

1. Assessment Plan - Four Column



PIE - Student Services: Financial Aid Unit

Where We Are: Analysis and Summary

2017-18

Contact Person: Chau Dao

Email/Extension: jphu5@mtsac.edu/x6593 and cdao@mtsac.edu/5970

External Conditions, Trends, or Impacts (Student Services): 1. New Policies/legislative changes: Direct Loans SULA , Veterans, Education Plans, Additional Pell Grant, BOG Loss, Federal Campus-Based Programs, Completion Grant, Homeless Youth, Federal Elimination of Quality Assurance, Federal Verification Requirements.

2. Increased number of requests for FA presentations from within the campus as well as outside community. Continued usage of Request for FA/Scholarship Presentation protocol; created a point of contact in FA office to gather needs of school/agency to identify appropriate topic expert from department to conduct presentation. Logged all presentation commitments to avoid scheduling conflicts. As the cost of college increase, more and more families will need assistance with options to pay for school.

3. Reliance on technology: FA is dependent on technology due to the need to implement multiple rules and regulations; need tool to allow for automation of download and upload files with the Department of Education: TD Client FTP process to inbound/outbound federal, state files to increase productivity and efficiency; explore available technologies to streamline document in-take process to eliminate human errors.

4. Programming need to increase student's knowledge about financial literacy/wellness; how students can utilize financial aid package and how to begin to build wealth.

Internal Conditions, Trends, or Impacts (Student Services): 1. Needed changes at the institutional level to accommodate student, staff, and campus community needs

2. Increase in student volume, therefore increase in Financial Aid applications; 3 different applications (FAFSA, Dream Act, BOG)

3. Increase in student Veterans usage of the Veterans Resource Center and request for VA Benefits; increase engagement. (Successfully On-going)

4. Increase in our Foster Youth population; no formal process to identify and communicate. (Continue to collaborate with A&R and IT to streamline Foster Youth Identification)

5. On-going training needed to ensure staff is maintaining federal requirements and guidelines in performing federal verification and exercising Professional Judgment.

6. Additional resources needed to uphold federal requirements of reviewing each subsequent ISIR transaction and performing Quality Control of federal financial aid files.

7. Increased number of requests for FA presentations from within the campus as well as outside community. As the cost of college increase, more and more families will need assistance with options to pay for school.

8. Purchases of equipment and software to enhance processing as well as comply with regulations.

9. Limited resources due to staff out of extended medical leaves and chronic illnesses.

10. Continue to monitor and address concerns of conflicting of interest within the office to maintain processing integrity and prevent any audit findings.

Critical Decisions Made by Unit: 1. Business process flows: analyzed student population needs and staff workload, analyzed available technology options to determine best fit business flow for each project. Continued monitoring of compliance adherence as well as staff work performance as related to financial aid processing from QA to Federal Verification, we evaluated and concluded that we need to apply a more robust system to maintain the level of productivity and efficiency to deliver financial aid funds to students on a timely manner.

2. Implementation of SSSP and Student Equity: staff training, created communication business protocol and student communications.

3. Collaborate to build REACH program with business protocol and collaborative referral process. (Accomplished!)

4. Implement TD Client FTP process to increase productivity/efficiency and reduce the turn around time in receiving processed FA applications, ISIR corrections, federal origination/disbursement files and all other Title IV related files. (Successfully completed 3/29/2018!)
5. Evaluate systems to support intake of financial aid documents and verification monitoring. (Continue to explore and research for the compatible product to support this process)

Notable Achievements for Theme B: To Support Student Access and Success:

1. Implementation of Financial Literacy Initiative, continued for last five years.
2. Conducted annual Cash for College event with record high attendance; we helped 553 students (family members not included in count) in 2015. We assisted 506 students in 2014 and 364 in 2013. Out of the 553 attendees, 527 indicated they will attend Mt. SAC, 97 indicated they are Dreamers, and 140 requested workshops conducted in Spanish.
3. Streamlined Verification process through committee process: pulled together experts in verification; committee members were systems analysts and financial aid specialists. The committee studied prior year data to assess the impact of our verification selection. Did we do a good job of identifying common errors families make on the FAFSA and did verification help the right students get the right financial aid? The committee also review all financial aid forms - edit to make it more clear for students.
4. Provided over a 100's FA/Scholarship/Veterans workshops on and off campus constituents; outcome from this effort is our consistent increase in the rate of applications received, year after year for FAFSA's, CA Dream Act, BOG fee waivers, scholarship applications, and Veterans benefit requests - average increase is 10% annually.
5. Streamlined Front Counter In-take process while maintaining quality of customer service.
6. Improved FA cycle - loaded and processed applications earlier; sent real-time student communications. Created a master calendar for FA processing, internal tool for all FA staff to reference and track. The earlier we begin a new aid year, the likelihood of capturing returning students attention to re-apply for FA is high because they are still on campus for the Spring term; for example, we started processing FAFSA/CA Dream Act applications for 2015-2016 in April/May 2015. We also applied this concept to student communication - when a financial aid status is run, a communication is sent out to impacted students so that they will be able to connect communication message with the change in status.
7. Enhanced process of Pell Grant Recalculation at Census to determine and inform students of overpayment in real time.
8. Enhanced Direct Loan processing: multi-year MPN, and disbursement notification. We enhanced the Banner loan processing to be able to download MPN for students; it is now recorded as a document in student's file - improved customer service for staff to provide to loan students. We also identified a need to provide an immediate and systematic disbursement notification to student as soon as the loan is disbursed; in prior years, this was a manual process.
9. Provided real-time, customized Satisfactory Academic Progress communication to students.
10. Integrated new technologies with existing systems to allow for more user friendly scholarship application process.
11. Provided more training for student workers on Financial Aid and Scholarships; utilized student's language skills to increase assistance for students.
12. Increase participation of departments (DSPS, Counseling, VSOC, FA) during Veterans Week and Veterans Recognition Night.
13. Streamlined Appeal Intake process; provided thorough training to all staff, including student workers.
14. Transition of REACH, foster youth support program to Student Equity; hired additional program special to support REACH.
15. Collaborated with Counseling to have additional counseling support for Veterans in the VRC due to increase student Veteran engagement and programming needed. Also, collaborated with Student Equity to provide resources to ensure, assistance with educational supplies, tutoring, and expansion of partnership with Vet Success on Campus (VSOC) program with Veterans Affairs.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:

