

Annual Program Review Update Report

Program: Financial Aid

Academic Year Reviewed: 2011

Due October 31

Area 3 Curriculum – 3.5 and 3.6 updated annually

3.5 Are all Course Outlines of Record (CORs) current?

3.6 How does the program ensure that all faculty utilize CORs when designing course syllabi?

N/A

Area 5 Data Analysis and Environmental Scan – Updated annually

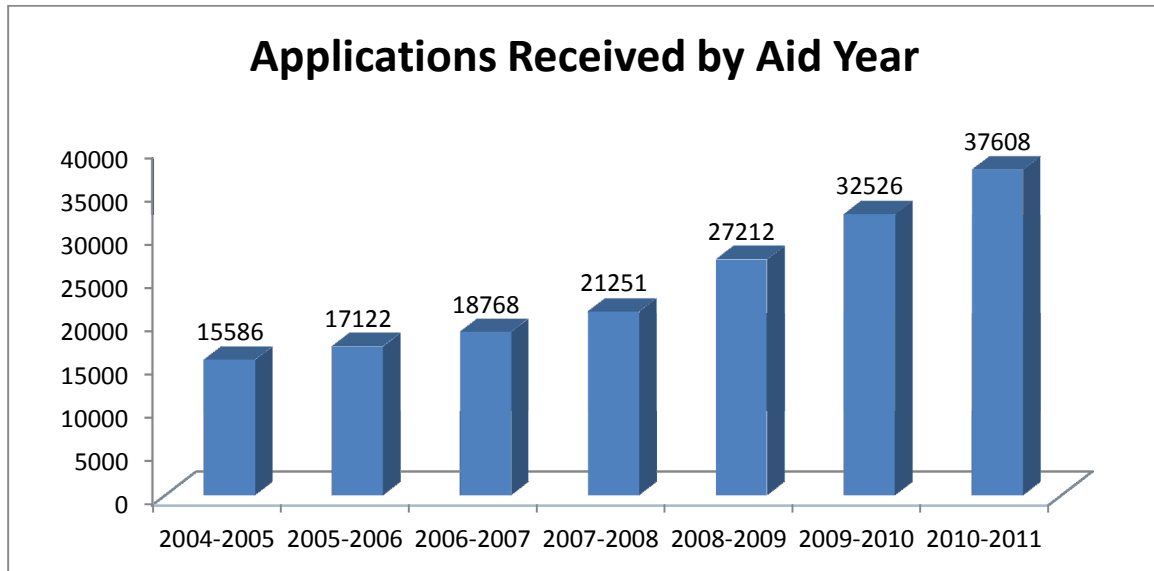
5.1 The program was provided with a substantial amount of data from the Office of Institutional Research and Planning. The self-study team should review and have a dialogue on the data and then identify major changes or enrollment trends expected to be of particular relevance to the program in the next four years. Consider WSCH/FTES, success, retention and persistence as applicable, and the number of degrees and certificates, if applicable. Consider data on gender, age, ethnicity, night vs. day, etc.

- Write about enrollment trends that the self-study team believes are important to the program's planning and resource needs. Why might these trends be occurring?
- Considering these trends, how well is the program doing in meeting the needs of the various learner populations attending the college?

The 2010 Environmental Scan provides past and projected statistics on Antelope Valley College enrollment, as well as community populations, employment, housing and education levels. Data considered most relevant to the Financial Aid Office includes demographics such as ethnicity, community growth and day vs. night classes.

The projected increase in population in Lancaster and Palmdale (Environmental Scan page 9, chart 6) is of utmost importance to the Financial Aid program. By 2015, the projected population of Palmdale will be 220,121, compared to 182,663 in 2010. The projected population of Lancaster in 2015 is 181,493, compared to 160,650 in 2010. Combined, we are expected to see a 17% population growth within the next five years. Given this community population increase, we can expect to see an enrollment increase at Antelope Valley College within the next five years (class space permitted). Chart 10 on page 11 of the Environmental Scan shows Enrollment Projections for AVCCD. AVC Enrollment is expected to increase 17% from 2010 to 2015, mirroring the community growth in the cities of Lancaster and Palmdale.

