

**Saddleback College  
Program Review for  
Student Financial Assistance Office**



**Submitted May 2007**

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## **Program Review Team Members and Approvals**

Program Review Team Chair:

**Mary Hall**

Program Review Team Members:

**Hoang –Quyen (Tina) Dang**

**Ruth Higgins**

**Lynn Martin**

**Dennis Stachelski**

**Patricia Rocklin**

**Phuong Vu**

Approvals:

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Division Dean

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Program Review Chair

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Academic or Classified Senate President

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Vice President of Instruction or Student Services

## Program Review Checklist

Date Completed	Action
	Contact Program Review Chair for orientation
	Form Program Review Team
	Gather documents (Org Chart/Staffing Profile/AUO Assessment Forms)
	Solicit input from faculty and students
	Determine if additional research is needed
	Contact College Research Analyst if necessary
May 2007	Write Program Review report
	Submit report to Dean or VP and Program Review Chair for approval
	Report submitted to Academic or Classified Senate for approval
	Report submitted to Office of Instruction or Student Services for approval
April 22, 2008	Report submitted to College President and the Office of Institutional Effectiveness
	Report posted to the IE web site
April 22, 2008	Presentation to the Planning and Budget Committee

## **Section I: Unit Overview**

### **A. The Mission of the Unit and its Link to the College's Mission and Goals**

**The mission of the Student Financial Assistance Office is to provide services to students to help offset the cost of their education and thereby help students pursue their personal and educational goals.**

**The Saddleback College SFAO staff adopted a "Statement of Good Practices" in the form of the MISSION STATEMENT below:**

**The Student Financial Assistance Office Shall:**

- 1. Be committed to removing financial barriers for those who wish to pursue postsecondary learning.**
- 2. Make every effort to assist students with financial need.**
- 3. Be aware of the issues affecting students.**
- 4. Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.**
- 5. Educate students and families through quality consumer information.**
- 6. Respect the dignity and protect the privacy of students, and ensure the confidentiality of student records and personal circumstances.**
- 7. Ensure equity by applying all need analysis formulas consistently across the institution's full population of student financial aid applicants.**
- 8. Provide services that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age, or economic status.**
- 9. Recognize the need for professional development and continuing education opportunities.**
- 10. Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception thereof.**

### **B. Historical Background and Unique Characteristics of the Unit**

**The launching of Sputnik in 1958 made Americans aware that we, as a nation, were behind the Russians in math, science and foreign languages. Because of that, the National Defense Act of 1965, authorized dollars for postsecondary education.**

**With the inaugural 1968 fall quarter Saddleback College offered “financial aid” in the form of scholarships and loans to Saddleback students. A Citizens Advisory Committee had been appointed to assist in the stimulation of funds from private sources prior to the opening of the fall quarter.**

**Finances often posed a major concern for college students; hence Saddleback College aspired to assist students in exhibiting financial need through various Federal and State programs.**

**The Student Financial Assistance Office is responsible for the administration of student financial assistance programs governed under Title IV, the Higher Education Act of 1965 as amended and reauthorized in 1998, 34 Code of Federal Regulations Parts 600, 668, et al. Federal Student Aid Programs, Final Rule, the State of California through the California Student Aid Commission (CSAC), The California State Legislature and the California Community Colleges Chancellor’s Office. The majority of student financial assistance funds are intended to financially assist low and middle income families through grants, loans, fee waivers, and employment.**

### **C. Progress Since the Last Program Review**

**The main focus of the Student Financial Assistance Office has always been to provide a smooth, efficient and timely delivery of financial aid to students and to provide the best services that we can with current staffing. With the addition of the BFAP funding, a permanent front line counter staff member was hired in December 2005.**

**With the addition of an Outreach Specialist in Student Services in August 2005, financial aid communication to students through workshops, on campus presentations and numerous outreach activities, awareness has greatly improved and will increase numbers.**

**Financial Aid counselors were added to the counseling staff and all financial aid students have the opportunity for individual counseling and advisement.**

**The current strengths of the Student Financial Assistance Office are found in the dedication of the staff members and the knowledge they bring to their positions. The team includes a dedicated and knowledgeable Senior Financial Aid Specialist with many years of experience. Two permanent part time staff provide the additional support needed to assist students with the scholarship programs.**

**New opportunities are available with new Powerfaids and features that could serve students faster and more effective. As well as the possible implementation of the document scanning process. (IDOC)**

**Challenges to the Student Financial Assistance office include under staffing. Until the office is fully staffed and trained the current staff will be required to share the workload and continue to give the best service possible in assisting students.**

## **Section II: Review Report**

### **A. Staffing and Organizational Structure**

**The Student Financial Assistance Office consists of the following permanent staff: Director, 1 Senior Financial Aid Specialist, 4 Financial Aid Specialists, 1 Administrative Assistant and 2 part-time Financial Aid Specialists. The office also has 2 Federal Work Study students.**

