NIPR Financial Aid

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LASSEN COMMUNITY COLLEGE

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NIPR Financial Aid

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Financial Aid Office is responsible for ensuring the compliant administration of processes that provides funding from Federal and State Aid Programs, Veterans Benefits, and scholarships to our students to cover their educational expenses. Annually over $3-4 million a year is processed, with $2.5 to $3 million disbursed to students. This enables our students to attend and pursue their educational objectives, and is a significant economic stimulus to our community. Eligibility for most forms of assistance requires mandated applications with prescribed verification requirements and procedures by the authorizing entities, which are subject to annual and periodic compliance audits.

Description/Evaluation:

    a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].

    b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

The main goal of the Financial Aid Office is to provide funding to our students, and to do so as early as possible so that they may focus on their educational objectives and be successful in progressing toward their educational goal. The Financial Aid Office has made a number of changes in how we process students' files by moving to caseloads.

When comparing the number of aid applications over the years and the number completed prior to the start of the term there has been a substantial increase that can be seen in the level of aid disbursed prior to the start of a term. There has also been a decrease in the processing time of files due to these changes. Items that contributed to this improvement include; early and consistent outreach to community students, early set-up of new year processing and increased training and involvement in the verification processing by Technician IIs.

Though the timeliness of processing has improved it must be tempered with a significant continuing decrease in aid applicants applying, enrolling, and attending Lassen College.

Since the last program review the Financial Aid Office has increased in staff size by one. The office has experienced a high number of staff turnover over the past couple of

years. The Financial Aid office has implemented a document imaging / management system into our processing, replacing paper files, which resulted in a re-design of the process flow. This has greatly improved the processing and awarding of files. The amount of lost paperwork has also greatly decreased due to the implementation of Document Imaging.

