



## Fall 2024 Program Review Report | Non-Instructional Areas

<b>Department /Area Name:</b> STUDENT SERVICES/ Financial Aid Office (FAO)	<b>For Planning Years:</b> 2025-2026
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**Name of person leading this review:** Windy Franklin Martinez

**Names of all participants in this review:** Asia Alvarez, Daniel Garcia, Juan Eason, Jacqueline Cartwright, Kendra Doss, Ernestine Jordan, Linda Sanchez, Carisha Duvall, Marlene Santos, Roxanna Alvarado, Naiby Duarte

**Part 1. Program Overview: *Briefly describe how the program contributes to the district mission***

The Financial Aid Office (FAO) is integral to the success of students and the community we serve. The FAO operates under the following mission statement:  
*“Recognizing we are here for the students; we are committed to the prompt delivery of student financial aid. We strive to provide quality service to students, the community, and our colleagues with integrity and compassion. We encourage the development of teamwork, cooperation and innovation as well as the pursuit of increased knowledge.”*

FAO is aligned with the district mission to encourage student success through quality service to our students and our community. Our commitment to delivering student financial aid promptly and efficiently enables students to have the financial support needed to accomplish their academic or career goals. FAO contributes to AVC’s retention efforts by providing on-going financial assistance to eligible students in pursuit of their academic goals. FAO supports the mission of Antelope Valley College by assisting students with their educational expenses, including tuition, fees, books, supplies, transportation, food, and housing.

In addition to providing financial aid, we strive to ensure students understand the financial aid process and the relationship between financial aid, financial literacy, and student academic success. Our objective is to help our students to navigate the financial aid process comfortably and efficiently. Our office is dedicated to serving the district’s diverse student population and removing barriers that prevent our students from being successful. The FAO team believes that no student should be left behind because of a lack of funds. While complying with Federal, State, and Institutional regulations and guidelines, we ensure equity and consistency in the delivery of funds to eligible students. The FAO philosophies align with the Chancellor’s Office Vision of Success and will facilitate equitable access to all students that utilize our services.

**Part 2A. Analyze the program review data for your area including equity data and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, etc.**

**Use the following questions to guide your analysis:**

- Who do you primarily serve and what services do you provide for each of the groups?
- How is the work of your area measured or quantified? What is your measure of success?
- How do the demographics served by your area’s work compare to AVC’s service area demographics?
- Which race/ethnicity groups experience the largest equity gaps?
- What are the success and retention rates (S&R) for your area (if applicable)? Did they decrease or increase in the last year?

The FAO administers several financial aid programs funded by a variety of sources: federal, state, institutional and private. Federally funded programs include: the Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work Study (FWS), Federal Direct Subsidized and Unsubsidized Loans, and Federal Direct Parent Plus Loans. State of California funded aid programs include the Cal Grant A, Cal Grant B, Cal Grant C, California College Promise Grant (CALPG) A, B, C, California College Promise Program (AB19), Chafee Grant, and Student Success Completion Grant (SSCG). Working collaboratively, the FAO and the Foundation

Office administer foundation aid via outside private scholarships. The FAO and the Foundation Office continue to work together to ensure the scholarship process remains an accessible, easy, and delivered completely online.

2023-2024 academic year, the FAO successfully disbursed \$53,956,755 in student aid, including:

- Pell Grants: \$29,171,129
- Direct Student Loans: \$4,409,253
- California College Promise Grant (CCPG): \$7,454,936
- Promise Program (AB19): \$151,423
- Cal Grants: \$ 4,238,476
- Chafee Grants: \$51,137
- FSEOG: \$583,138
- SSCG: \$5,262,064
- Scholarships: \$261,272
- Federal Work Study: \$497,040

**Part 2B. Based on Part 2A and the reflection questions below, identify the program/area Strengths, Opportunities, Aspirations & Risks:**

**Use the following questions to guide your analysis:**

- Who do you primarily serve and what services do you provide for each of the groups?
- Describe how your program/area incorporates constituent feedback.
- How does your program address equity gaps within the scope of work?