**The Senior Financial Aid Specialist, a critical position, was vacant from July 2006 until March 1, 2007. The two part-time Financial Aid Specialist positions were filled in March 2007. The current staff, with the help of a Substitute and a Project Specialist, was required to assist the students and the office in the administration of the financial aid programs.**

**Within the nine current permanent staffing levels, four are funded totally or partially with categorical funding received from the State of California through the Board Financial Assistance Program (BFAP) received for the first year in 2003/2004. These categorical funds are strictly legislated and guidelines were established by the legislature and published by the California Community Colleges Chancellor's Office. If the categorical funding ceases, the staffing will drop below the established national published guidelines.**

## **B. Programs and Services**

**The Student Financial Assistance Office is responsible for the administration of the following federal, state and institutional programs:**

### **Federal**

**Pell Grant**

**Supplemental Educational Opportunities Grant**

**Academic Competiveness Grant**

**Work-Study Program**

**Carl D. Perkins National Direct Student Loan**

**Stafford Loan Program**

**Unsubsidized Stafford Loan Program**

### **State**

**Board of Governors Fee Waiver**

**California Grant Program**

**California Chafee Grant**

**Child Development Grant**

### **Institutional**

**Online Scholarship Program**

**Emergency Loan Program**

**Student financial assistance for all federal and state programs is determined and established by the federal government in the form of need analysis. Need analysis is computed by taking the institution's cost of attendance minus the parent's and/or student's financial resources determining the student's financial need. Within the guidelines and monetary constraints, the Financial Assistance Office determines the amount of student financial assistance that is awarded each applicant. In no instance is the student awarded more than the cost of attendance.**

**The demand for students to take advantage of the financial aid programs in other campus departments goes hand and hand with the mission of the college for student retention and in assisting them in their academic goal. Some of the programs have a direct impact on other campus offices. For example, to be EOPS eligible students must be BOG eligible and file a FAFSA application. This makes the**

**Student Financial Assistance Office's role vital to the success of their program and to the goals of Saddleback College.**

**The need to improve the delivery of services to students is an ongoing priority. At this time consideration is being given to assist students in the registration process and to determine fee waiver eligibility. To accomplish this goal, the CCCApply online application for the Board of Governor's fee waiver is an option for 2007-08.**

### **C. Student/Constituency Satisfaction**

**The Student Financial Assistance Office has not had a formal Student Satisfaction Survey to determine students' satisfaction with our office and procedures. Students who are dissatisfied will voice a complaint either in person, in writing or by phone and the Director will respond to the complaint and solve the problem in the best way possible. The SFAO is currently a part of a formal Student Services Satisfaction Survey that will be given out in March 2007 and will help to determine our unit's performance.**

**Thirty one students did respond to a brief informal Student Financial Assistance Survey in the summer of 2006. The questions and results are as follows:**

**How familiar are you with the Financial Aid programs at Saddleback College?**

**Very familiar 7, Some what familiar 14, Not at all 10**

**Have you visited the Saddleback College Student Financial Assistance Office or the website to obtain information on the Financial Aid programs?**

**Yes 17, No 14**

**Are you familiar with the Free Application for Federal Student Aid (FAFSA)?**

**Yes 22, No 9**

**Are you aware of the enrollment fee waiver program available only for Community College students in California?**

**Yes 13, No 18**

**Did you apply online for the Saddleback College Scholarship Program?**

**Yes 6, No 25**

**In 1990 when all Student Services were centralized it very much improved the visibility of the Student Financial Assistance Office.**

**The SFAO lost a receptionist/secretary position to Irvine Valley College in 1995. The loss of that position had a very negative impact on the staff and workload. Staff would be assigned counter time on a daily basis.**

**Saddleback College was without a permanent front line counter person until December 2005. This position greatly enhances the SFAO and provides better services to students for information and the delivery of financial aid in a timely and efficient manner.**

#### **D. Facilities, Technical Infrastructure, and Resources**

**Since 1990 the Student Financial Assistance Office has been located in the Student Services Center, Room 106. This move improved communication, increased visibility, reduced confusion and integrated services to students.**

**However, the Educational Resource Plan 2006, the space needs plan has identified the existing space of the Student Financial Assistance Office of 1493 square feet to be short by approximately 1457 square feet. Total projected space for our area should be at least 2950 square feet. Since office space was inadequate, new work stations were purchased and installed in 2004 to accommodate new staff members and to facilitate a more efficient and smooth operation within the office structure.**

**All staff members have computer systems that are Department of Education compliant; we have currently transitioned to the new Powerfaids.**

**A letter folding machine is needed for the times of the year when SFAO has large mailings, for example when the new school years FAFSA applications are being processed. Also available with New PowerFaids is the ability to implement IDOC and Net Partners.**

