
What <i>Measurable Outcome</i> is anticipated for this SAP?	This would allow students to receive funds quicker.
What specific aspects of this SAP can be accomplished without additional financial resources?	This SAP can be accomplished without any additional financial resources.

<b>STRATEGIC ACTION PLAN # 3</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Provide easy accessible Qless sign in kiosks.
List College goal/objective the plan meets:	College Goal #: Goal 1 Objective #: Objective 1 and Objective 2
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The FAO would like to move the Qless Sign In Kiosk away from the front counter to provide privacy to students speaking about confidential topics with staff and to ensure functionality when there are WiFi issues.  This SAP could be accomplished within a year.  The Director and Administrative Assistant would research and purchase the equipment.
What <i>Measurable Outcome</i> is anticipated for this SAP?	This would allow students more privacy and ensure functionality of Qless.
What specific aspects of this SAP can be accomplished without additional financial resources?	None.