**Strengths and Accomplishments:** *(Include your data analysis of relevant metrics in your response.)*

The FAO offers a designated staff member to the campus categorical programs and services. FAO Technicians are available to each financial student via email or phone. The FAO staff participate regularly in on-campus and off-campus events. The FAO provides financial aid workshops throughout each semester to support financial aid application completion and financial aid literacy. The FAO has maintained an online presence for our student post-COVID, supports that continue to be well-received by students, particularly those who are distance education students.

**Opportunities and Challenges:** *(Include your data analysis of relevant metrics in your response.)*

The FAO identified three challenges for the upcoming Aid Year 2024-2025: the FAFSA Simplification Act and the installation of the Course Program of Study (CPoS). Whenever a new process is introduced, there is a learning curve for the entire office. All FA Staff will have to complete thorough training in a relatively short span of time. The opportunity will be that every staff member will all be in a collaborative learning environment. Collaborative learning fosters problem solving skills, communication and listening skills.

**1. FAFSA Simplification Act and the Updated FA Application.** The FAFSA Application is changing after 40 years due to the FAFSA Simplification Act. However, this process left many colleges, students, and financial aid offices nationwide unable to access federal financial aid or identify students who were eligible. AVC experienced the issues when hundreds of students had difficulties with maintaining their eligibility or accessing funds due to federal problems with the new

application rollout. These students often had their aid revoked or reduced due to federal mistakes. The FAO has been told that there will likely be some of the same issues for the 2024-2025 year.

Major changes the FAO is dealing with due to the FAFSA Act and the update application include the following:

- Replacing the Expected Family Contribution (EFC) With the Student Aid Index (SAI), requiring a different measure of a student's ability to pay for college, and the FAO identifying a new methodology used to determine aid which includes a new analysis formula and requires a separate eligibility determination criterion for Federal Pell Grants.
- Modifications to Family Definitions in FAFSA® formulas;
- Expanding Access to Federal Pell Grants for currently incarcerated students;
- Restoring Federal Pell Grant lifetime eligibility for students who were enrolled in schools identified as having misled the student;
- Streamlining the FAFSA® Form;
- Using data received directly from the IRS to calculate Federal Pell Grant eligibility and the SAI.

2. **Course Program of Study.** Course Program of Study (CPoS) is a process that works with the institution's degree audit software to ensure that students are enrolled in classes that apply to their degree program or course of study. The U.S. Department of Education (DOE) regulations require that a student must be enrolled in a degree-seeking program to receive federal financial aid at Antelope Valley College. Students enrolling in courses that are not required to complete their degree will be receive aid for program -related courses only by the Department of Education.

Currently, FAO Technicians manually assess each student who has poor Satisfactory Academic Progress (SAP) or in Maximum Unit Attempts (MAXUNT) for a program of study. When CPoS is in place, students will be paid only for the needed courses to complete the degree of certificate program without manual processes and fewer chances for error. Also, CPoS will allow students to maximize their federal and state aid because it will not be wasted on courses not needed.

3. **Understaffing.** In 2024, the FAO lost its director (to retirement) and a FA Technician II (employment outside of the district). These vacancies along with ongoing staff vacancies (due to family or health issues) have increased the workload for the remaining staff. An interim Director or Financial Aid will be onboard starting January 2025 and given the new director's breadth of financial aid knowledge and practices, it will be useful for senior administration and FAO staff to have this person's perspective to review and inform current program practices.