#### **E. Outreach and Collaboration**

**The addition of an Outreach Specialist in Student Services, in August 2005 has greatly improved financial aid communication to students through workshops, class room presentations and numerous outreach activities. Examples of these activities are events like Financial Aid Daze, EOPS/Financial Aid student workshops, and information tables at Family night.**

**Financial Aid counselors were added to the counseling staff and all financial aid students are required to have an individual academic and financial aid counseling appointment. Students develop a Student Educational Plan to ensure that they meet the required academic and unit standards for financial aid.**

## **Section III: Needs Assessment**

### **A. Human Resource Needs**

**Presently two fulltime Financial Aid Specialist positions are open and the application process will begin in 2007.**

### **B. Instructional/Service Needs**

**At this time the Student Financial Assistance Office is in the process of training personnel who are taking on new job responsibilities. Two members are to attend offsite training on Cal-Grants. Further ongoing training will be needed as required when changes happen within the scope of Financial Aid**

### **C. Research Needs**

**Currently the Student Financial Assistance Office needs to have campus dedicated technical support for its online scholarship application program. At the present time Saddleback College has the support of Irvine Valley College's webmaster.**

### **D. Technical, Equipment and Other Resource Needs**

**The Student Financial Assistance Office will be upgrading all of the office computers in 2007. Also, there is the need to upgrade the scanner used to implement the ongoing imaging program and the possibility of having scanners located at all staff workstations. This would create a more streamline process in scanning the incoming documents in a timely manner.**

### **E. Facilities Needs**

**Bids are presently being taken to remodel the front counter area. This will create a better work area for the staff as well as to create a more professional and efficient environment for student transactions. This area was not upgraded during the remodel of the main office area.**

### **F. Marketing and Outreach Needs**

**As the Student Financial Assistance Office attempts to make its presence more effective with the student population, the need for an**