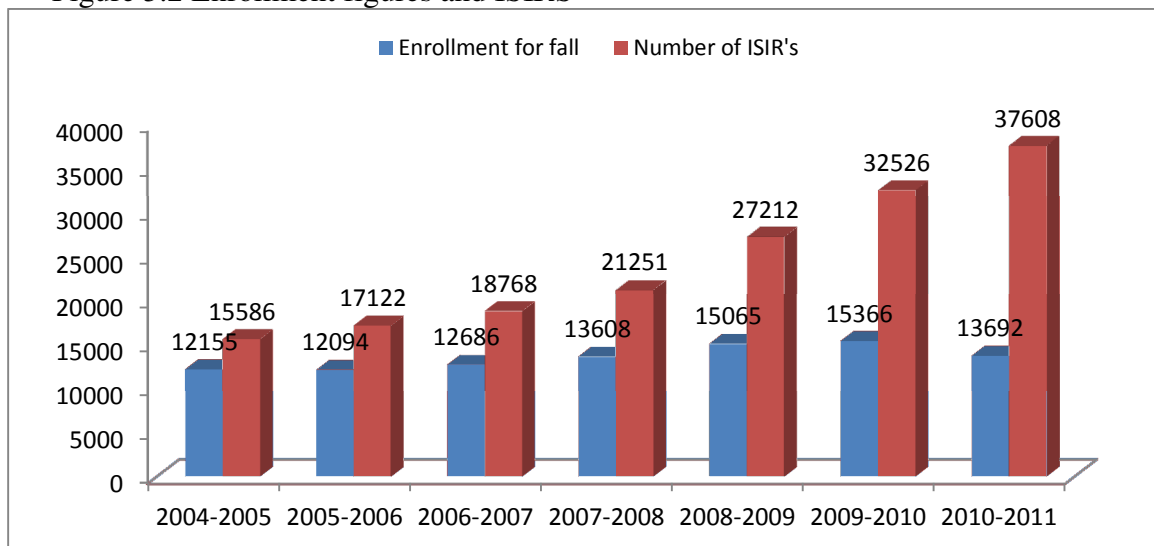
Figure 5.1: Applications Received by Aid Year



From figure 5.1 we can see that the number of financial aid applications received by the Financial Aid Office has increase dramatically over the past five years and has doubled from the 2006-2007 aid year to the close out of the 2010-2011 aid year.

Figure 5.2 below shows a side by side of enrollment figures for fall semester and number of financial aid applications received for the corresponding aid year. It is apparent from figure 5.2 that the number of applications received is growing at a more rapid rate than our enrollment. Applications received include initial applications, as well as subsequent transactions completed by the student, corrections made by technicians and special circumstances appeals processed by the office.

Figure 5.2 Enrollment figures and ISIRS



The increasing number of applications received each year has substantial implications on the Financial Aid Office. The Financial Aid Office Educational Master Plan and section 2.1 includes statistics on the ratio of aid awards to staff and applications to staff.

Considering the increase in financial aid applications received each year, the Financial Aid Office is meeting the needs of financial aid students, however, during peak periods staff is required to work substantial hours of overtime to ensure that students receive financial aid as quickly as possible. The introduction of technologies such as emails, online quiz, Financial Aid TV and myAVC has allowed us to provide a substantial amount of information to our students in an online environment at a much lower cost and reduced staff work time.

Another factor which will be important for the Financial Aid Office is the ethnicity of our community and our students. Chart 2 on page 7 of the Environmental Scan shows the AVCCD Population Distribution by Ethnicity for 2009. In Palmdale it can be seen that 38% of the population is Hispanic, compared to 24% in Lancaster. Chart 28 on page 31 show Student Ethnicity for enrolled students at AVC. The proportion of Hispanic students has been steadily increasing since fall 2004, with a sharp drop in fall 2009. The sudden decrease in 2009 could be attributed to the new admissions application which created new ethnicity populations. The other/non-respondent category experienced a 22% increase from fall 2008 to fall 2009, most likely encompassing some of the students who were previously categorized as Hispanic.

This high proportion of Hispanic students requires the Financial Aid Office to maintain bilingual staff and student workers in order to meet the needs of Spanish speaking financial aid students. The Financial Aid Office currently employs three full time Spanish speaking staff members. We currently do not have the resources to support a full time Spanish speaking staff member at the Palmdale Center, however, as the population of the AVCCD grows, the need for bilingual staff at the Palmdale Center will need to be addressed.

