FINANCIAL AID PROGRAM REVIEW

FALL 2010

Area 1 Mission

1.1   State the mission of the program.

The Financial Aid Office was established to meet the economic needs of students. With that in mind, the Financial Aid Office operates with the following mission:

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.

1.2   Comment on the areas of the mission, vision, and Institutional Learning Outcomes (ILOs) of the college that are most closely related to the mission of the program.

The Financial Aid Office mission is very closely aligned to the college mission in that it is centered on quality service to students and the community, as well as the importance of a team-driven environment. Our commitment to the prompt delivery of student financial aid allows the college to offer both value and opportunity to our students and community.

Antelope Valley College's vision mirrors our commitment in providing quality services to our students and the community. Enabling students to attend college by providing financial aid allows us to both enrich lives and build futures.

Institutional Learning Outcome 2 focuses on lifelong learning skills; which is touched on in the Financial Aid Office mission. Our encouragement of teamwork, cooperation and innovation helps students obtain skills necessary to develop basic skills, obtain employment, transfer education and build on personal development.

Institutional Learning Outcome 4 states that students will enhance their communication, critical thinking, decision making and informational literacy skills during their time at the college. Our encouragement of both innovation and the pursuit of increased knowledge across several mediums allow students to build upon these fundamental skill sets mentioned in this ILO.

The Financial Aid Office's dedication to providing quality services with integrity and compassion, and our encouragement of teamwork and cooperation demonstrates respect, tolerance, cultural awareness and the role of diversity as outlined in ILO 4.

Area 2   History

2.1   Identify major changes and/or developments, including change or growth in other   programs, which significantly impacted the program in the last four years.

The most significant development has been the dramatic increase in financial aid applicants at Antelope Valley College. There are currently 12 full-time permanent financial aid staff members. In 2005-2006 we disbursed $16,666,072 in total aid. In 2009-2010 we disbursed $43,629,704 in total aid. In the 2005-2006 year, there were 15,659 separate awards of aid disbursed to students, this equates to 1,305 awards per staff

member. In the 2009-2010 year, there were 30,889 separate awards of aid disbursed to students, this equates to 2,574 awards per staff member.

In the 2005-2006 year, there were 17,122 Free Application for Federal Student Aid (FAFSA) applications and corrections processed, this equates to 1,427 FAFSA's per staff member. In the 2009-2010 year, there were 32,526 FAFSA applications and corrections processed, this equates to 2,710 FAFSA's per staff member. It has become difficult for staff to manage the increased student demand for services. The Financial Aid Office relies on maximizing the use of technology to keep up with this demand. However, technology cannot reduce the need to provide one-on-one services to students. At peak times of the year, students can wait up to an hour to see a financial aid staff member.

Economic factors such as high unemployment rates have a dramatic affect on the Financial Aid Office and the students we serve. More students require special handling of their applications in the form of Special Circumstance Appeals and additional one-on-one assistance. The number of Special Circumstance applications has increased from 68 in 2005-2006 to 218 in 2009-2010.

The Financial Aid Office processed 8,507 Stafford loans during the 2009-2010 aid year compared to 1,549 loans processed in 2005-2006. As required by law, we have transitioned to the Direct Loan Program in the 2010-2011 year. These changes have both increased and shifted the workload in the Financial Aid Office. In previous years we have had one technician process all loans. A change in loan processing policies and the increased workload has made it necessary for two technicians to split the loans for processing.

Antelope Valley College has contracted with Higher One, since spring 2009, to process financial aid refunds electronically as will be discussed in Area 4.

Due to an increase in the number of courses offered at the Palmdale Center, students have requested financial aid services be available in Palmdale. Since the spring 2010 semester we have had a financial aid staff member at the Palmdale Center to assist students with financial aid matters. In spring 2010, a financial aid staff member was available four hours per week. Beginning summer 2010 semester we increased our availability to eight hours per week. Since the majority of growth at the Palmdale Center is expected to be among the Hispanic population, there is a need for us to provide financial aid assistance in Spanish.

2.2 Briefly describe the program's activities and services in the past four years

The primary activity for the Financial Aid Office is to provide financial aid to students. We administer the following programs:

Federal Pell Grant: The Pell Grant program is the largest grant program in the country. It is the foundation for an award package. Pell Grants provide financial assistance to eligible part-time and full-time students, and are calculated based on a student's enrollment and Expected Family Contribution (EFC). Awards for 2010/2011 range from $555 to $5,550 based on the Federal Pell Chart. Amounts may change each year.

Since the Pell Grant program is an entitlement program, funds are always available to qualifying students. If a student applies late, but qualifies for a Pell Grant, he/she may be eligible for retroactive payment for the work completed during the aid year for which they were enrolled.