**Aspirations:** *(Include your data analysis of relevant metrics in your response.)*

The FAO has several aspirations, many of which are ongoing:

- Becoming fully staffed, including the following positions: permanent Director, Financial Aid Specialist, Financial Aid Technician II;
- Weekly disbursements and Refund. FAO disburse every two weeks except for the first two weeks of each primary term (FAO disburse weekly). Disbursing FA funds weekly could assist with student success and retention. When a student misses the deadline for disbursement, they must wait an additional two weeks for disbursement and refund, causing delays in purchasing books, materials, etc. With weekly disbursement, would prevent this.
- Personalized Financial Aid counseling with students and families.
- Collaboration with all Student Services to increase outreach (on & off-campus) and disseminate financial aid information.
- Embedding FAO services and language in all programs to remind students aid can help them attain student success and completion.

- Reviewing and revamping (when appropriate) FAO from a lens of equity. It is a best practice that all communication and job functions be executed with an equity mindset.
- Continuing to increase outreach opportunities and community presence via work with local feeder schools and school districts.

**Part 2C. Review and comment on progress toward past Outcomes Improvement Plans**

List your past **Outcomes Improvement Plans** and progress toward meeting those plans. *If you have not completed your Outcomes Improvement Plans, please review [Operational Outcomes](#) and [Outcomes Improvement Plans](#) training in Canvas and contact the Outcomes Committee directly.*

Continue with embedded FATV tutorials.	The FAO will continue to offer FATV videos to students and potential students. The videos are available 24/7 on the FAO website and provide current financial aid information. Students can access the videos during hours when the college is closed.
Continue to conduct FA Workshops (In-Person and On-line).	FAO has continued the workshops that support financial aid application completion, file completion, and general information. The workshops are provided in English and Spanish.
Continue to update the Financial Aid webpage, to include regulatory updates and changes.	Currently being done.
Continue with FAO Zoom front counter services, currently available Mon-Thursday 8:00am-4:30pm.	Currently being done.

**Part 2D. Review and comment on progress towards past program review goals:**

List your past program review goals and progress towards those goals.

Strengthen FAO Policies and Procedures to enhance processes with a focus on training, and the importance of compliance of state and federal regulations.	Goal met and is continuously being improved.
Maintain low loan default rate (below 20%)	Goal met
Streamline the financial aid application process and procedures with the use of technology to deliver financial aid refunds weekly	Goal not met due to understaffing and challenges caused by the federal changes to the FAFSA.
Increase financial aid staff to support student population at the Palmdale campus.	Goal not met due to staffing decreases at the main campus.

**Part 3. Based on Part 2 above, please list program/area goals:**

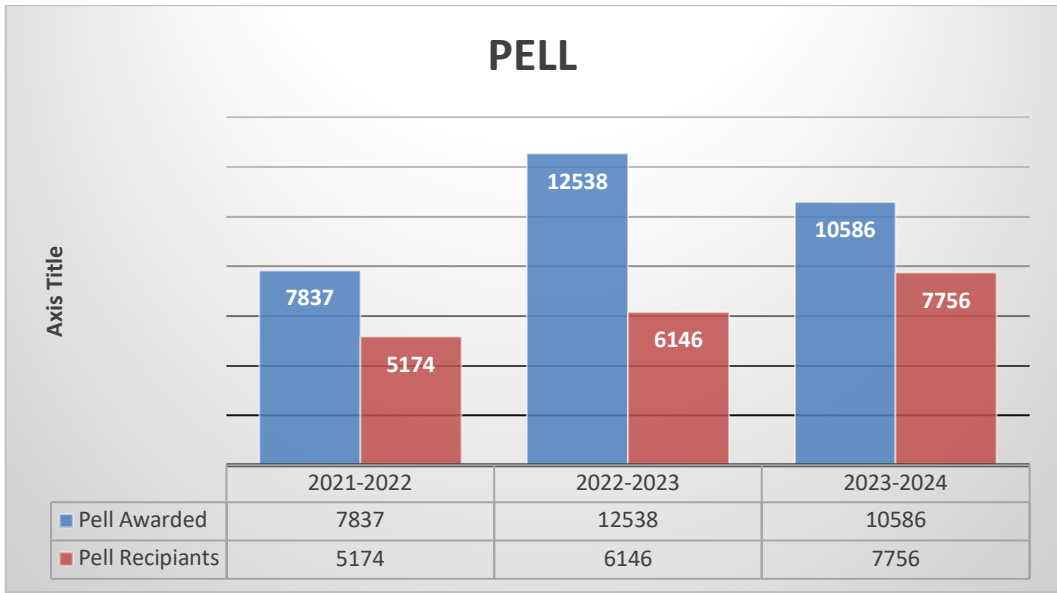
Program /Area Goal #	Goal Supports which:				ESP Goal Primarily Supported:	Goal (Student-focused)	Steps to be taken to achieve the goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO**	SLO**	OO (Service area Outcomes)				