The Financial Aid Office recognizes that an increasing number of students are attending night classes at Antelope Valley College. Day-time enrollment has decreased from 72.7% in fall 2004 to 59% in fall 2009. Evening enrollment has increased from 26.5% in fall 2004 to 41% in fall 2009 (Environmental Scan page 37, chart 48). As evening services are becoming increasingly important to our students, we understand the need to have our office open during both peak day times and during the late afternoon/early evening. In spring 2010, the Financial Aid Office had one staff member at the Palmdale Center four evening hours per week. Currently, we provide no evening hours at the Palmdale Center. As our Lancaster campus open hours are contingent upon Student Services open hours, we are unable to provide students with evening services Wednesday through Friday.

5.2 Report on the progress of recommendations and accomplishment of goals identified in the program's last program review. Reflect on the strengths,

weaknesses, and improvements of the program. Clearly state the performance/quality indicators used by the program.

Recommendation 2.B.1: Move toward modifying college policy on communication methods with students to allow the Financial Aid Office to use email as a primary mode of contact. Our current goal is to be using the email system before the commencement of the 08-09 aid year.

Our communication policy now states that our primary mode of communication with students is through their AVC email account. The majority of our written communication with students is now sent via email, with the exception of critical overpayment information, which is sent both via snail mail and email to ensure students receive this information promptly. Our 2010 and 2011 Financial Aid Awareness Day survey asked students how often they checked their AVC email account.

Table 5.1: Financial Aid Awareness Day survey Question 4: *How often do you access your myAVC email account?*

	2010	2011
Daily	54.9%	52.6%
Weekly	37.2%	40.5%
Monthly	5.9%	5.5%
Never	2.1%	1.2%
Missing	0.0%	0.0%

From Table 5.1 we can see that the percentage of students checking their AVC email account at least weekly has increased from 92.2% in 2010 to 93.1% in 2011. Communicating with students via email has not only reduced our paper, envelope and postage costs dramatically, but has increased the number of students receiving important financial aid information by eliminating returned mail from incorrect addresses.

Recommendation 3.B.1: Continue using SLO's and student evaluations to assess the effectiveness of the financial aid program and the services we provide.

The Financial Aid Office continues to use its SLO's and student evaluations to assess the effectiveness of the financial aid program. This includes pulling data from our Financial Aid Awareness Day survey, encouraging students to provide feedback on areas of possible improvement at the front counter and gauging student understanding of policies and procedures and online resources.

Recommendation 4.B.1: Increase personnel for both the Lancaster campus and Palmdale Center. Our goal is to receive support for additional personnel in the 08-09 budget cycle. The position of Assistant Director is to be hired by July 1, 2008.

As of the 2010-2011 budget cycle, we have been unable to receive fiscal support for additional personnel. Our Assistant Director position is still unfunded. We currently have

a staff member commuting to the Palmdale Center each week to assist our Palmdale students. This was not an additional position but an already established staff member from the Lancaster campus.

Recommendation 5.B.1: Review the front counter space and devise a plan to increase the safety of staff and confidentiality of student information. Create a short term solution to provide more space for the Financial Aid Office. Our goal is to have an increased amount of work space and a more student friendly front counter by the fall 08 semester.

As discussed in our Educational Master Plan, the Financial Aid Office has outgrown its current location (front counter, front and back offices). After a review of the front counter space our conclusion was that there was no way to increase the safety of staff or confidentiality of student information within our current location. A short term solution to our lack of front counter space was to “borrow” a station from the Welcome Center during peak demand times. Although this has helped ease congestion in the Student Services Lobby to a degree, it is not a feasible long term solution and creates more of a student confidentiality issue.

Recommendation 5.B.2: Increase infrastructure and office space to accommodate current and potential future staff by utilizing either more offices adjacent to our current area, or occupy a different part of the Student Services Building. We would like to complete this before the commencement of the 08-09 aid year in order to reduce or possibly eliminate disruptions to services.

Since our 2007 program review, we have been unable to secure additional infrastructure or office space to accommodate staff and student workers. Our Educational Master Plan suggests moving the Financial Aid Office to a stand alone area on campus or within a modular building to alleviate both the congestion in the Student Services Lobby and allow our staff and student workers ample work and front counter space. This move would also work to ensure student confidentiality at our front counter.