**outreach staff member will be needed to assist the department in its overall mission.**

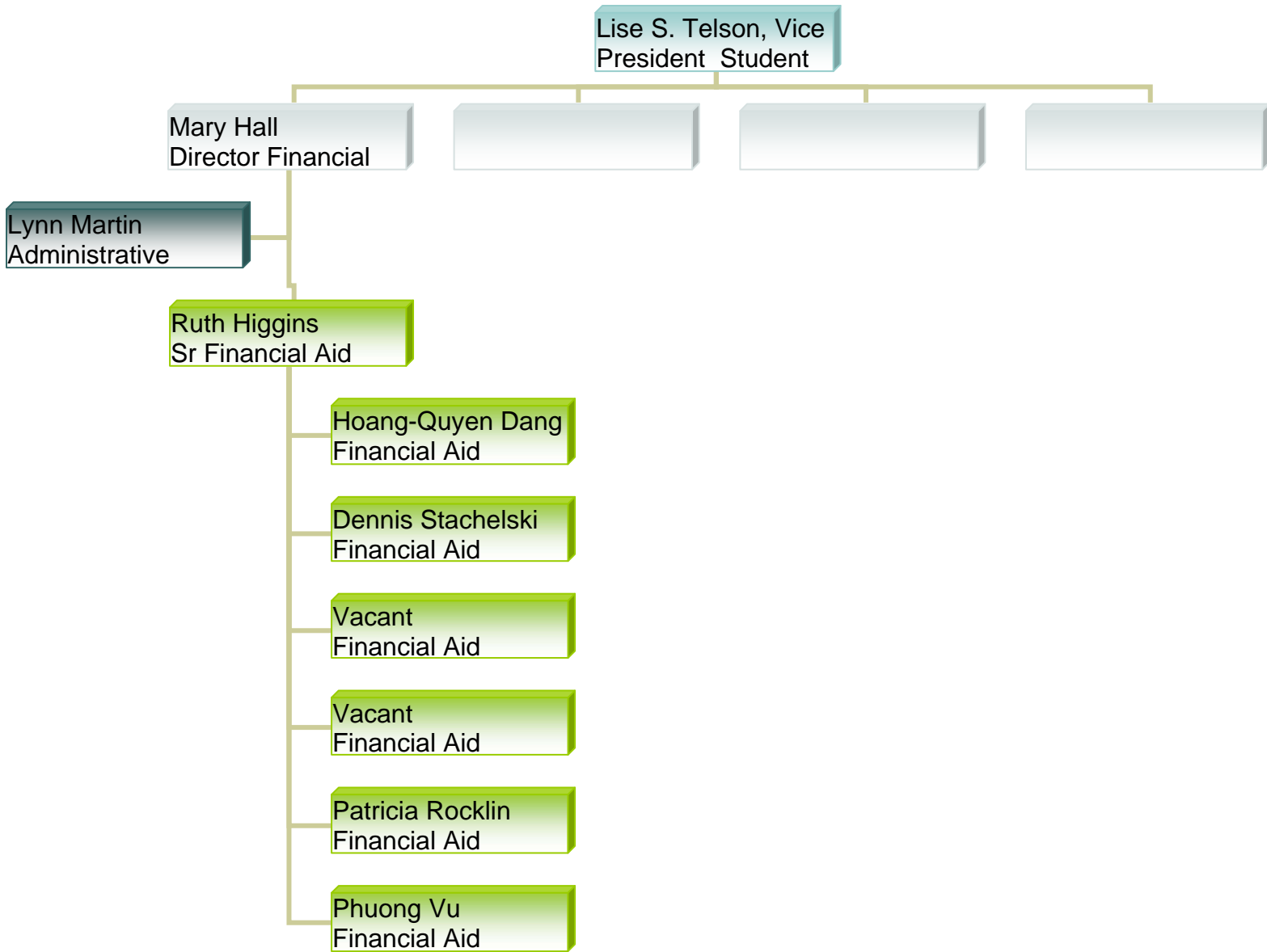
#### **G. Retention Needs**

**To retain students in the program and to help them achieve their educational goals, a more proactive approach that includes orientation and early intervention is needed.**

# Section IV: Appendices

## A. Unit Organizational Chart

Chart 1 – Unit Organizational Chart



## B. Five-Year Program Staffing Profile

### Five Year Program Staffing Profile

<i>Position</i>	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	<i>2001</i>	<i>2002</i>	<i>2003</i>	<i>2004</i>	<i>2005</i>	
Administration	2	2	2	2	1	0.10%
Bargaining Classified Staff FT	5	5	5	5	6	
Bargaining Classified Staff PT	0	0	0	0	0	0.00%
Non-bargaining Classified Staff FT	0	0	0	0	0	0.00%
Non-bargaining Classified Staff PT					2	
Student Workers	2	2	2	2	2	0.00%
Faculty FT	0	0	0	0	0	0.00%
Faculty PT	0	0	0	0	3	100%

## C. AUO Assessment Forms

**D. Supporting Data**

**Budget**

**Total Salary and Benefits for Student Financial Assistance Office is \$401,148.00.**

**The annual operating budget for Student Financial Assistance Office Comes from:**

**\$28,147.00 District general funds**

**\$15,106.00 Administrative Allowance for the Campus Based Programs.**

**(Federal Perkins Loans, Federal Work Study, FSEOG)**

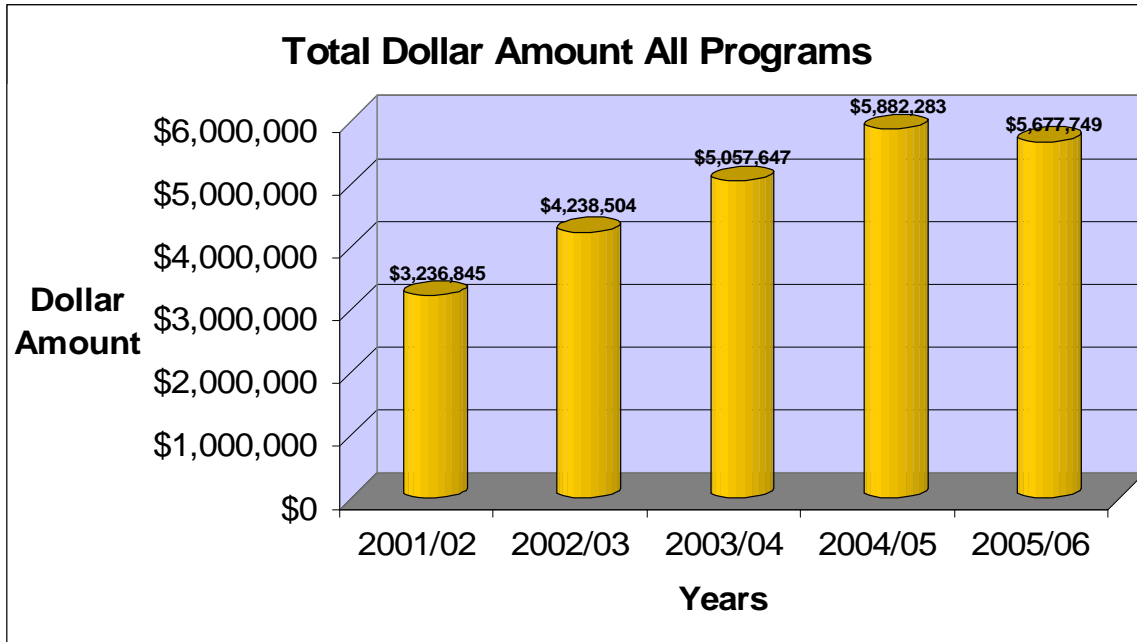
**\$5050.00 Administrative Allowance from Pell Grant**