Federal Supplemental Educational Opportunity Grant (FSEOG): The Federal Supplemental Educational Opportunity Grant is a limited grant fund for Pell-eligible students with the lowest EFC's who meet the priority filing deadlines, which changes annually, and are enrolled at least half-time.

Academic Competitiveness Grant (ACG): These grants are for Pell-eligible students enrolled at least half time, who have completed a rigorous high school program of study and maintain a 3.0 grade-point average while in college. First year students must have graduated from high school after January 1, 2006, and second year students must have graduated from high school after January 1, 2005. The award amounts are $750 for freshmen and $1,300 for sophomores. The Academic Competitiveness Grant will expire after 2010-2011 academic year.

Federal Work-Study (FWS): Federal Work-Study is a program that provides jobs for students who demonstrate financial need and are enrolled at least half-time. Eligible students are placed into work-study jobs, usually on campus. Funding is limited for this program.

The Federal Subsidized Direct Loan is a need-based student loan program designed to assist students with educational expenses while attending at least half-time in an eligible program of study. The loan is based on unmet need after awarding grants and scholarships. The interest is subsidized by the federal government as long as the student is enrolled at least half-time. The interest is also paid for the student during the six-month grace period. The grace period begins the day the student drops below half-time status.

The Federal Unsubsidized Direct Loan can be need based or non-need based. The interest on this loan begins to accrue when it is funded. Students have the option of making interest payments or deferring the interest.

California residents who meet certain eligibility requirements may be eligible to have their enrollment fees waived by the Board of Governors (BOG) Fee Waiver. The BOG Waiver does not consider academic performance or enrollment status.

Cal Grants are state-funded grants given to California college students to help pay for college expenses. Students must meet the program eligibility requirements, the priority filing deadlines, and be enrolled at least half-time. Cal Grants are the largest source of free money funded by California.

The California Chafee Grant Program gives up to $5000 annually to foster youth and former foster youth to use for college expenses.   We distribute gift cards provided by the John Burton Foundation to first time Chafee Grant eligible students.

The Financial Aid Office checks eligibility and disburses CARE, EOP&S, and STAR grants. Students must meet program eligibility requirements and provide proper documentation to the EOP&S or STAR office.

The Financial Aid Office collects applications and manages the disbursement of AVC Foundation scholarships. Additional scholarships are provided through outside donors. The Financial Aid Office works with donors to assist in the scholarship process by advertising scholarships, screening applications, monitoring eligibility and disbursing funds.

In addition to the administration of the federal and state financial aid programs listed above, the Financial Aid Office also offers the following activities and services.

The Financial Aid Office creates payment plans for students who are unable to pay their tuition and/or fees by the payment deadline. Antelope Valley College will transition to NelNet for payment plans starting in fall 2011.

The Financial Aid Office provides students with online services through the myAVC portal and financial aid website. Students have the ability to check award offers, satisfactory academic progress status, outstanding requirements and download forms and documents.

Financial Aid TV provides students with instructional videos related to the application process and consumer information contained in the Financial Aid Handbook.

The Financial Aid Office provides information to accommodate Spanish speaking students, at our front counter, on the phone, on our website and via electronic correspondence. Students are helped in Gujarati, Hindi and Armenian at our front counter and on the phone by both staff and student workers.

Currently there are services available for students who attend the Palmdale Center eight hours a week.

Antelope Valley College has contracted with Higher One to provide debit card and ACH transfer options for student financial aid refunds.

The Financial Aid Office offers in-person FAFSA workshops twice a month to assist students in applying for financial aid electronically.

Financial Aid Awareness Day is an annual on campus event hosted by the Financial Aid Office to provide financial aid information to students. In conjunction with this event, the Financial Aid Office conducts a student satisfaction survey. Survey results are used to improve services and measure SLOs.

Cash for College is an annual event that the Financial Aid Office participated in during 2008 and 2009. We would like to reinstitute the Cash for College event when the new theater facility opens.

Student evaluation of the Financial Aid Office is conducted regularly at the financial aid front counter. Feedback is discussed at staff meetings and used to enhance services.

The Financial Aid Office participates in high school orientations, providing prospective students with an overview of financial aid and assistance in filling out the FAFSA application.

The Financial Aid Office participates in the annual high school counselor workshops to provide financial aid information.

Financial Aid staff are available to provide workshops for AVC classes, at high schools, and in the community on request.

2.3   Did the program receive outside funding (e.g. Perkins IV and/or grants) during the   last four years? If yes, briefly identify the years funded and how those funds were   used to improve the program and student learning.

The Financial Aid Office receives Student Financial Aid Administration (SFAA) funding from the Chancellor's Office as well as administrative allowances from the Pell Grant, FSEOG, and FWS programs. This funding is used to support the daily operations of the Financial Aid Office. Funds are spent on salaries, training, consultant services, upgrading computers/equipment, outreach materials, and Financial Aid TV.