Recommendation 6.B: Increase District budget support in the 08-09 budget cycle.

This has not been accomplished.

Recommendation 7.B: Increase budgeting allowance to enable financial aid staff to organize community outreach events at the Palmdale Center. This will provide the Palmdale community with information and guidance on financial aid programs, and potentially boost enrollment for the college. Our goal is to have this allowance included in the 08-09 budget cycle.

Our current budgeting allowance does not enable us to fund community outreach events at the Palmdale Center. However, we are working on increasing our presence at the site by providing a staff member four hours a week to assist students, as well as holding FAFSA workshops to encourage students to apply for financial aid.

Recommendation 8.B: *Continue monitoring compliance on federal and state levels with the support of the Financial Aid Assistant Director. Continue to provide information regarding financial aid policies and procedures to students in an efficient and effective manner.*

The Financial Aid Office has continued to monitor compliance on federal and state levels. As our Assistant Director position is currently unfunded, our current staff is required to monitor compliance in addition to their regular workload. Policies and procedures are kept up-to-date and are provided to students via our website.

Area 6 Student and Program Learning Outcomes Assessment – Updated annually

6.1 Briefly review program outcomes assessment activities over the past four years and assess in some detail the effectiveness of those methods in documenting and improving student learning.

The College's ILO 2 "*Value and apply lifelong learning skills required for employment, basic skills, transfer education, and personal development*", was the basis for creating SLO 1.

The College's ILO 4 "*Solve problems using oral and written communication, critical thinking and listening skills, planning and decision-making skills, informational literacy, and a variety of technologies*", was the basis for creating SLO 2.

We were introduced to the WEAVE program spring 2010 and have entered our assessment information into WEAVE for 2011.

The Financial Aid office has one Program Learning Outcome:

PLO 1 – STUDENTS WILL DEMONSTRATE INCREASED AWARENESS OF FINANCIAL AID RULES AND POLICIES

The following are the official SLO Achievement Targets and findings for 2011 as entered into Weave.

Antelope Valley College

Detailed Assessment Report 2010-2011 Financial Aid

Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: SLO 1

Students will know their rights and responsibilities as a student loan borrower.

Associations:

General Education or Core Curriculum:

2 ILO 2: Value and apply lifelong learning skills required for employment, basic skills, transfer education, and personal development.

Related Measures:

M 1: Student Loan Default Rates for SLO 1

Student Loan Default Rates for SLO 1

Source of Evidence: Government standards

Achievement Target:

Student Loan Cohort Default rates will stay within an acceptable parameter. Less than 30% per year.

Findings (2010-2011) - Achievement Target: **Met**

2008 rate 15.9%

M 3: Loan Counseling

Student borrowers will accept the terms and conditions of their student loan online and complete and online entrance counseling.

Source of Evidence: Administrative measure - other

Achievement Target:

100% of student borrowers will accept the terms and conditions of their student loans and complete online loan counseling.

Findings (2010-2011) - Achievement Target: **Met**

100% of student loan borrowers accepted the terms and conditions of their student loans and successfully completed online loan counseling.

M 4: Financial Aid Quiz

Financial Aid students are provided the opportunity to review Financial Aid TV video clips and a pdf version of the Financial Aid Handbook to increase their knowledge regarding financial aid rules and policies. After reviewing the information provided on the AVC website, students are provided the opportunity to complete an online financial aid quiz. Students who do not complete the quiz after a period of time have the quiz requirement waived and are further processed for financial aid.

Source of Evidence: Activity volume

O 2: SLO 2

Students can apply for financial aid and access financial aid information via electronic means.

Associations:

General Education or Core Curriculum:

4 ILO 4: Solve problems using oral and written communication, critical thinking and listening skills, planning and decision-making skills, information literacy, and a variety of technologies.

Related Measures:

M 2: Online BOG's vs. Paper BOG's for SLO 2

Count number of online BOG applications completed versus the number of Paper BOG's completed.

Source of Evidence: Activity volume

Achievement Target:

35% of students will complete an online BOG rather than a Paper BOG form

Findings (2010-2011) - Achievement Target: Met

For the 1011 financial aid year 2,995 students completed the online BOG application while 2,424 students completed a paper BOG application. 55% of students completed an online BOG rather than a paper BOG form.