**\$344,743.00 The State of California Board of Governors Fee Waiver Program**

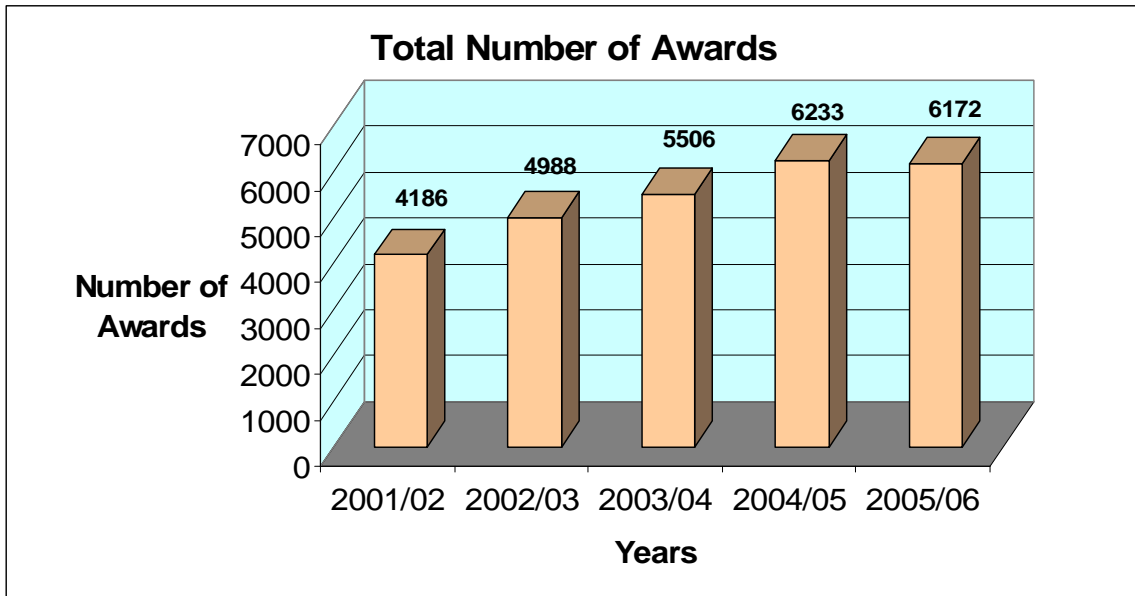
**\$393,046.00 Total**

**Students Served**