Area 3 Curriculum

N/A

Area 4 Student Support and Development

4.1   Discuss the adequacy of program services, practices and technology to address diverse student needs and support student achievement.

Currently, 60% of the AVC student population is receiving some type of financial assistance from our office. We provide services to a diverse population of students. The majority of students receiving financial aid are eligible for a BOG Fee Waiver. The following charts provide a breakdown of ethnicity, gender, and age of BOG Fee Waiver recipients:

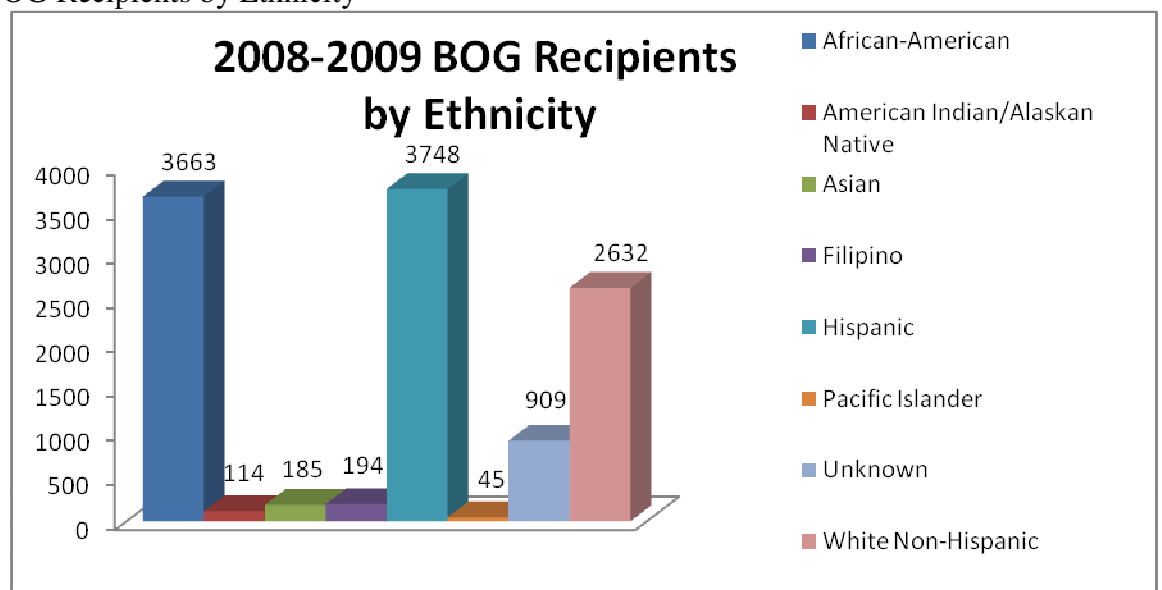Table 4.1 BOG Recipients by Ethnicity
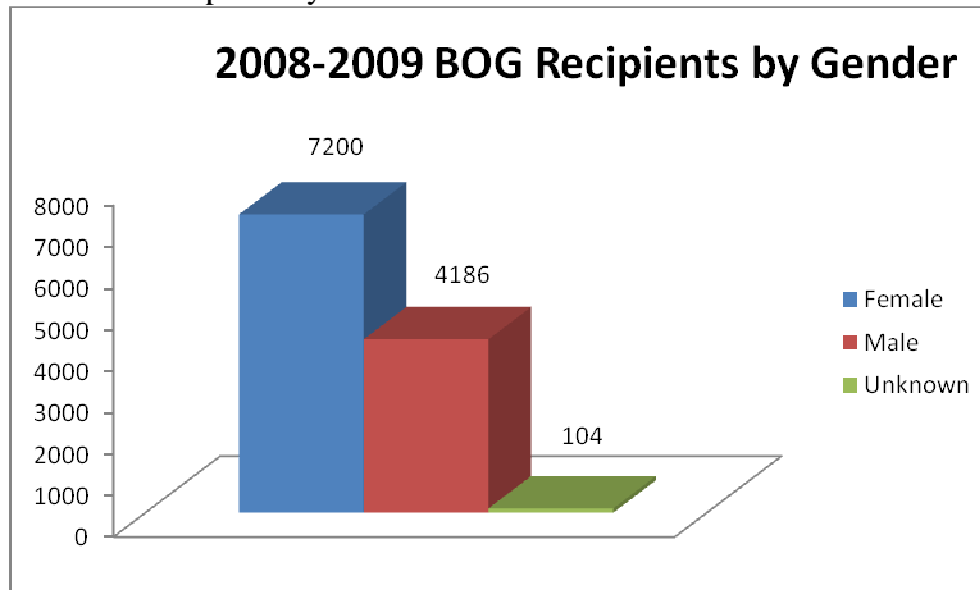
Table 4.2 BOG Recipients by Gender