M 3: Loan Counseling

Student borrowers will accept the terms and conditions of their student loan online and complete and online entrance counseling.

Source of Evidence: Administrative measure - other

Achievement Target:

100% of student loan borrowers will accept the terms and conditions of their student loan online and successfully complete online loan counseling.

Findings (2010-2011) - Achievement Target: Met

100% of student loan borrowers accepted the terms and conditions of their student loans and successfully completed online loan counseling.

M 4: Financial Aid Quiz

Financial Aid students are provided the opportunity to review Financial Aid TV video clips and a pdf version of the Financial Aid Handbook to increase their knowledge regarding financial aid rules and policies. After reviewing the information provided on the AVC website, students are provided the opportunity to complete an online financial aid quiz. Students who do not complete the quiz after a period of time have the quiz requirement waived and are further processed for financial aid.

Source of Evidence: Activity volume

Achievement Target:

90% of students will complete the financial aid quiz online.

Findings (2010-2011) - Achievement Target: Met

9,591 students who were packaged aid completed the online quiz for the 1011 financial aid year. 430 students who were packaged aid did not complete the quiz. 95.7% of students completed the online quiz.

M 5: Financial Aid Survey: Access to myAVC e mail

The Financial Aid Office conducts a financial aid survey each year during our financial aid awareness event. The survey is attached.

Source of Evidence: Administrative measure - other

Document:

- *Financial Aid Survey*

Achievement Target:

80% of students surveyed indicate they check their myAVC account at least weekly.

Findings (2010-2011) - Achievement Target: Met

In 2011, 93.1% students surveyed indicated that they check their myAVC account at least weekly.

M 6: Financial Aid Survey: Online Services

The Financial Aid Office conducts a financial aid survey each year during our financial aid awareness event. The survey is attached.

Source of Evidence: Administrative measure - other

Document:

- *Financial Aid Survey*

Achievement Target:

90% of students who used financial aid's online services found them helpful.

Findings (2010-2011) - Achievement Target: Met

In 2011, 91% of student who stated they used financial aid's online services found them helpful.

M 7: Financial Aid Survey: Financial Aid TV

The Financial Aid Office conducts a financial aid survey each year during our financial aid awareness event. The survey is attached.

Source of Evidence: Administrative measure - other

Document:

- *Financial Aid Survey*

Achievement Target:

90% of students surveyed found the Financial Aid TV videos helpful.

Findings (2010-2011) - Achievement Target: Partially Met

In 2011, 86% of students surveyed found the Financial Aid TV videos helpful.

M 8: Financial Aid Survey: Online Quiz

The Financial Aid Office conducts a financial aid survey each year during our financial aid awareness event. The survey is attached.

Source of Evidence: Administrative measure - other

Document:

- *Financial Aid Survey*

Achievement Target:

90% of students surveyed have found the online financial aid quiz helpful.

Findings (2010-2011) - Achievement Target: Met

In 2011, 90% of students surveyed found the online financial aid quiz helpful.

Action Plan Details for This Cycle (by Established cycle, then alpha)

Review Videos and Video Placement

Financial Aid staff will review the video content for accuracy and ease of comprehension. The staff will also review the placement of the videos on the website to see if moving the video clips to different areas on the website will improve student learning. The staff will also create a student focus group to get

input for improving the videos and placement of the videos.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Financial Aid Survey: Financial Aid TV | **Outcome/Objective:** SLO 2

Completion Date: 03/30/2012

Responsible Person/Group: Financial Aid Staff

Additional Resources Requested: 0

Budget Amount Requested: \$0.00

- 6.2 How have adjunct faculty and/or part time staff in your program been made aware of the need to assess SLOs and PLOs and been included in assessment activities?

N/A

- 6.3 What specific plans have been made for assessing student learning over the next four years? Programs should provide a timeline for defining and assessing all SLOs and PLOs.

The Financial Aid Office will continue to use our current PLO and SLO's and documented measurements to assess student learning. Assessment is completed at the end of each academic year.

In addition to the stated achievement targets we have a number of activities we do to ensure we are constantly assessing student learning. Some of those activities are listed below:

- We currently use the Financial Aid Awareness Day surveys to evaluate financial aid services. We plan to reinstate Cash for College and develop evaluation methods.
- Review and evaluation is ongoing at weekly staff meetings where we discuss issues and concerns that have arisen during the week. Program improvements are discussed and implemented.
- The information from this program review along with other planning documents are used during our annual goal setting process. Annual goals are developed and reviewed to improve processes.

