

Financial Aid NIPR 2021

LASSEN COMMUNITY COLLEGE

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Accepted by Cabinet: (Sept 27, 2021)

Accepted by Consultation Council: (Sept 27, 2021)

Accepted by Governing Board: (October 12, 2021)

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Financial Aid NIPR 2021

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 \$2 million in student aid is processed and disbursed to students. This enables our students to attend and pursue their educational objectives, and is a significant economic stimulus to our community.

Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals:

Mission: The Financial Aid Office directly supports the mission of Lassen Community College by assisting students with applying for student aid which allows them to pursue their education.

Strategic Goal #1 – Institutional Effectiveness: The Financial Aid Office directly supports this goal by serving all students equitably and with transparency.

Strategic Goal #2 – Learning Opportunities: The Financial Aid Office directly supports this goal by providing workshops for students and assisting them through filing for financial aid.

Strategic Goal #3 – Resource Management: The Financial Aid Office directly supports this goal by providing the maximum of aid possible to all eligible students.

Strategic Goal #4 – Student Success: The Financial Aid Office directly supports this goal by striving to reduce processing times in order to provide students with the financial aid that they need.

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

Since the last program review was completed in 2017, there have been a number of changes in Financial Aid. The Financial Aid office went through a restructure of its classified employees in order to match the statewide standards of Financial Aid offices. The world of Student Financial Aid is an ever-changing system that requires all Financial Aid employees to stay informed in order to best serve students. Regulations and rules both at the State level and Federal level have evolved tremendously and the Financial Aid office has shown the ability to stay up to date and serve the students exceptionally well.

The main goal of the Financial Aid Office is to provide aid to our students and do so as quickly 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 maintained an extremely short processing time of files due to the emphasis on minimizing barriers, while ensuring compliance is still met. Items that have contributed to maintaining this level of efficiency 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 II's.

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.

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.

N/A

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.