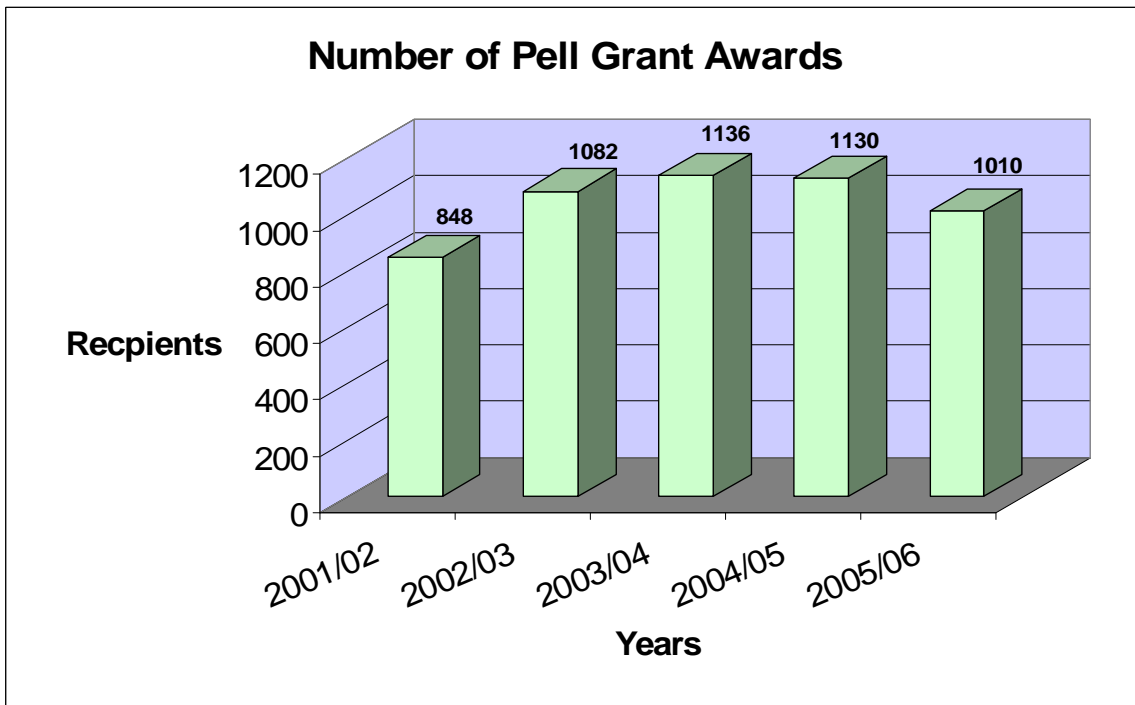
**Chart 2 - Total Amount of Awards**



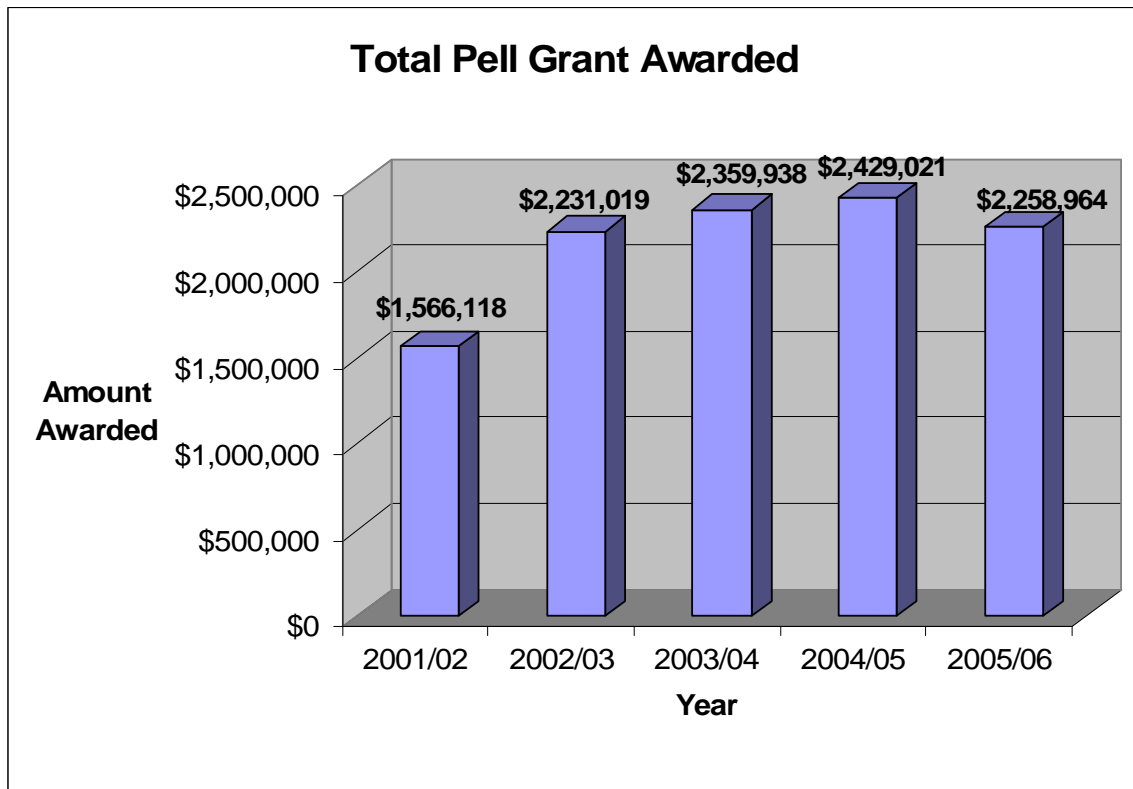
**Chart 3 - Total Dollar Amount All Programs**