#1	Choose ILO				Goal #1 Service: Realign college policies, practices, and processes to remove barriers and to become more effective, efficient, and responsive to students, employees, and the community.	Streamline the financial aid application process and procedures with the use of technology to deliver financial aid refunds weekly	Hiring an additional Financial Aid Specialist	Success will be measured when the FAO can disburse weekly.
#2	Choose ILO				Goal #1 Service: Realign college policies, practices, and processes to remove barriers and to become more effective, efficient, and responsive to students, employees, and the community.	Strengthen FAO policies and procedures to enhance processes with a focus on training, and the importance of compliance of state and federal regulations	Hiring an Assistant Director of Financial Aid	Success will be measured by the increased training and the ability to maintain compliance with federal and state regulations
#3	Choose ILO				Goal #1 Service: Realign college policies, practices, and processes to remove barriers and to become more effective, efficient, and responsive to students, employees, and the community.	Maintain a low loan default rate (below 20%).	Hiring Default Management Specialist and not having to outsource this service.	Success will be measured by the Default Rates remaining under 20% after hiring an internal Default Management Specialist

Part 4: Resource Requests that Support Program Goals (Based on the above analysis, please use the following space to document resource requests)							
Type of Resource Request	Summary of Request	Which of your Program/area goals (Part 3) does this request support?	New or Repeat Request	Amount of Request, (\$)	One-Time or Recurring Cost, (\$)	Contact's Name	

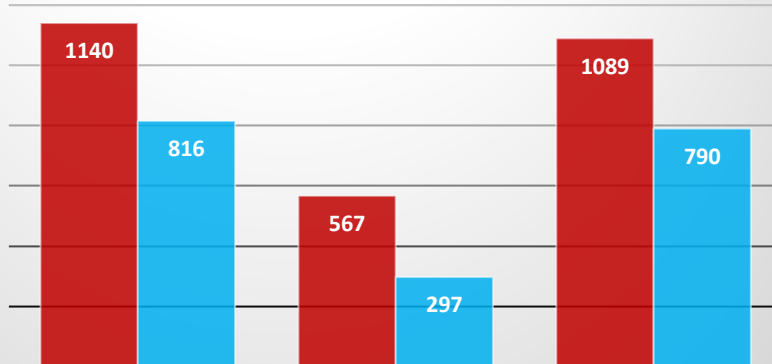
Classified Staff	FAO Specialist	GOAL 1	Repeat	\$75K: Approved Request (Funding unidentified for 50% of the salary)	Recurring	Windy Martinez
Other	FAO Assistant Director (CMS)	GOAL 1	Repeat	\$160,000	Recurring	Windy Martinez
Classified Staff	FAO Default Management Specialist		Repeat	\$105,000	Recurring	Windy Martinez

**Part 5: Insert your Program Review Data here and any other supporting data. (See Part 2A above).**  
 Required:  
 Please see accompanying data spreadsheet.