Figure 1

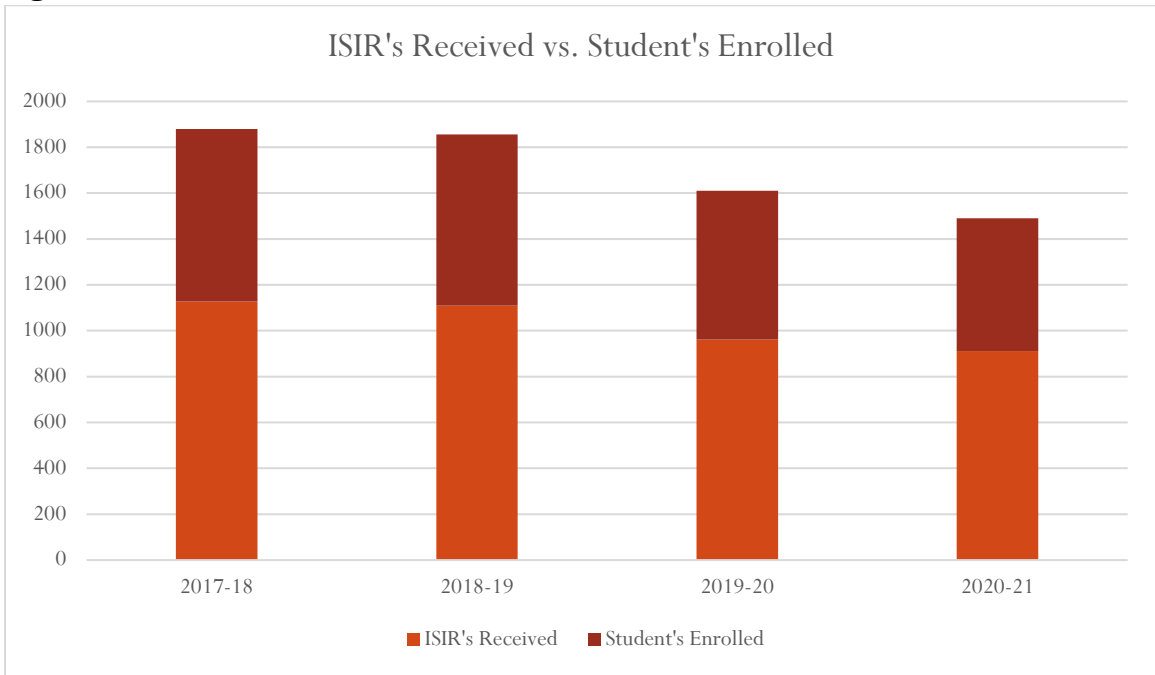


Figure 2

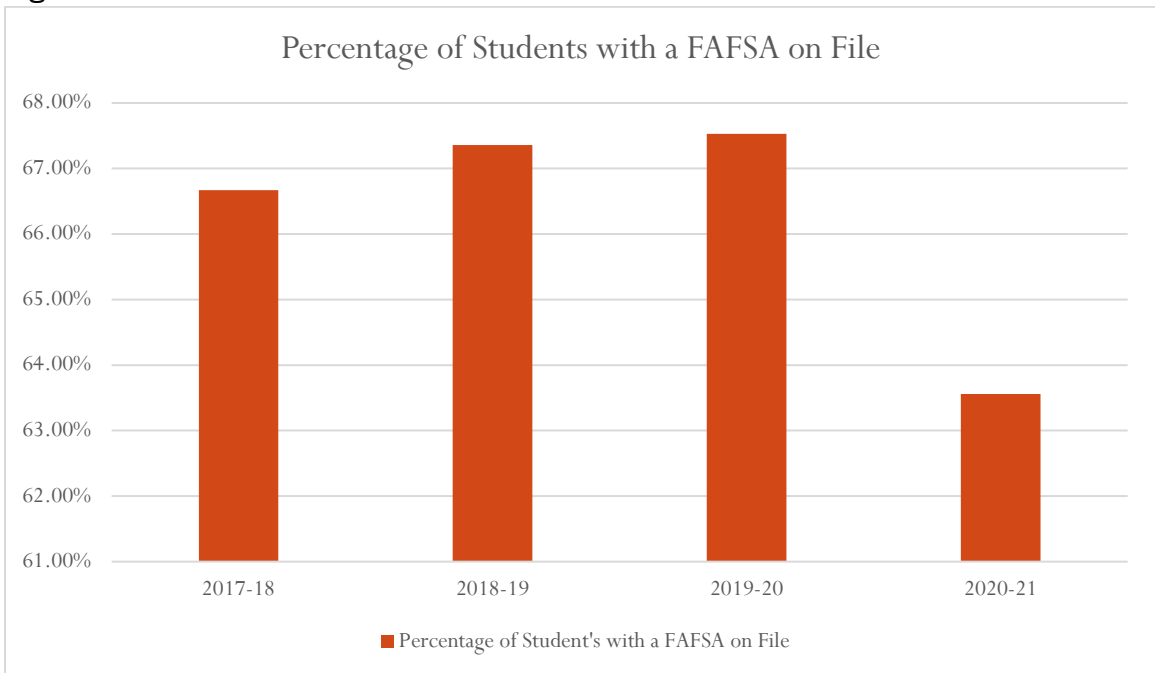


Figure 3

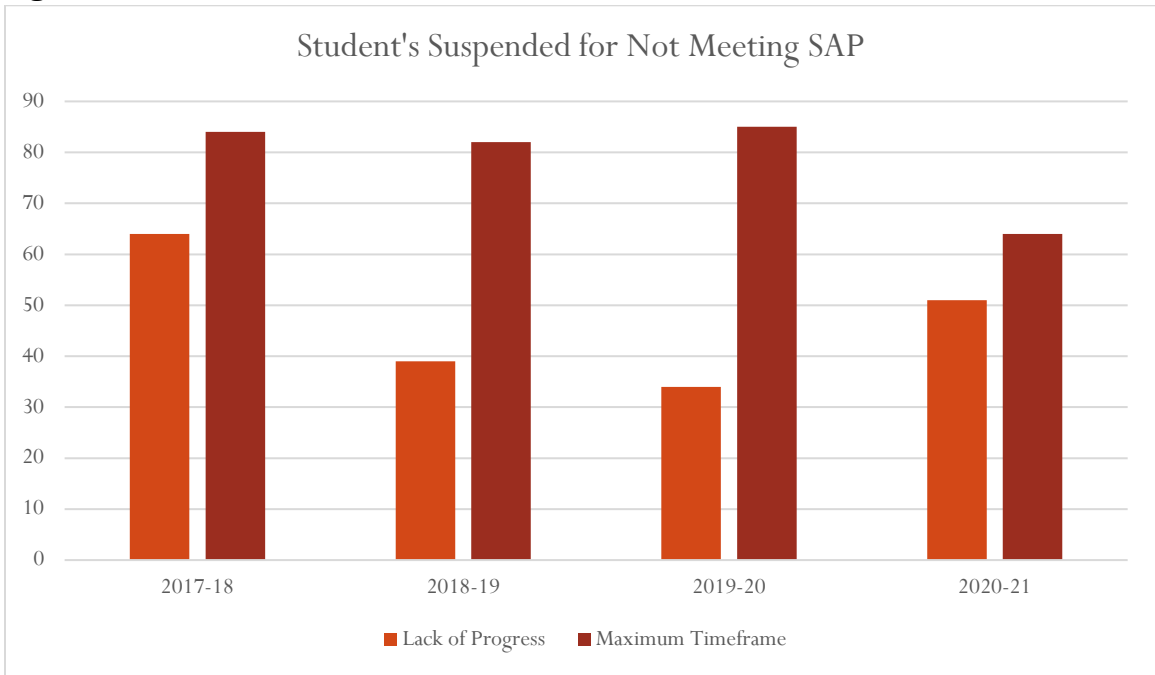


Figure 4

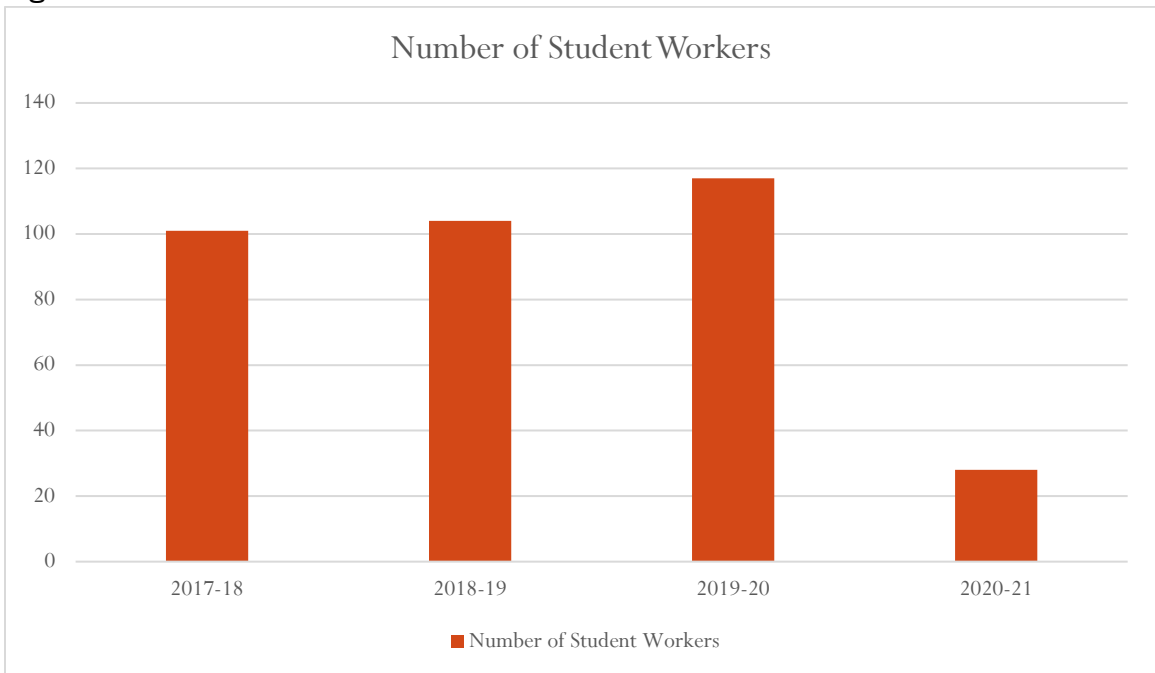
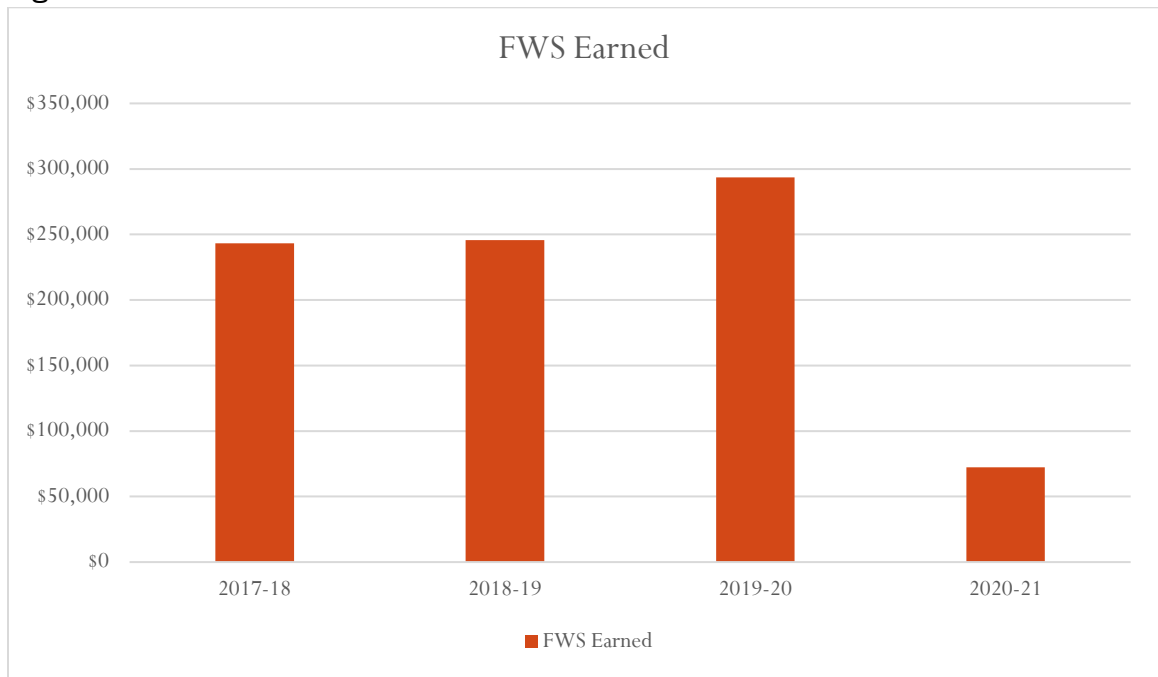


Figure 5



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

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
2,3,4	1,2,3,4	Increase outreach to students and identify those that need to complete the FAFSA and assist them in getting it submitted and processed.	Measure: Activity data Target: Increase the percentage of students completing the FAFSA by 5% annually.
1,2,4	1,2,4	Communicate to students what Satisfactory Academic Progress (SAP) is and how it may affect Financial Aid eligibility.	Measure: Benchmark data Target: Decrease the number of students suspended due to lack of SAP compared to prior years by 5%.
1,2,3,4	2,3,4	Identify and encourage students to utilize the Federal Work Study program when eligible.	Measure: Benchmark data Target: Increase the number of students working in the Federal Work Study program by 5% annually.

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.