2008-2009 BOG Recipients by Gender
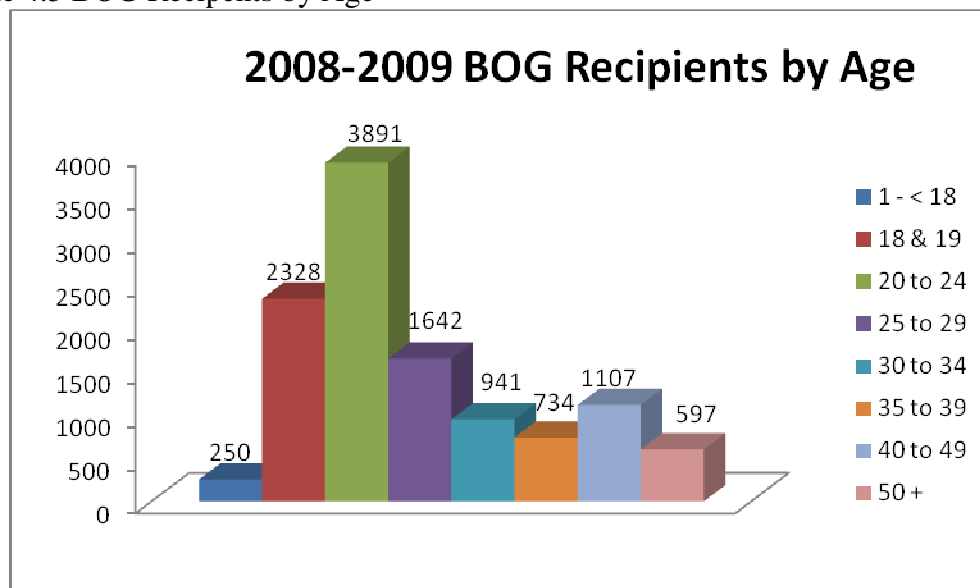
Female — 7200
Male — 4186
Unknown — 104

Table 4.3 BOG Recipents by Age

2008-2009 BOG Recipients by Age

1 - < 18 — 250
18 & 19 — 2328
20 to 24 — 3891
25 to 29 — 1642
30 to 34 — 941
35 to 39 — 734
40 to 49 — 1107
50+ — 597

The Financial Aid Office has been a leader at Antelope Valley College in the development of online services and tools to help address the needs of students. Online services include our public access website with general financial aid information, and the more student-specific financial aid section of the myAVC portal. Within myAVC, students are able to see the status of their financial aid application, view any outstanding requirements, and download needed documents. They are also able to check their financial aid academic standing, review financial aid awards and disbursements, accept loans, and access loan entrance and exit counseling. The financial aid public access web site includes a link to Financial Aid TV which includes a series of financial aid literacy videos. Financial Aid TV enables us to provide important information to students through an electronic medium that can be accessed at any time. Students also have the ability to complete an online quiz to test their knowledge of the information contained in the videos.

Antelope Valley College has contracted with Higher One, Inc. to process financial aid refunds electronically. Students can choose to go online and choose to receive financial aid funds on their AVC Debit card, through ACH transfer or via paper check.

With a full complement of online services, students have the ability to complete the entire financial aid process without visiting the Financial Aid Office. However, despite all the online services available, the need for in person one-on-one assistance has not diminished. Obtaining financial aid is a highly personal, highly regulated process that can be time consuming and confusing to students and parents. Many students still require personal assistance with the application process.

Beginning in summer 2010 we have one staff member available at the Palmdale Center eight hours per week. Although we have established a presence at the Palmdale Center, our current staffing and resources are inadequate. Meeting current student needs would require a full time, Spanish speaking staff member, as well as a private office printer and phone.

Our current office infrastructure at the Lancaster campus is inadequate for our needs. We currently do not possess enough front counter space to accommodate the large number of students served during peak times. Students sometimes wait up to an hour in line to speak with a financial aid staff member. Front counter computers and workspaces are not confidential and create privacy concerns for our students. Staff and student workers from the Welcome Center are positioned adjacent to our front counter area in view of our computer screens and within range to overhear staff/student interaction. We currently do not have enough office space to accommodate any additional staff. Our location in the Student Services Building, coupled with our high student demand for one-on-one services creates congestion in the lobby area.

4.2   Summarize how recent additions, deletions or revisions of services, practices, and technology support aspects of the college mission and ILO's.

The items listed below are additions, revisions of services, and practices that were mentioned as goals in the last program review that have now been accomplished.