- 6.4 If the program SLO and PLO assessment results make it clear that particular professional development resources or student services are needed to more effectively serve students, describe the need. List items in order (rank) of importance.

Professional Development

- Conferences and Webinars - Since state and federal financial aid is heavily regulated and financial aid rules and regulations frequently change, the staff must attend conferences and workshops on a regular basis. Information gathered at these events is shared with other staff members so that we can implement policy and procedure changes in a timely manner in order to stay in compliance.

Student Services

- One Default Prevention Specialist - It is our responsibility to reduce the number of students defaulting on student loans by providing adequate loan counseling and follow up with students who are delinquent on their loans.

Area 9 Goals and Objectives – Updated annually

List the goals and objectives the program has for the next four years.

Goal: A specific action.

Objectives: Significant steps or actions needed to achieve the goal.

Time Frame: Period of time the goal and objectives will be addresses.

Justification: How does the goal support the mission of the college? How does the goal meet the needs of the community?

Goal 1: Continue to streamline the financial aid application process and procedures with the use of technology to deliver information and aid to students in a timely manner.

In order to streamline the financial aid application process, we need to concentrate our efforts in providing more information online through the avc.edu website and myAVC portal. This will be an on-going process as technology and funding becomes available. We currently have both general and personalized information relating to financial aid available online but need to focus on educating students on how to access and understand this information.

We would like to decrease processing time for financial aid applicants to one week, from filling out the FAFSA to being able to download documents necessary to complete their file. The Financial Aid Office would like to implement this as soon as possible, but we are restricted by lack funding for additional staff and scheduling software data load processes.

Using technology to deliver information enables more student centered learning and also provides the community with the understanding that financial aid may be available to assist with the costs of post-secondary education.

Goal 2: Continue to offer one-on-one service to students to resolve issues related to receiving financial aid.

With the increase of financial aid applicants, we will need more staff and office space to continue to give our students the one-on-one services needed. We will explore additional funding sources in order to increase staff and the space needed on an ongoing basis.

Student understanding of the financial aid process contributes to student success at Antelope Valley College.

Goal 3: Provide advising, as well as financial literacy opportunities to financial aid students.

The objective is to hire a full-time educational advisor to provide academic advising as well as financial literacy assistance to students. We will also explore ways to provide these services to students electronically on an ongoing basis.

This goal supports student success at Antelope Valley College.

Goal 4: Provide financial aid services at the Palmdale Center.

Financial Aid, currently, has one staff member at the Palmdale Center four hours a week. Our objective is to hire a full time, permanent, Spanish speaking financial aid staff member for the Palmdale Center as soon as possible. During the next four years there will be a need for at least three full-time staff members at the Palmdale Center. This would include one clerical assistant and two financial aid technicians.

This goal supports student success at Antelope Valley College

Goal 5: Continue to increase outreach efforts to “get the word out” that financial aid is available to students and increase the numbers of students applying for and receiving aid.

Our goal would be to offer a Financial Aid Awareness day event at the Palmdale Center as well as continuing our Financial Aid Awareness Day event at the Lancaster campus. We would like to reinstitute our annual Cash for College event when the new theater facility opens. Both events would be scheduled for 2012.

The goal supports student centered learning at Antelope Valley College.

Goal 6: Review policies and procedures to enhance processes and focus on training and compliance of state and federal regulations

The Financial Aid Office reviews its policies and procedures on a regular basis, and updates processes to take advantage of technology and software available. Every student financial aid professional must continually be involved in training and professional

development to ensure that he or she can provide efficient service and is in strict compliance with all applicable laws and regulations. Staff are required to attend annual trainings. Our goal is to have our Assistant Director position filled within the next year to undertake the task of reviewing our policies and procedures on an ongoing basis thus ensuring compliance.

We believe that staying updated allows us to provide a quality and comprehensive service to our students and the community.

Area 10 Long Term Resource Planning – Updated annually

If applicable, describe significant long-term resource needs that should be addressed in the next four years. The Educational Master Plan, student learning outcomes assessment reports, and data analysis may provide reference information to support your response. Use lists and tables to clarify your requests and make them easy for the Strategic Planning and Budget Council to review quickly. If there may be negative consequences for enrollment, safety or other important concerns if the funding is not provided please make this known in context.