As can be seen in the above Figures 1-5, declining enrollment has factored into the results shown. Prior to 2020-21 the Financial Aid office was successful in increasing the rate of students with a FAFSA on file. This can be seen in Figure 2 above. Outreach efforts were a

direct factor in producing these results. It is the Financial Aid office's hope that the re-opening of the college will help get these results back on track. In Figure 3 it can be seen that the increased communication on what SAP is had direct reflection on the amount of students suspended for Lack of Progress. Again in Figures 4 & 5 you can see that prior to 2020-21 there was a gradual increase to Federal Work Study workers and it is the hope that this upward trend gets back on track during the upcoming years.

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.

In order to see positive trends when trying to achieve all AUO's, increased communication and outreach is necessary. The goal of the Financial Aid office is to try and make contact with every LCC student that enrolls about Financial Aid and provide an individual breakdown on what that student may be eligible for.

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.

Equipment:

6 Staff Desks

6 Staff Chairs

8 Computers

1 Xerox Office Printer that is under a service contract

- 1 Personal Printer
- 6 Cisco Phones
- 1 Perceptive Scanner

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.

N/A

IV. Outside Compliance Issues (if appropriate for program)

Description:

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

There are no compliance issues to report at this time.

Evaluation:

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

N/A

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.

N/A

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.

N/A

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

[Financial Aid - 2021](#)

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

Prioritized Recommendation for Inclusion in Student Services Master Plan

[Financial Aid - 2021](#)

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

Prioritized Recommendations for Inclusion in Educational Master Plan

[Financial Aid - 2021](#)

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

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.

Associate Dean of Student Services

Financial Aid Tech III

Financial Aid Tech II (3)

Enrollment Services Tech I

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.

The Financial Aid Office could benefit from one more classified employee during peak times. Having one additional employee available during peak times would greatly benefit the department. The Director recommends that we hire an Enrollment Services Tech III position that would have the ability to cross train and help both the A&R and Financial Aid offices during each respective department's peak times. This individual would have the ability to do all classified work in either department.

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 recommendation being presented is that the District hire an Enrollment Services Tech III to assist both A&R and Financial Aid throughout the academic year.

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.)

The Financial Aid employees have been able to attend a number of trainings and conferences over the past 4 years. The conferences that they have attended in person are CCCSFAAA, NASFAA, WASFAA, WASFAA Summer Institute, CASFAA, Cal Grant 101, WAVES and many more online trainings.

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 Financial Aid office needs an additional employee to utilize during peak times to greatly improve efficiency and ultimately improve how we serve our students. Processing time of files would be greatly reduced which would allow students to receive aid sooner.

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

Increases in workforce will have a direct reflection on meeting/exceeding AUO's. Increased communication to students can only benefit the overall student experience by providing as much information as possible to students upon enrollment.

Yearly trainings and attending conferences will ensure that staff is communicating the right information to students and will only help with productivity.

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.

It is the hope that hiring the Enrollment Services Technician III will assist in increased communication and productivity.

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.

N/A

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 Financial Aid - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,4	Enrollment Services Tech III	2021-2022	\$77,000	Full-Time ES Tech III; Increased efficiency in both A&R and Financial Aid offices

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

- Describe and evaluate the Lassen Community College facilities available to the program.
Currently the Financial Aid office meets the current needs of the department.
- Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

N/A
- Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

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

It would be in the best interest of the District to explore the possibility of relocating the department to a building that is easier to find for students and provides a better set-up for Student Services.

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 recommendation from the Director would be to encourage Facilities to take a look at where the Financial Aid office would best serve our student’s needs. The current location is difficult for students to find and navigate.

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.

N/A

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 - 2021**

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
2,4	Relocating the Financial Aid Office	2022-2023	Unknown at this time	Relocate the A&R office to better serve students

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

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

Need a Perceptive scanner at each employee's desk.

Need a printer in the lobby for the students.

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

Additional scanners will help with productivity amongst staff members which will only benefit the students we serve.

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.

Purchasing additional scanners for staff members is necessary to increase productivity. Also, providing a printer for students would greatly benefit the students and staff who are working with them.

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.

N/A

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 - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,4	5 Perceptive Scanners	2021-2022	\$10,000	Purchase scanners to improve efficiency and use of the software

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.