1. Participated in extensive Veterans training: VPAC, WAVES, Veterans Summit, etc.
2. Constantly explored and search for robust technology to maintain financial aid system efficiency and transparency.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:

1. Staff actively participated in year round training: tax workshop, CASFAA conference, FSA conference, VAWA, Active Shooter, Sexual Harassment, etc.
2. Monthly meetings with specialized groups: Clerical Specialists, FA Specialist, Veterans team, Sch team to better address unique issues and enhancements.
3. Instituted student referral protocol to help with service efficiency and maintain quality customer service.
4. Integrated more in-depth scholarship training for Financial Aid and Veterans staff.
5. Established custom Orientation program for Veterans, collaborating with Counseling department.

6. Conducted Satisfactory Academic Progress (SAP) workshops.
7. FA Specialists and manager engaged and completed NASFAA intense 4-week federal verification credentialed training with the opportunity to be certified.
8. Incorporated BOG Loss guidelines and appeal process in Ed Advisor's workshops for students on continued probation status.
9. Continuously evaluated and simplified the document in-take process and protocols to minimize processing errors.

Contributors to the Report: Chau Dao

Jenny Phu
 Desiree Marquez
 Windy Lozano
 Marlene Sandoval
 Daniel Zavala
 David Tran
 Teresa Pham
 Sandy Miranda
 Rosemary Rodriguez
 Debra Ibarra
 Xochilt Vallarta
 Christopher Padilla
 Erica Morales
 Christine Santiago
 Nancy Martin
 Jazmin Vargas
 Serina Gutierrez
 Karen Braggins
 Sandra Bollier
 Sean Wallace
 Jessie Check Cinco
 Terrence Pratt
 Student Workers

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Increase Applications - Increase number of Financial Aid/Veterans applications from completion of FAFSA, CA Dream Act, BOG Fee Waiver, and Veterans Benefits (VA). Status: Active Goal Year(s): 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 Goal Entered: 06/21/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 0 The upcoming funding formula proposed from the Chancellor's Office integrates completion of FAFSA/CA Dream Act applications as a key factor; financial aid will need support to advocate for all students to submit FAFSA or CA Dream Act to ensure most funding as possible. There will be less emphasis on processing the manual BOG fee waiver application. (05/30/2018)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Inreach/Outreach - Continue inreach/outreach efforts with other departments to reach out to students on campus and in surrounding community.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 06/21/2017</p>	<p>Full Funding Requested - Student Services Program Specialist, Financial Literacy</p> <p>Describe Plans & Activities</p> <p>Supported: 60000</p> <p>Lead: Chau Dao</p> <p>One-Time Funding Requested (if applicable): 60000</p> <p>Type of Request: Staffing</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?: Success will include evidence of 1000 students PLUS students participating in our bi-annual Financial Literacy hands-on events. Success will also be measured with minimal students traffic in the FA office inquiring about emergency funds.</p> <p>Documentation Attached?: No</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 50</p> <p>This item continues to be part of the New Resource Allocation process. (05/30/2018)</p> <p>Related Documents:</p> <p>financial_aid_systems_technician_proposal.docx</p> <hr/> <p>Reporting Year: 2016-17</p> <p>% Completed: 0</p> <p>With continuous federal and state regulatory changes, FA is mandated to ensure all students are aware of budgeting and financial literate. Having a full-time program specialist overseeing this area will get Mt.SAC on track and in compliance. (03/22/2018)</p>
	<p>Full Funding Requested - Financial Literacy operational budget</p> <p>Describe Plans & Activities</p> <p>Supported: 40000</p> <p>Lead: Chau Dao</p> <p>One-Time Funding Requested (if applicable): 40000</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: No</p>	<p>Reporting Year: 2016-17</p> <p>% Completed: 25</p> <p>This item has been funded by Student Equity; would like to request district funding for more permanency. Item has been part of New Resource Allocation in the past. (08/25/2017)</p>
<p>Compliance/Efficiency - Maintain efficiency and service to financial aid/Veterans recipients with adherence to Federal, State, and District regulations and policies.</p> <p>Status: Active</p> <p>Goal Year(s): 2015-16, 2016-17, 2017-18, 2018-19</p> <p>Goal Entered: 06/21/2017</p>	<p>Full Funding Requested - Transfer Cash for College Budget from BFAP to Student Equity/District Funding</p> <p>Describe Plans & Activities</p> <p>Supported: 50000</p> <p>Lead: Chau Dao</p> <p>One-Time Funding Requested (if applicable): 50000</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: No</p>	<p>Reporting Year: 2016-17</p> <p>% Completed: 100</p> <p>Funds were provided by Student Equity; due to change in FAFSA timeline, we are now required to conduct 2 Cash for College events; each event costs around \$25,000 due to need to cover overtime pay for staff. If Student Equity funding needs shift, then this funding needs to be supported by BFAP and District. (08/25/2017)</p> <p>Related Documents:</p>