## FSEOG

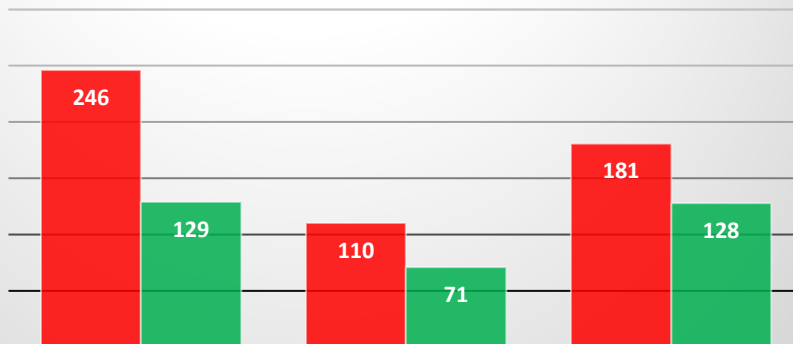
Axis Title



	2021-2022	2022-2023	2023-2024
■ FSEOG Awarded	1140	567	1089
■ FSEOG Recipients	816	297	790

## FWS

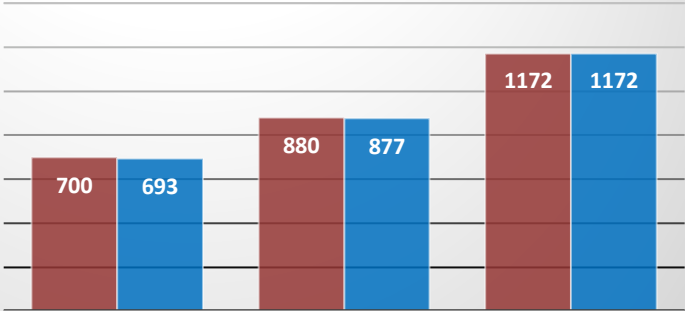
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	2021-2022	2022-2023	2023-2024
■ FWS Awarded	246	110	181
■ FWS Recipients	129	71	128

### DSUB/UNSUB

Axis Title

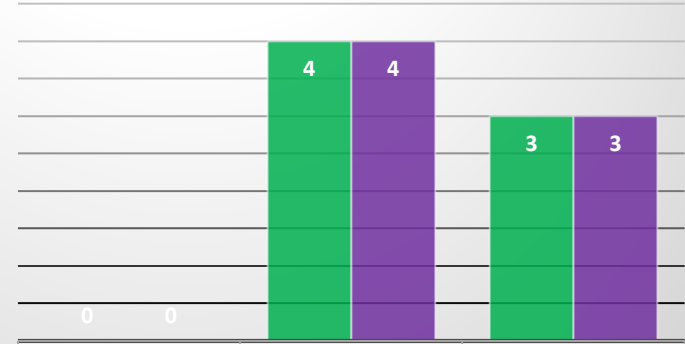


■ Loans Sub/Unsub Awarded  
 ■ Loans Sub/Unsub Awarded Recipients

	2021-2022	2022-2023	2023-2024
Loans Sub/Unsub Awarded	700	880	1172
Loans Sub/Unsub Awarded Recipients	693	877	1172