10.1 List faculty and staff requirements to meet program needs in the next four years. Be specific and brief when offering a reason for the position (e.g. replacement, increased demand for subject, growth in student population). Mark the position as new or replacement. Place titles on list in order (rank) of importance.

In the Educational Master Plan of 2007, 48% of students were receiving some type of financial assistance. In the current Educational Master Plan, updated in 2010, 60% of the student population is receiving some type of financial assistance. As of Spring 2011 82% of the student enrollment received some type of financial assistance. There are several factors beyond enrollment that will contribute to an even higher increase in the demand for financial aid.

- More aid opportunities with the creation of new grant and loan programs
- Our outreach efforts will continue to increase the numbers of students applying and receiving aid
- Rising college costs will increase the number of students eligible for aid
- As college costs rise (including books and supplies, room and board, transportation, child care costs, etc.), the number of students seeking financial assistance to cover those costs will increase
- As college costs rise, we will see an increase in middle and upper income students applying and receiving non-need based aid in the form of unsubsidized federal loans and alternative loans
- Economic conditions have a significant effect on the number of students applying for aid. As the number of unemployed individuals increases, the number of financial aid applicants' increases.

The staff positions listed below are ranked in order of importance for the next four years at the Lancaster Campus:

- 1. One Assistant Director of Financial Aid** This position has been approved but has not been funded due to budget constraints.
- 2. One Default Prevention Specialist (New)** It is the responsibility of the Financial Aid Office to reduce the number of students defaulting on student loans by providing adequate loan counseling and follow up with students who are delinquent on their loans.
- 3. One Clerical II (New)** This additional clerical assistant position is to help with the increase in student demand at the front counter.
- 4. One Educational Advisor (New)** To assist in providing educational plans and financial education to financial aid students.
- 5. One Financial Aid Technician I, bilingual/Spanish (New)** To help with the increase in student applicants and to offer additional services in Spanish.
- 6. One Financial Aid Specialist (New)** To assist in data management.

Palmdale Center

The following staff position is ranked as an immediate need for the Palmdale Center:

- 1. One Financial Aid Technician I, bilingual/Spanish (New)** To provide full time financial aid services in Palmdale.

The staff positions listed below are ranked in order of importance for the next four years for the Palmdale Center:

- 1. One Financial Aid Technician I (New)** To meet the increased needs for services at the Palmdale Center.
- 2. One Clerical Assistant II, Bilingual (New)** To meet the increased needs for services at the Palmdale Center.

10.2 List facilities (remodels, renovations or new), equipment and technology needed to provide a safe and appropriate environment for student learning in next four years. Place items on list in order (rank) of importance.

Lancaster

Facilities

The facilities for Financial Aid should include dedicated space to ensure confidentiality and the following additional space:

- Office and/or workspace for additional staff (Assistant Director, Educational Advisor, Clerical Assistant II, Financial Aid Technician, Financial Aid Specialist)
- Front counter with 5 workstations that include privacy barriers
- Reception area for Financial Aid
- Conference Room
- Work space for ten student assistants

Equipment

- All equipment (computers, dual monitors, phones, desks, etc.) needed for new staff
- Large HD scanner
- Small scanners for all technicians
- Computer upgrades on a regular cycle
- Large copiers for the front counter area

Palmdale

Facilities

- Confidential workspace for technicians
- Private front counter space
- Computer lab space to conduct workshops

Equipment

- Computer with dual monitors and access to all software and networks
- ID card reader
- Scanner
- Higher One ATM
- Phone
- Fax
- Secure cabinet
- Shredder
- Counterfeit reader
- Copier

10.3 Identify funding needed to support student learning.

The Financial Aid Office receives funding from state and federal sources to augment the District's contribution to the operation of the office. Although the State of California is going through a difficult economic time, so far the Student Financial Aid Administration

allowance received from the California Community Colleges Chancellor's Office has not been reduced. However, the buying power of those funds has been reduced since staff members hired based on that funding are now earning more due to annual step increases. If state or federal funds were cut or reduced, the impact on the Financial Aid Office would be a reduction in workforce.

Continue current funding and increased district funding for additional facilities, equipment, supplies, and staff.