Figure 1 – Comparison of Total Aid Processed by Year

Total Aid

	2013-14	2014-15	2015-16	2016-17
Total Aid	$3,963,368	$3,930,859	$3,643,193	$3,497,246
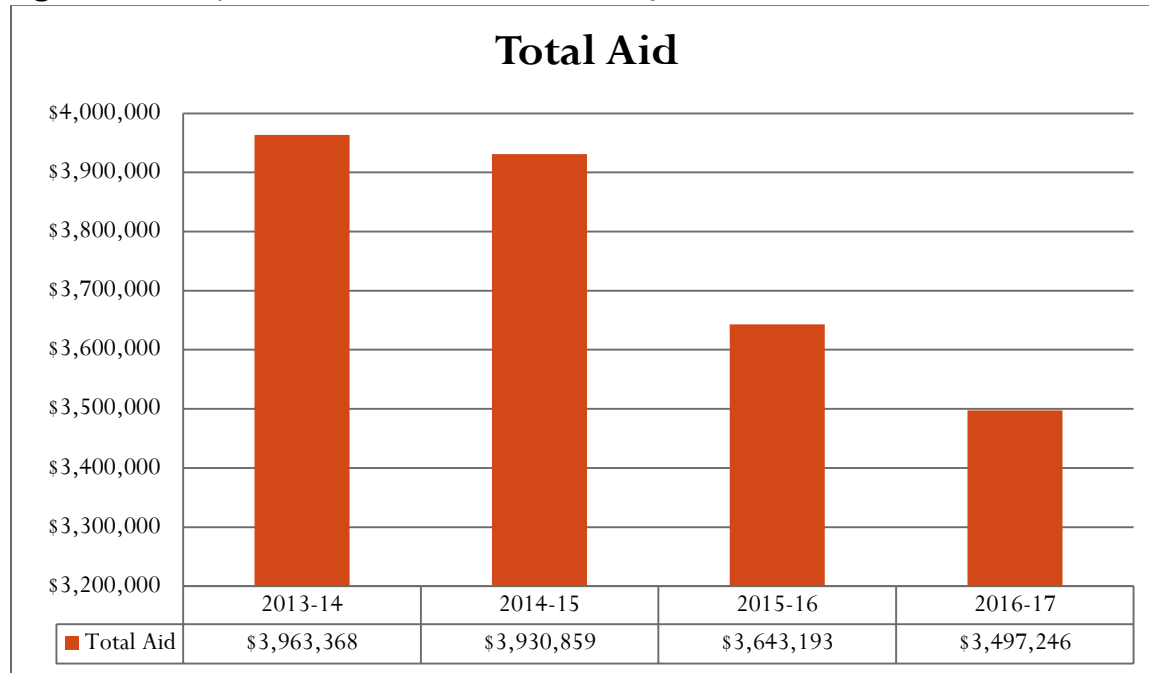
Figure 2 – Comparison of Aid Type by Year
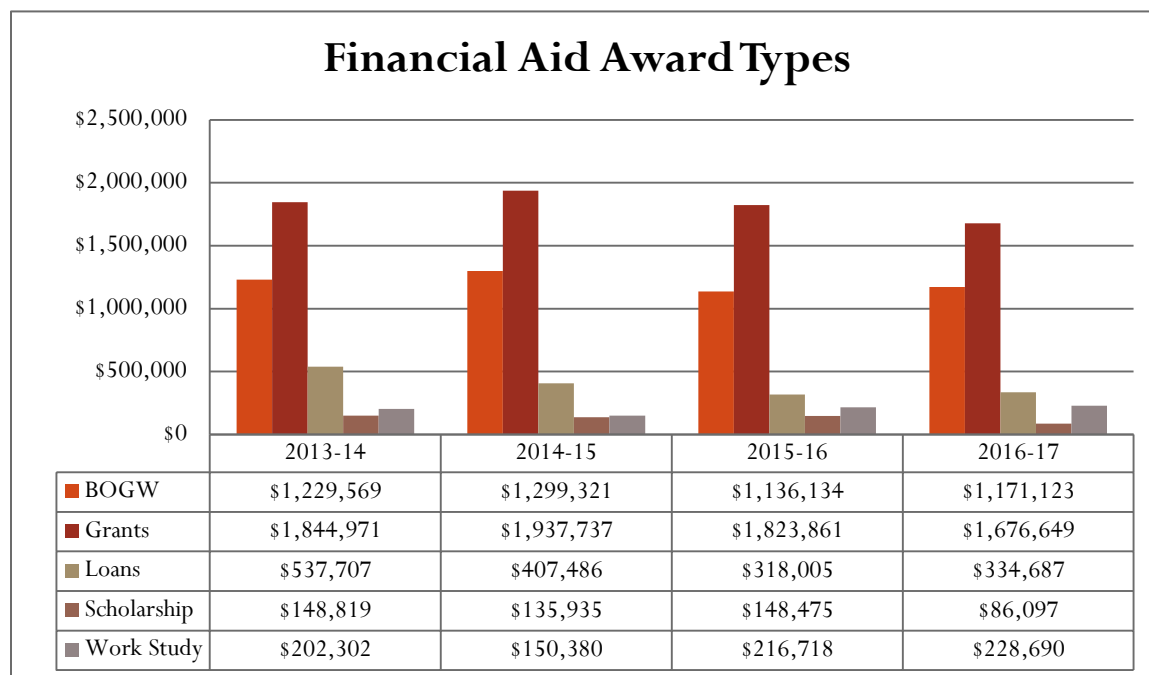
Financial Aid Award Types

	2013-14	2014-15	2015-16	2016-17
BOGW	$1,229,569	$1,299,321	$1,136,134	$1,171,123
Grants	$1,844,971	$1,937,737	$1,823,861	$1,676,649
Loans	$537,707	$407,486	$318,005	$334,687
Scholarship	$148,819	$135,935	$148,475	$86,097
Work Study	$202,302	$150,380	$216,718	$228,690

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

Review and revise procedures and paperwork to ease the burden on students applying for financial assistance and reduce the complexity of the process to our students and aid in the timeliness of processing. This will require staff to simplify directions provided via paperwork and letters.

Continue to advocate for the timely submission and processing of census rosters at the beginning of the term and grade records at the end. Timely submission and processing of census rosters would result in a reduced amount of that must be reversed and in many cases goes uncollected from the student. Timely submission and processing of grade rosters would allow for timelier processing of academic standing and Satisfactory Academic Progress (SAP) for Financial Aid, and determination of continued eligibility for the Board of Governors Fee Waiver.

Provide training to all technicians in order to cross train on each other's jobs, duties and responsibilities in case of extended leaves of absence.

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.

2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.

3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

An administrative unit goal for our students is having an increasing number of students file FAFSA and have their verification requirements completed and award established prior to the beginning of the Fall term so that aid can be timely disbursed throughout the term and school year.