**Chart 4 - Total Number of Pell Grant Awarded**



**Chart 5 - Total Amount Pell Grant**



**Chart 6 - Total Number of Cal Grant Awarded**

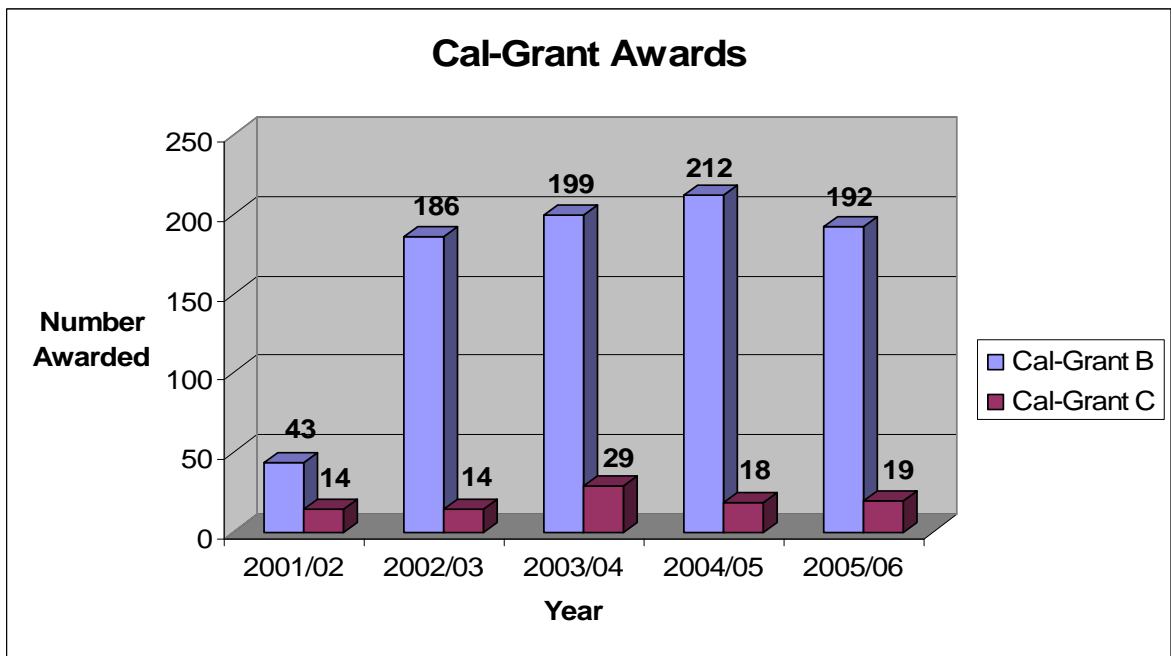


Chart 7 - Total Amount Cal Grant