- Provide High School Financial Aid Orientations (ILO 1,2,4)
- Hired a temporary hourly Education Advisor (ILO 1,2,4)
- Transitioned to Direct Loans (ILO 2,4)
- Implemented on-line loan application process for financial aid students (ILO 2,4)
- Distributed Old Navy store gift cards from the John Burton Foundation for former foster youth students (ILO 2,4)
- Storage of student documents electronically (ILO 4)
- Implemented the on-line Board of Governor's Fee Waiver application (ILO 2,4)

- Transitioned from paper correspondence to electronic correspondence through e-mails and myAVC (ILO 2,4)
- Implemented workshops to assist students in completing the FAFSA on the web (ILO 2,4)
- Implemented electronic refunds of financial aid through Higher One AVC debit card (ILO 2,4)
- Implemented CashCourse, an online financial literacy program which includes money management and budgeting tools (ILO 1,2,4)
- Appointed a Veteran Liaison to assist veterans with the financial aid process (ILO 2,4,5,6)
- Hired a full-time bilingual (Spanish) staff member to address the needs of our increasing Spanish speaking population (ILO 1,2,4,5)
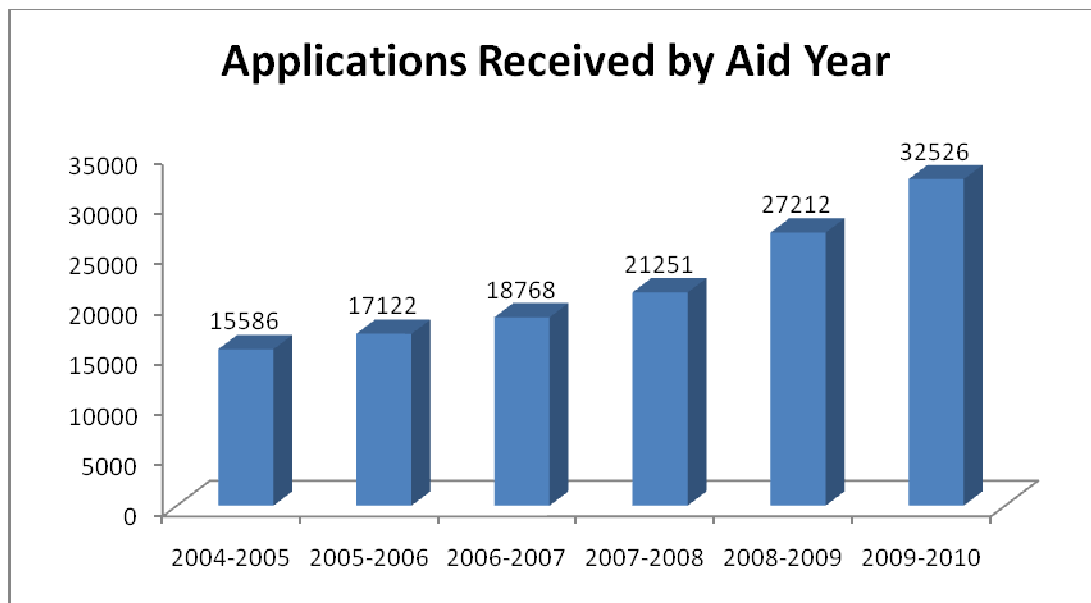
Area 5 Data Analysis and Environmental Scan

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.

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.
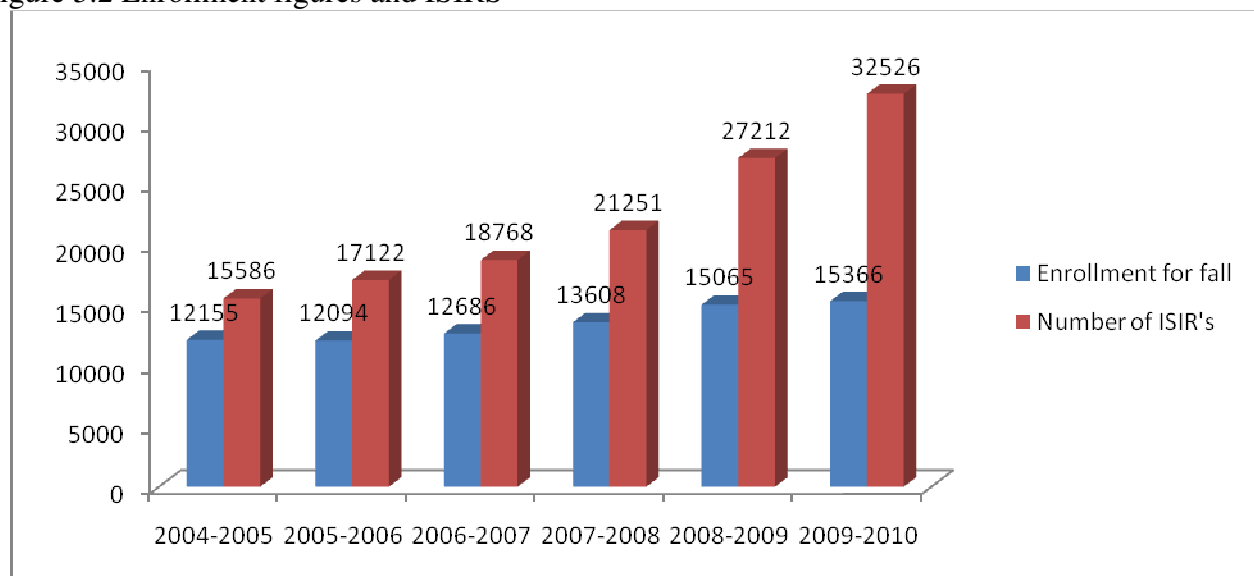
Figure 5.1: Applications Received by Aid Year