A basis of eligibility for Federal Student Aid is for the student to meet and maintain acceptable Satisfactory Academic Progress (SAP) standards in terms of Completion Rate (units attempted to units completed), Grade Point Average, and a maximum limit on funding for a program to 150% of the program's unit requirements. An associated administrative goal is for our student to understand this requirement and maintain their eligibility for Federal Student Aid.

Additionally, due to having a default rate above the acceptable threshold, the college was required to submit a comprehensive Default Prevention Plan and update to the U.S. Department of Education. Since this has occurred, Lassen has contracted with ECMC Default Loan Prevention and we have seen a steady decline in our default rate. See the Figure 3 below.

During this period the use of Professional Judgement has been utilized in the review of loan applicants and has resulted in a decrease in loan volume and an increase in the denial of loans for those who appear at risk of defaulting.

Figure 3 – 3-Year Cohort Default Rate
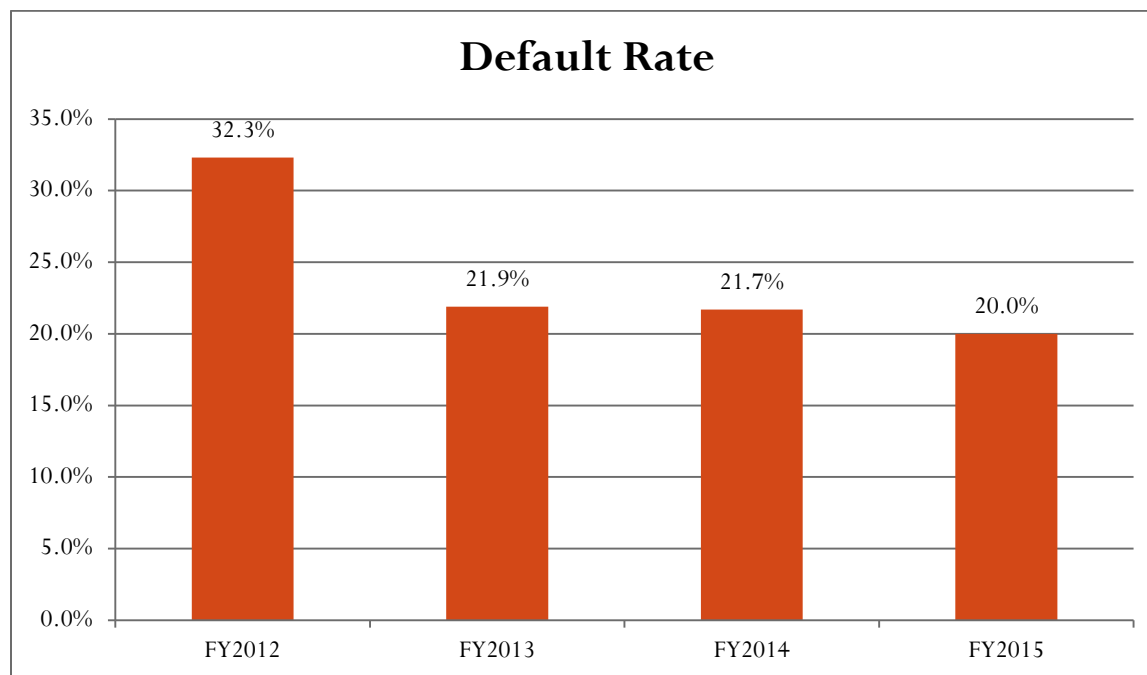
Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

The Financial Aid Office main focus will be to review and revise its verification policies and procedures to remove the burden currently in place, and to continually work with our student aid applicants to simplify the processes as much as possible and provide them the necessary resources. The Financial Aid Office has increased the number of workshops available to students and are looking at furthering this even more.

As part of the information that is provided to students, we have started to include a copy of the SAP policy in every award letter and appeal determination letter. We have also made it a point of emphasis to speak about this at every workshop that we conduct. The Financial Aid staff has also begun to speak about Lifetime Eligibility Usage (LEU) at these workshops so that students are aware of how important it is to maintain SAP.

In accordance with the CCCCO's commands, we are striving to keep our Default Loan Percentage below 20%. This has been a push from the Chancellor's Office and we are working with ECMC to make this happen. By doing so, we will stay well under the 30% mark that the Department of Education demands.