### Plus Loans

Axis Title

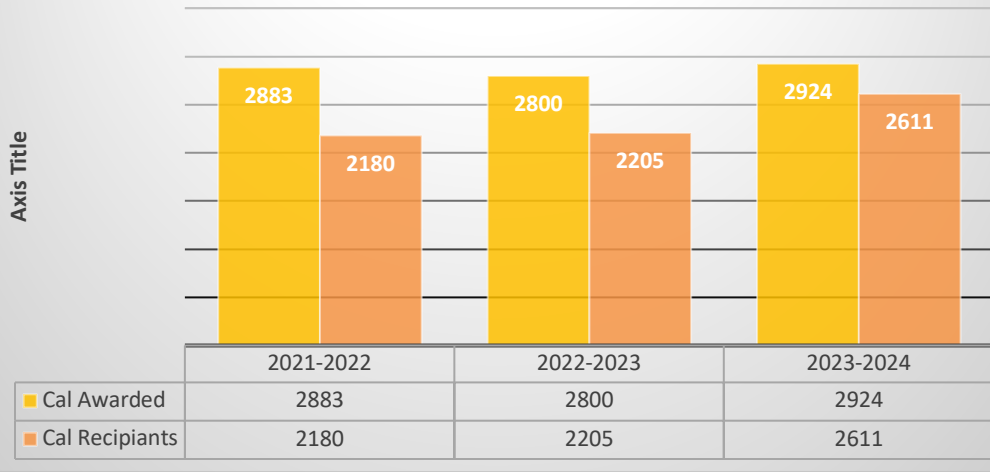


■ Parent Plus Loans Awarded  
 ■ Parent Plus Loans Recipients

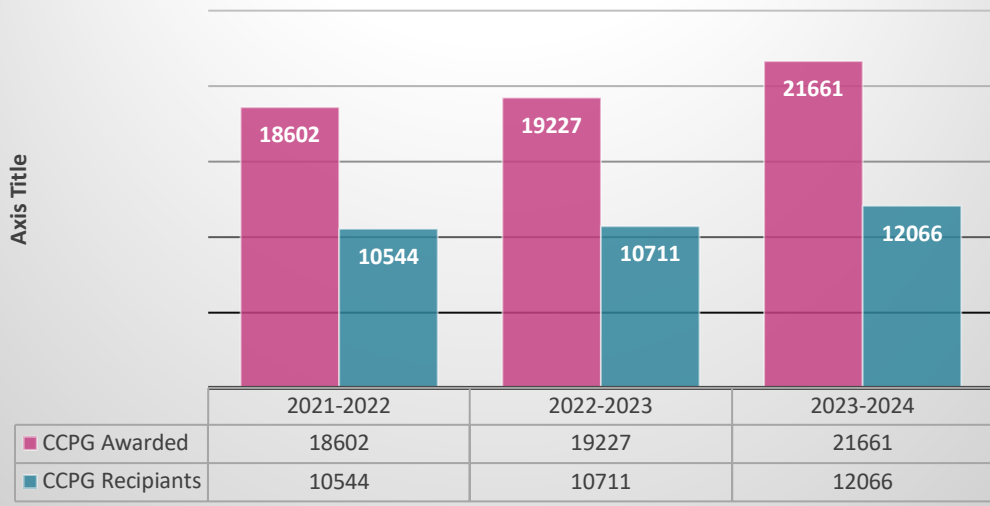
	2021-2022	2022-2023	2023-2024
Parent Plus Loans Awarded	0	4	3
Parent Plus Loans Recipients	0	4	3