Applications Received by Aid Year

Aid Year	Applications
2004-2005	15586
2005-2006	17122
2006-2007	18768
2007-2008	21251
2008-2009	27212
2009-2010	32526

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 2004-2005 aid year to the close out of the 2009-2010 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

Aid Year	Enrollment for fall	Number of ISIR's
2004-2005	12155	15586
2005-2006	12094	17122
2006-2007	12686	18768
2007-2008	13608	21251
2008-2009	15065	27212
2009-2010	15366	32526

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 bi-lingual staff and student workers in order to meet the needs of Spanish speaking financial aid students. The Financial Aid Office currently employs one full time Spanish speaking staff member and three Spanish speaking student workers. We currently do not have the resources to support a Spanish speaking staff member at the Palmdale Center, however, as the population of the AVCCD grows, the need for bi-lingual 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 accomplishments 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.*

	2009	2010

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 2009 and 2010 Financial Aid Awareness Day survey asked students how often they checked their AVC email account.

Daily	49.5%	54.9%
Weekly	38.3%	37.2%
Monthly	7.4%	5.9%
Never	4.0%	2.1%
Missing	0.8%	0.0%

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

From Table 5.1 we can see that the percentage of students checking their AVC email account daily has increased from 49.5% in 2009 to 54.9% in 2010. 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 2009-2010 budget cycle, we have been unable to receive fiscal support for additional personnel. Since our 2007 program review, we have hired our first bi-lingual Clerical II to assist at the front counter with our Spanish speaking students. This replaced an already existing position. 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 eight hours a week to assist students, as well as holding FAFSA workshops on a monthly basis 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)

The Financial Aid Office was first introduced to the concept of Student Learning Outcomes (SLO) in 2004. Staff members had the opportunity to attend training sessions on SLOs at on campus meetings as well as workshops sponsored by the CCC Chancellors' Office and the California Community Colleges Student Financial Aid Administrator's Association (CCCSFAA).

SLOs for the Financial Aid Office were developed during several staff meetings throughout 2004 and 2005. Our first SLOs were finalized during 2005.

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.

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 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 the past three years as entered into Weave.

O 1: SLO 1
Students will know their rights and responsibilities as a student loan borrower.

Associations:
2 ILO 2: Lifelong Learning Skills
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 (2009-2010) - Achievement Target: <u>Met</u>
Student Loan Default Rates have stayed within an acceptable parameter. Default rates are as follows:
2004 rate 14.3%
2005 rate 13.3%
2006 rate 16.3%
2007 rate 11.3%

M 3: Loan Counseling
Student borrowers will accept the terms and conditions of their student loan online and complete online entrance and exit counseling.
Source of Evidence: Administrative Measure
Achievement Target:
100% of student borrowers will accept the terms and conditions of their student loans and complete online loan counseling
Findings (2009-2010) - Achievement Target: <u>Met</u>
100% of student loan borrowers accepted the terms and conditions of their student loans and successfully completed online loan counseling

O 2: SLO 2
Students can apply for financial aid and access financial aid information via electronic means.

Associations:
4 ILO 4: Problem Solving, Communication and Critical Thinking Skills
Related Measures:
M 2: Online BOG applications vs. Paper BOG applications for SLO 2
Count number of online BOG applications completed versus the number of paper BOG applications completed.
Source of Evidence: Activity volume
Achievement Target:
35% of students will complete an online BOG application rather than a paper BOG application form
Findings (2009-2010) - Achievement Target: Met
For the 0910 financial aid year 2,567 students completed the online BOG application while 2,972 students completed a paper BOG application. 46% 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 online entrance counseling.
Source of Evidence: Administrative Measure
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 (2009-2010) - Achievement Target: Met
100% of student loan borrowers accepted the terms and conditions of their student loans online 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.
Source of Evidence: Activity volume
Achievement Target:
90% of students will complete the financial aid quiz online
Findings (2009-2010) - Achievement Target: Met
8,503 students who were packaged aid completed the online quiz for the 0910 financial aid year
481 students who were packaged aid did not complete the quiz
95% 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
Document: Financial Aid Survey (see appendix A)
Achievement Target:

80% of students surveyed indicate they check their myAVC account at least weekly
Findings (2009-2010) - Achievement Target: <u>Met</u>
In 2008, 85% of students surveyed indicated that they checked their myAVC account at least weekly.
In 2009, 87.8% of students surveyed indicated that they checked their myAVC account at least weekly.
In 2010 92.1% of students surveyed indicated that they checked their myAVC account at least weekly.
The increase over the last three years could be attributed to Financial Aid eliminating traditional paper letters and sending all communication through e mail. We also utilized many of the features available in myAVC and encouraged students to check their financial aid status through the portal.