The Financial Aid Office will continue to look to improve the loan application process and make it more transparent for the students. We will continue to look deeper into students past loan history in order to identify high risk loan applicants. This will be done by looking into students applications and accounts on NSLDS.

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

The Financial Aid Office has been included in the rotation of PCs sufficiently to maintain operational effectiveness. The addition of two screens to each member of the staff has helped the efficiency of the office along with the addition of Perceptive.

The Financial Aid Office reduced the number of printers in the office, with most printing now done on one share printer that has a monthly maintenance /service contract.

The addition of a new computer was necessary to enable the use of Perceptive within our financial aid processes.

Also the Financial Aid Office would like to look into the possibility of working with Campus Logic to better assist students in an online and mobile friendly way.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

Campus Logic is a service that allows FA staff to communicate with students on line and via a mobile device.

IV. Outside Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

All programs the Financial Aid Office is responsible for administering are subject to considerable outside oversight and compliance requirements.

Like all institutes of higher education participating in Federal Student Aid programs, Lassen College is subject to an annual audit with specific and prescribed areas and items that must be reviewed with the results submitted to the U.S. Department of Education. Annual Reporting is submitted to CSAC and Dept. of Ed. in order for Lassen College to maintain eligibility to participate in ALL Federal Student Aid programs (Pell Grant, Federal Supplemental Opportunity Grant, Federal Work Study, and Federal Student Loans) and offer this aid to our students.

The California Student Aid Commission (CSAC) is the entity providing Cal Grants and Chafee Grants, and the California Community Colleges Chancellors Office oversees the Board of Governors Fee Waivers.

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

The Financial Aid Office has had clean annual audits for many years, based mainly on the review of the verification, disbursement processing and federal work study processes.

The creation of a Policies and Procedures Manual has ensured that the office is administering processes properly.

The concern as of late would be the amount of students that have been affected by the absence of our Nursing Program who are now coming back to school and do not have any remaining Financial Aid eligibility.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

The annual updating of the Policies and Procedures manual will be necessary in order to remain in compliance. This shall be done every time a new FA year is setup in our systems and when paperwork is updated for the upcoming FA year.

The Financial Aid Staff will continue to attend trainings annually due to the amount of changes that happen monthly within Federal and State Financial Aid.

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

The Financial Aid Office Staff will need to attend trainings annually in order to stay up to date on all changes made at the Federal and State Levels.

The implementation of Campus Logic would assist students and provide them a way to submit files electronically and via a mobile device. This could greatly reduce the amount of time that it takes for staff to process and award files.

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College's planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Not Applicable

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendation for Inclusion in Student Services Master Plan

Financial Aid 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Campus Logic (Student Forms)	2018-2019	$22,000 per year	Provide electronic signatures and fillable forms to students
	Campus Logic (Auto Recon)	2018-2019	$0 waived cost	Reconcile effectively
	Campus Logic (Training & Implementation)	2018-2019	$5,000 one time	One-time training & startup
2	Campus Logic (Campus Metrics)	2018-2019	$5,000 per year	Annual Data updates
3	Campus Logic (Award Letter)	2018-2019	$15,000 per year	Unlimited messages to students

Prioritized Recommendations for Inclusion in Educational Master Plan

Not Applicable

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.

Technician I	Nina Richardson
Technician II	Angela Barrier
	Ember Greenman
	Shawn Hubbard
Technician III	Diann Jackson (Temporary)
Director	Davis Murphy

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

Staffing for the department is currently adequate especially given the reduced (reducing) number of student aid applicants being received every year.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

If an opportunity is able to be created it would be beneficial to review and revise all financial aid position descriptions to update and better reflect the current tasks involved with the duties of the position and the associated complexity.

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

Financial Aid Staff experience changes annually, from minor to major, in the application, systems and/or processes it is involved, and requires regular professional development

trainings and updates. Below is a list of a number of the trainings that the Financial Aid Staff has attended.