## CAL Grant

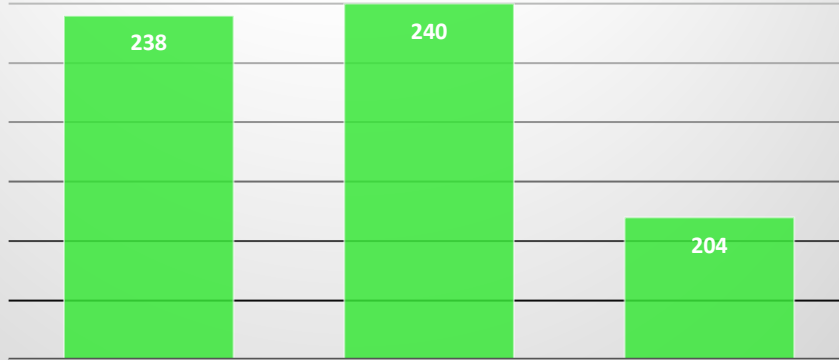


## CCPG



## Dream Act

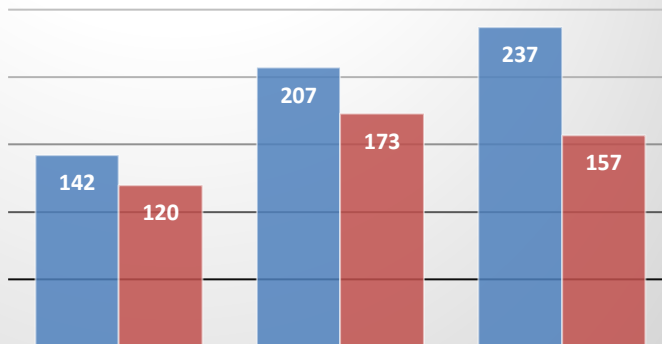
Axis Title



	2021-2022	2022-2023	2023-2024
■ Dream Act	238	240	204

## Promise Program

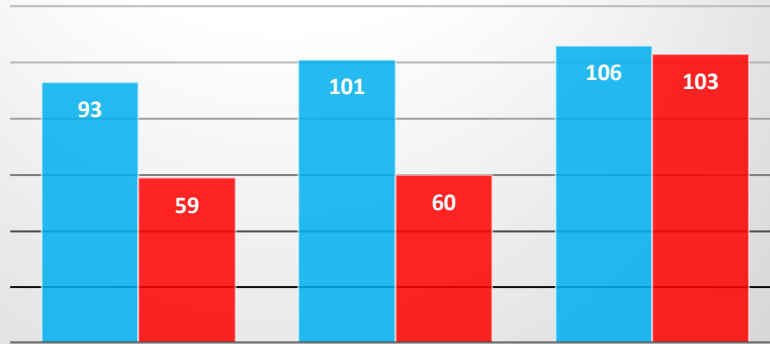
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	2021-2022	2022-2023	2023-2024
■ Promise Program Awarded	142	207	237
■ Promise Program Recipients	120	173	157

## CHAFEE

Axis Title

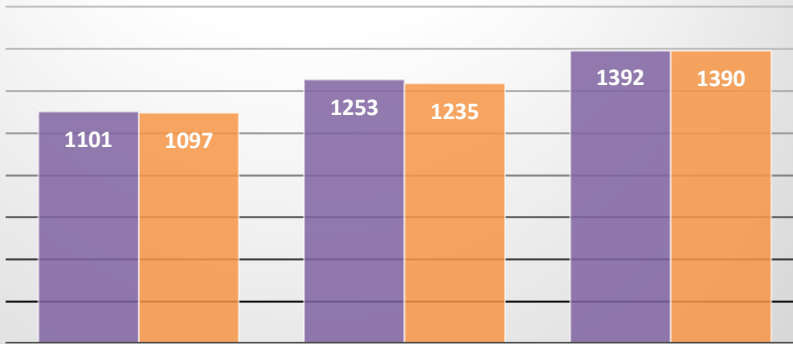


■ Chafee Awarded  
■ Chafee Recipients

	2021-2022	2022-2023	2023-2024
Chafee Awarded	93	101	106
Chafee Recipients	59	60	103

## SSCG

Axis Title

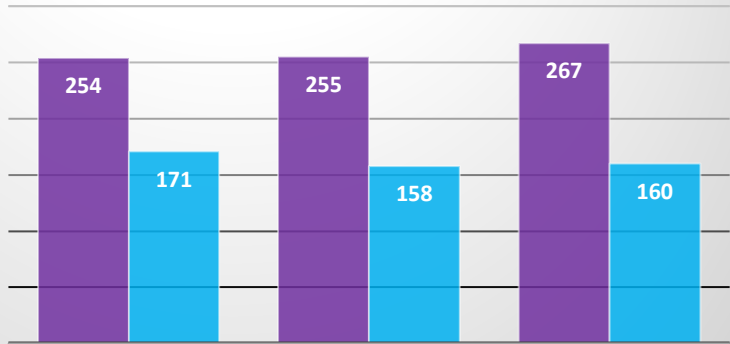


■ SSCG Awarded  
■ SSCG Recipient

	2021-2022	2022-2023	2023-2024
SSCG Awarded	1101	1253	1392
SSCG Recipient	1097	1235	1390

# Scholarships

Axis Title



	2021-2022	2022-2023	2023-2024
Scholarship Awarded	254	255	267
Scholarship Recipients	171	158	160