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
Achievement Target:
90% of students who used financial aid's online services found them helpful
Findings (2009-2010) - Achievement Target: <u>Met</u>
In 2008, 95% of students surveyed who indicated they used financial aid's online services found them to be helpful.
In 2009, 93.3% of students surveyed who indicated they used financial aid's online services found them to be helpful.
In 2010, 94.6% of students surveyed who indicated they used financial aid's online services found them to be 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
Achievement Target:
90% of students surveyed found the Financial Aid TV videos helpful.
Findings (2009-2010) - Achievement Target: <u>Met</u>
In 2008 96% of students surveyed found the Financial Aid TV videos helpful.
In 2009 91.9% of students surveyed found the Financial Aid TV videos helpful.
In 2010 94.2% 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
Achievement Target:
90% of students surveyed have found the online financial aid quiz helpful
Findings (2009-2010) - Achievement Target: <u>Met</u>
In 2008, 95% of students surveyed found the online financial aid quiz helpful.
In 2009, 91.1% of students surveyed found the online financial aid quiz helpful.
In 2010, 93.9% of students surveyed found the online financial aid quiz helpful.

The PLO and SLOs developed for the Financial Aid Office have proven to be effective in documenting and improving student learning.

6.2 How have adjunct faculty and/or part time staff in your program been made aware of the need to assess Student Learning Outcomes (SLOs) and Program Learning Outcomes (PLOs) and have 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 SLO's and PLO's.

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:

- The most frequently asked questions directed to staff at the front counter are discussed at weekly staff meetings. Questions of students visiting the Financial Aid Office are monitored. Corrective action plans are developed and implemented when specific questions are asked duplicate times. This information is used to improve our student services. Listed below are the reasons that students came to the Financial Aid Office front counter during the week of March 29, 2010

How to apply	53
Turn in Documents	108
Check status	136
Loan questions	78
Check release date	50
Special Circumstance	8
Appeal	28
Chaffee Grant question	3
See technician	5
Higher One question	15
Other	47
TOTAL	523

- 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 7 Collaboration with Other Programs

Discuss collaborative efforts undertaken with other Instructional, Student Services or Administrative programs. Offer an assessment of success and challenges and note potential changes in collaborative efforts.

The Financial Aid Office serves on multiple teams, workgroups, and committees. We participate in the Banner Student Team, Financial Aid Workgroup, Veteran's Advisory Group, Matriculation Committee, and Enrollment Management Committee.

The Financial Aid Office partners with the Outreach Department to inform students of financial aid resources available and to coordinate outreach efforts. Although affected by the budget crisis, the Financial Aid Office has been successful at participating in many outreach events.

It is essential that the Financial Aid Office work closely with the Office of Business Services and to deliver funds to students. In 2009, the Financial Aid Office funded two Business Services staff to attend a statewide financial aid training which included sessions on fiscal matters related to financial aid. In 2010, we worked closely with the Business Office on transitioning from Family Federal Educational Loan (FFEL) Program to William D. Ford Federal Direct Loan (Direct Loan) Program.

The Financial Aid Office relies heavily on the use of technology to deliver aid to students. The Financial Aid Office works closely with the Information Technology Services department on projects such as disbursement of funds to students, maintaining web and myAVC content, online BOG application, MIS data reporting, document imaging, and Banner upgrades. We rely on Information Technology Services for general network, software, and hardware maintenance.

The Financial Aid Office also works with the Counseling Department. Students not meeting financial aid satisfactory academic progress standards, who wish to appeal for reinstatement, are required to have an educational plan provided by the Counseling Department. This places a high demand on the Counseling Department and the end of the fall and spring semesters. During the summer of 2010 the Financial Aid Office hired an hourly educational advisor who worked closely with the Counseling Department to help alleviate the burden of providing educational plans to financial aid students. We also work with the Counseling Department by occasionally attending their counselor meetings to provide updated information regarding financial aid.

The Financial Aid Office works with Enrollment Services to ensure the accuracy of shared student data. We also work with EOP&S, STAR, CalWORKs, Advancement and Research, Office of Students with

Disabilities, Job Placement and Veterans Affairs to coordinate aid programs. In addition, it is essential that the Financial Aid Office work closely with departments developing new academic programs. The ways in which new programs are designed affect student aid eligibility and funding.

Area 8 Outreach Activities

Discuss any activities or projects undertaken with other educational institutions, the community, or business/industry. Describe any plans to begin new outreach activities.