Figure 4 – Trainings and Professional Development Activities Attended

Date	Event	Purpose	Location	In Attendance
2014	Cash Course	Financial Awareness	Webinar	Shawn
	Campus Wide Financial Literacy	Financial Awareness and Literacy	Webinar	Shawn
	Financial Foundation eCourse	Student Success and Financial Awareness	Webinar	Shawn
	NASFAA 2015 Update	Update	Webinar	Shawn
	Loan Repayment	Loan Counseling	Webinar	Shawn
	Effective Loan Counseling	Loan Counseling	Webinar	Shawn
	eTrain HigherOne	Learn about card and disbursement processes	Webinar	Laura
	School Certifying Official Module 1: Intro to VA & Ed Benefits	VA Training on Education Benefits	Webinar	Laura
	School Certifying Official Module 2: SCOs Responsibilities to VA and VAONCE	VA Training on VAONCE	Webinar	Laura
	WASFAA Summer Institute	Fundamentals of Financial Aid	Reno, NV	Angela, Laura, Shawn
	Region 2 VA Education	Collaboration Region 2 Meeting	Sacramento, CA	Laura
	Cash for College	Understanding the C4C Process	Webinar	Laura
2015	CalGrant 101	Understanding the CalGrant Process	Webinar	Laura
	CASFAA	Updates and Breakout Sessions	Sacramento, CA	Diann, Shawn
	CCCSFAAA Conference	Updates and Breakout Sessions	Monterey, CA	Angela, Diann, Matt, Shawn
	Higher One Seminar	Personal Code Training	Webinar	Laura
	CCCSFAAA Summer Institute	Fundamentals of Financial Aid	Rocklin, CA	Angela
	Completing 2015-2016 FAFSA	Changes in FAFSA	Webinar	Laura
	FSA Conference	Updates and Breakout Sessions	Las Vegas, NV	Diann, Matt, Shawn
2016	Document Imaging - Perceptive	Introduction	TECC	Angela, Diann, Laura, Linsay, Matt, Shawn
	Document Imaging - Perceptive	How to use the system	TECC	Angela, Diann, Laura, Linsay, Matt, Shawn
	CCCSFAAA Conference	Updates and Breakout Sessions	San Diego, CA	Angela, Diann, Laura, Matt, Shawn
	WASFAA Summer Institute	Fundamentals of Financial Aid	Portland, OR	Angela, Linsay
	Bank Mobile	Learn about change from HigherOne	Webinar	Angela, Diann, Laura, Linsay, Matt, Shawn
2017	CCCSFAAA Conference	Updates and Breakout Sessions	Monterey, CA	Angela, Davis, Ember, Laura, Patrick, Shawn
	WASFAA Conference	Updates and Breakout Sessions	Seattle, WA	Angela, Davis, Ember, Laura, Shawn

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

The staff in Financial Aid will continue to attend and participate in needed professional development activities and trainings on updates to applications, systems and processes, which will include attending at least the California Community College's Student Financial Aid Administrator Association Conference annually.

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

Not Applicable

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

Not Applicable

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

Not Applicable

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Two that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan
Not Applicable

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.

    The facility and office space is sufficient for the Financial Aid Office to properly function. The major area that is lacking involves proper safety considerations for the staff.

2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

    Not Applicable

3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

    Not Applicable

4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

    The addition of a second window to assist students would help the overall experience of our students.

    The lack of safety in in this area is a big concern due to the ease of access through the one window.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

The addition of a second window to assist more than one student at a time would improve the effectiveness of staff members and improve the students experience while decreasing their wait time in line.

Also, it would be important to design the windows in a way that would be more secure to employees in case of an emergency situation, as any intruder could easily come through the window right now.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

The addition of a second window to assist more than one student at a time would improve the effectiveness of staff members and improve the students experience while decreasing their wait time in line.

Also, it would be important to design the windows in a way that would be more secure to employees in case of an emergency situation, as any intruder could easily come through the window right now.

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan
Financial Aid 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Secure window for the office	2018	NA	Improve safety based on recommendations from staff
2	Addition of a second window	2018-2019	NA	Increase staff efficiency and reduce student wait times

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

Not Applicable

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

The addition of multiple laptops for staff members would be a tremendous help due to the need at outreach events and workshops

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

The need for a minimum of two laptops for the office is necessary for use at Cash for College Events, Loan Workshops, FAFSA Workshops, EOPS Workshops and all other Lassen College Events.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

Not Applicable

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan
Financial Aid 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	2 New Laptops	2018	$3,500	Increase Effectiveness with Students

(insert information as needed)

(insert information as needed)

(insert information as needed)

(insert information as needed)

(insert information as needed)

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.