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

[Lauren Stanley.docx](#)

Full Funding Requested - Financial Aid Systems Technician

Describe Plans & Activities

Supported: \$90,000

I am proposing a classification range of 107; from the most recent salary schedule (Board approved on 3/8/17), the range is (\$5,374.73 to \$6,859.68) or (\$64,496.76 to \$82,316.16). In reviewing the job descriptions in this range, I believe this position is similar to the Information Technology Support Technician and the Telecommunications Technician.

Lead: Chau Dao

One-Time Funding Requested (if applicable): 90000

Type of Request: Staffing

Planning Unit Priority: High

What would success look like and how would you measure it?: Hiring of a qualified staff member who can assist with systems needs of the financial aid office.

Documentation Attached?: Yes

No Funding Requested - Funding has already been secured with the Chancellor's Office for Program Coordinator, Veterans position. Added notation here to ensure documentation for archive purposes.

Describe Plans & Activities

Supported: Programming - academic/social support for student Veterans on campus
Continuous rapport with campus community and Veterans Resource Center

Reporting Year: 2018-19

% Completed: 0

This item continues to be requested as part of the New Resource Allocation. It is slated to be part of the July 2018 phase. (05/30/2018)

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Assistance with VA certifications to reduce wait time

Lead: Chau Dao, Director, Financial Aid, Scholarships, and Veterans

Type of Request: Staffing

Planning Unit Priority: High

What would success look like and how would you measure it?: Increase programming for student Veterans with increased engagement from Veterans community on campus. Also, assistance with VA certifications so that student Veterans do not experience any wait time to receive notification of their benefits; more timely reporting of all things VA.

Full Funding Requested - Salary and benefits difference to change current Manager, Financial Aid and Special Programs to Director, Scholarships and Veterans

Describe Plans & Activities

Supported: Growth of both programs, scholarships and Veterans, requires an upgrade of current management position overseeing these two programs. Both programs have distinct rules and regulations that are tied to federal, state and district policies.

Lead: Chau Dao

On-Going Funding Requested (if applicable): 30000

Type of Request: Staffing

Planning Unit Priority: High

What would success look like and how would you measure it?: Increase oversight in the Veterans Resource Center with Director office located in VRC. Increase engagement of both

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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programs in terms of programming, applications, and center usage.

<p>Informed Staff - Ensure Financial Aid, Scholarship, and Veterans staff members are trained and informed of continued and new rules and processes. Status: Active Goal Year(s): 2015-16, 2017-18, 2018-19, 2019-20, 2020-21 Goal Entered: 06/21/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 100 This will be an ongoing goal and mandatory requirement as part of Mt. SAC agreement to participate in Title IV federal aid funding. (05/30/2018)</p> <hr/> <p>Reporting Year: 2017-18 % Completed: 25 Enhance training to staff for more focused and tailored results. With the needs to respond to federal and state regulatory changes, this is set in place to be on track. (03/22/2018) Related Documents: Lauren Stanley.docx</p>
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<p>Mitigate fraud - Enhance and tighten policy and procedures to mitigate fraud - internally and externally. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 06/05/2018</p>	<p>Partial Funding Requested - Support from administration with ethics training for department staff; support with changes to policy and procedures in processing of financial aid applications. Also support from IT to enhance security to ensure tighter control.</p> <p>Describe Plans & Activities Supported: Ethics training for all financial aid staff and other department who work closely with financial aid such as Student Services departments and Athletics. Institute this type of training on an annual basis. Continue to review and enhance policy and procedures to mitigate potential fraud. Institute a quality control review process where percentage of staff work are checked for accuracy. Institute a policy that all FA staff</p>	
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Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

much provide all possible conflict of interest in writing for each aid year.

Lead: Chau Dao

One-Time Funding Requested (if applicable): 10000

Type of Request: Professional Development

Planning Unit Priority: High