In recent years the Financial Aid Office has received funding from the state for the purpose of increasing outreach efforts. This funding is used to heighten student awareness of financial aid programs and opportunities available for attending college. We collaborate with the Outreach Department providing activities both on and off campus. We have successfully increased awareness of college and financial aid opportunities.

Listed are some of the community outreach events in which we have participated.

- We recently held our 4th annual Financial Awareness Day event on campus. We provided promotional items, financial aid literature, and a free pizza lunch. Students were encouraged to complete a financial aid satisfaction survey with an opportunity to win a laptop computer provided by Best Buy. Approximately 1,000 students attend annually.
- Financial aid staff provides FAFSA workshops every two weeks on campus to assist current and potential students in completing FAFSA applications. We recently began providing FAFSA workshops at the Palmdale Center.
- Elementary and middle school students were invited to attend the *I'm Going to College* and *College Making it Happen* events. Presentations, including information about financial aid, were given in both English and Spanish to students and parents. High school orientations are conducted on campus for incoming freshman. We provide financial aid information as part of the orientation. In the 2009-2010 school year, 18 high schools and approximately 920 students attended.
- Financial aid workshops are provided when requested by high schools, community organizations, and on-campus groups.
- We provide pertinent financial aid information at AVC's Annual High School Counselors Workshop.
- A Foster Youth Liaison works with the Independent Living Program (ILP) and other agencies to assist current and former foster youth.
- A Veterans Liaison is available to assist veteran students with all aspects of the financial aid process. The liaison works with the Veterans Coordinator on-campus as well as community organizations such as Congressman McKeon's Veteran's Advisory Group.
- In coordination with the Outreach Department we participate in local festivals & fairs. We provide promotional giveaway items as well as financial aid information.

We would like to increase our participation during Welcome Week on the Lancaster campus and Palmdale Center to inform students about financial aid. Additionally, we would like to hold a Financial Aid Awareness Day event at the Palmdale Center. The Foster Youth Liaison would like to increase outreach efforts by holding a welcome day event on campus as well as coordinating with additional local agencies that serve foster youth.

Area 9 Goals and Objectives

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 dataload 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 eight 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

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. 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 the 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.

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

Area 11 Recommendations and Comments

11.1 List recommended changes to the Educational Master Plan to:
- **Meet student needs.**
- **Respond to PLOs and SLOs.**
- **Reflect changes in the disciplines, educational methodology, and technology.**
- **Address external mandates such as state requirements, industry and professional standards, etc.**
-

Not applicable since the financial aid section of the Educational Master Plan was updated summer of 2010.

11.2 What changes in the program review process would improve institutional effectiveness or make the results more helpful to the program?

A tailored program review format for the Student Services Division would make the results more helpful to the program.

The Financial Aid Office mission is very closely aligned to the college mission in that it is centered on quality service to students and the community, as well as the importance of a team-driven environment. Our commitment to the prompt delivery of student financial aid allows the college to offer both value and opportunity to our students and community.

The most significant development since the last program review has been the dramatic increase in financial aid applicants at Antelope Valley College. There are currently 12 full-time permanent financial aid staff members. In 2005-2006 we disbursed $16,666,072 in total aid. In 2009-2010 we disbursed $43,629,704 in total aid. In the 2005-2006 year, there were 15,659 separate awards of aid disbursed to students, this equates to 1,305 awards per staff member. In the 2009-2010 year, there were 30,889 separate awards of aid disbursed to students, this equates to 2,574 awards per staff member.

In the 2005-2006 year, there were 17,122 Free Application for Federal Student Aid (FAFSA) applications and corrections processed, this equates to 1,427 FAFSA's per staff member. In the 2009-2010 year, there were 32,526 FAFSA applications and corrections processed, this equates to 2,710 FAFSA's per staff member. It has become difficult for staff to manage the increased student demand for services. The Financial Aid Office relies on maximizing the use of technology to keep up with this demand. However, technology cannot reduce the need to provide one-on-one services to students. At peak times of the year, students can wait up to an hour to see a financial aid staff member.

The Financial Aid Office continues to use its SLOs 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.

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.

As included in our current educational master plan, the Financial Aid Office is in need of the following staff at the Lancaster campus for the next four years; Assistant Director of Financial Aid, Default Prevention Specialist, Clerical Assistant II, Educational Advisor, Financial Aid Technician I, Financial Aid Specialist. In addition, the following staff is needed for the Palmdale Center; two Financial Aid Technicians and a Clerical Assistant II.

The goals for the Financial Aid Office are as follows:
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
Goal 2: Continue to offer one-on-one service to students to resolve issues related to receiving financial aid.
Goal 3: Provide advising, as well as financial literacy opportunities to financial aid students.
Goal 4: Provide financial aid services at the Palmdale Center.
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.
Goal 6: Review policies and procedures to enhance processes and focus on training and compliance of state and federal regulations