

Program Review: Financial Aid

Program Description and Scope:

- *Program Review Title:* Financial Aid
- *Academic year:* 2016/2017
- *Review Type:* Student Services Program Review
- *Program/Departments:* Financial Aid (includes Veteran Affairs) (64600)
- *Authority Code:* 76-Director, Financial Aid
- *External Regulations:* Yes
U.S. Department of Education Title IV, State of California, California Student Aid Commission
- *Provide a brief narrative that describes the services provided.*
The Financial Aid Office of Ohlone College provides financial aid for all eligible students, utilizing federal, state, and institutional funds. These funds come in the form of grants, scholarships, work-study and loans. The U.S. Department of Education provides guidance and regulations to the Ohlone Financial Aid Office in carrying out this service.

College Mission

- *Mission Statement*
Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.
- *Program Relation to College Mission.*
 - Support Services
- *State your program Mission/Purpose.*
The mission of the Office of Financial Aid is to award and deliver federal, state, and institutional funds to all eligible applicants.
- *Briefly describe program accomplishments.*
After consultation and assistance of Ellucian, successfully implemented auto-packaging of Pell grants. Also developed system to review all awarded students for late-start classes which resulted in students receiving full award.
FTSSG grant program successfully implemented.
Hired temporary Financial Aid Specialist I to ensure students received aid and review F.A. appeals in a timely fashion.
Hired full-time Financial Aid Specialist I after 1 year vacancy.

Student/Program Achievement

- *List area-specific outcomes.*

Increase in the number of completed financial aid files and awards

Using Colleague, development of student accounts to accurately track student billing and awards applied.

Incorporate digital scanning to create electronic student files to eliminate paper files and increase access to student information between staff.

- *Identify internal and/or external benchmarks and regulations.*

Continued use of the case-management style of working with students has continued to be effect for staff. Developing relationships with students is working much better and students are becoming better acquainted with staff and the requirements necessary to complete their files.

Continue working with Counseling Department identifying students who have loss their Board of Governors Fee waiver. Ensure Colleague is able to capture those students.

- *Enter assessment results for area-specific outcomes and analyze trends.*

Annual award report, compare with DataMart reports

- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

Fund 10 budget covers salary for Director, and 2 Financial Aid Specialist II staff, and office supplies. BFAP and MOE cover the cost of 3 Financial Aid staff and benefits for all.

MOE also covers cost of Staff Training and Conferences and membership to National Association of Student Aid Administrators.

- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

Currently staff levels are not adequate to support increased work load.

One additional Financial Aid Specialist I would be helpful in easing the work load of each current staff.

2015-2016 academic year, Financial aid received over 8,000 FAFSAs (approx. 1,700 per staff) . Staff time is spent processing files which normally take 6-8 weeks, including multiple contacts with students.

- *Additional Program Table Files.*

- *Future Actions*

Current levels of achievement indicators maintained.

As of 11/10/16 a total of 1118 Pell awards made in the amount of

\$2,256,892. This number is expected to increase with the last fall 2016 disbursement which will be made 12/8/16.

Program Improvement Objectives

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*
Implementation of scanning student file information into Colleague.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

This project is still incomplete. Awaiting equipment from ITS and staff training.

Program PIO will address the following:

- Use human, fiscal, technological, and physical resources responsibly,

How will you assess the effectiveness of your PIO:

Review student files, ensuring all documents are shown within Colleague

PIO Action Plan:

How will you accomplish this?

- Train Staff and students on imaging documents into Colleague and cataloging. - Compare imaged files with hard copy files - Compare start and completion dates of each student file with previous years dates.

What is your timeline?

Fall 2016

Who is going to do this?

Resources: Staff and IT

PIO Status:

- In-Progress 11/13/2015

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: Computer Related Equipment
Description: Scanner
Est. Cost: \$3,500.00
- Resource: Computer Related Equipment
Description: Access to scanning software - ITS indicated previously this was available but not yet implemented

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*
Hire 1-2 additional Financial Aid Technician I

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Use human, fiscal, technological, and physical resources responsibly,

How will you assess the effectiveness of your PIO:

With more equal distribution of work among staff, compare file completion numbers with previous year.

PIO Action Plan:

How will you accomplish this?

Hire staff

What is your timeline?

2016

Who is going to do this?

Resources: FA Director, HR staff, Hiring committee

PIO Status:

- Completed 10/17/2016

Closing the loop - Describe the results of your PIO implementation or completion:

Hired 1 Financial Aid Technician I

Conclusion: Complete if PIO has been completed

PIO achieved - worked

Fiscal Resources Status:

PIO Resources:

Attached Files: [Data Mart FinAidSumm 12-16.xls](#)