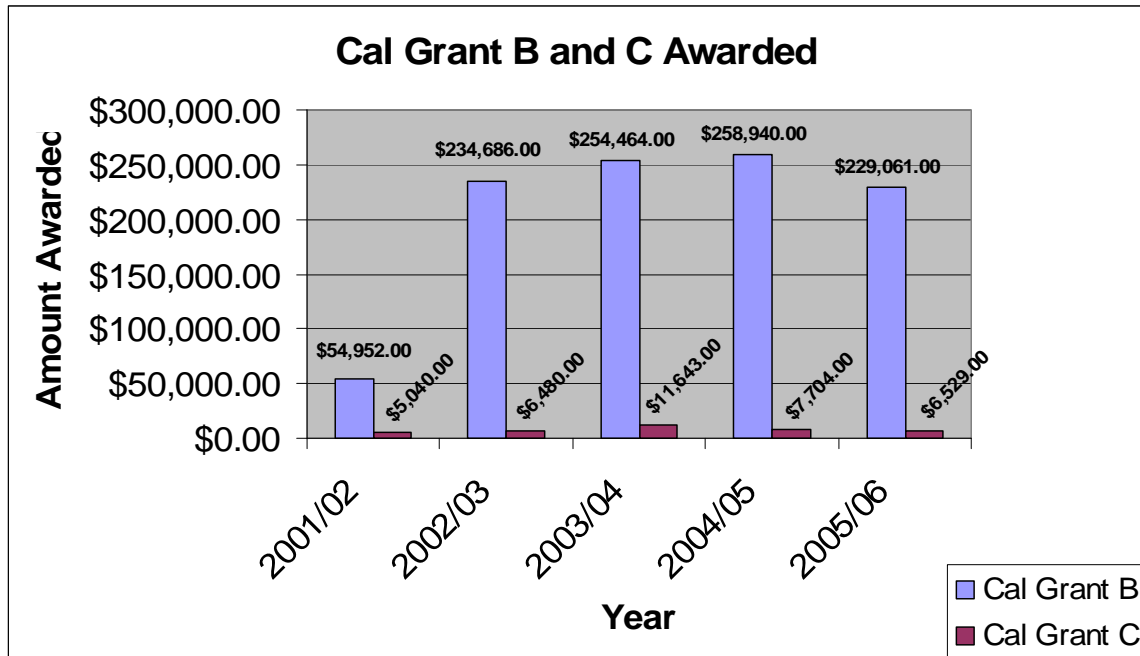


Chart 8 – Total Number of Stafford Loans Awarded

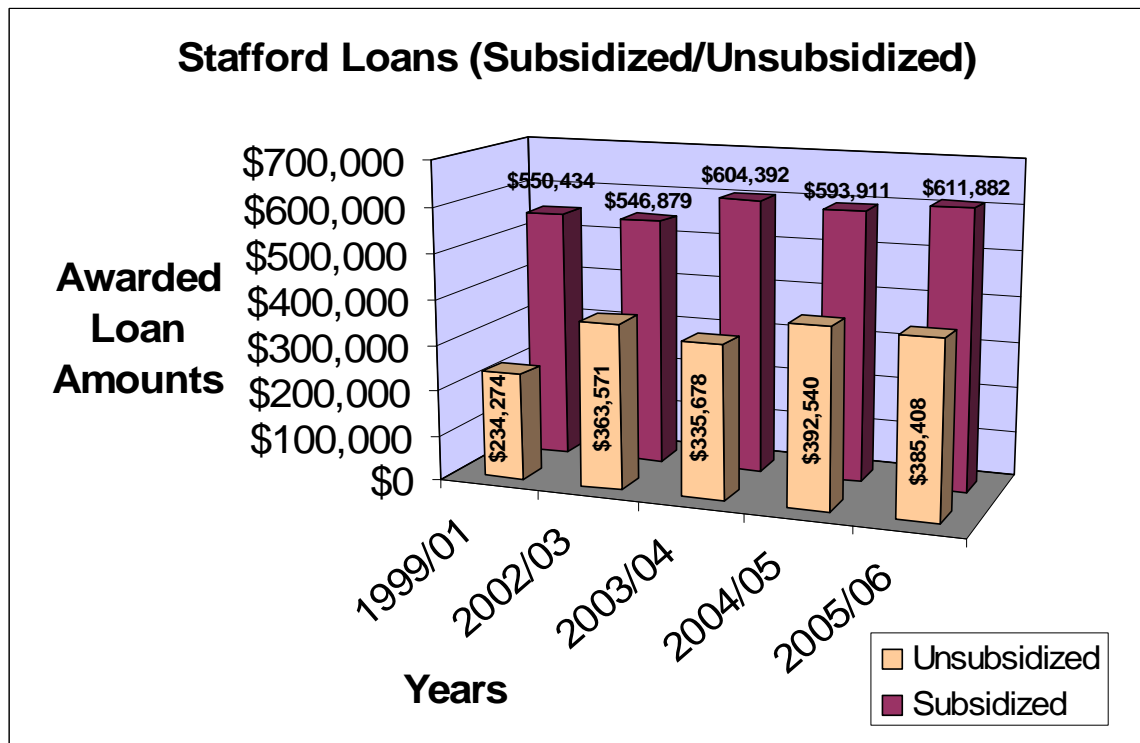


Chart 9 – Total Amount of Stafford Loans

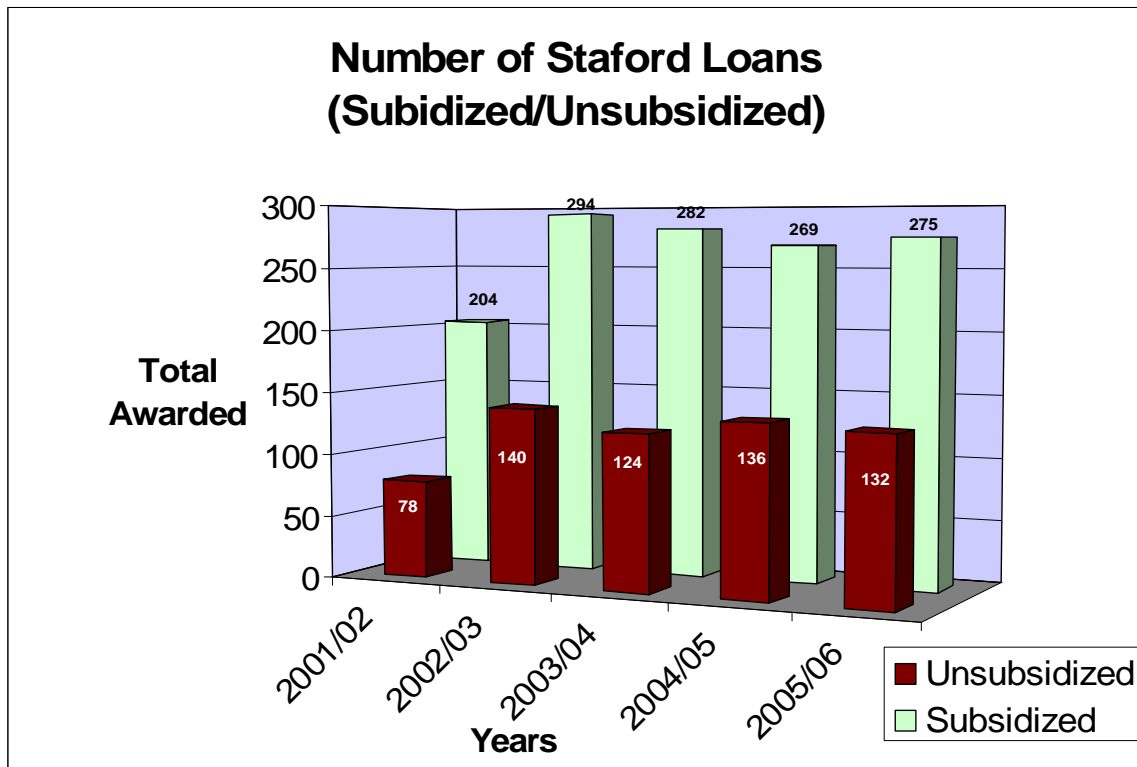
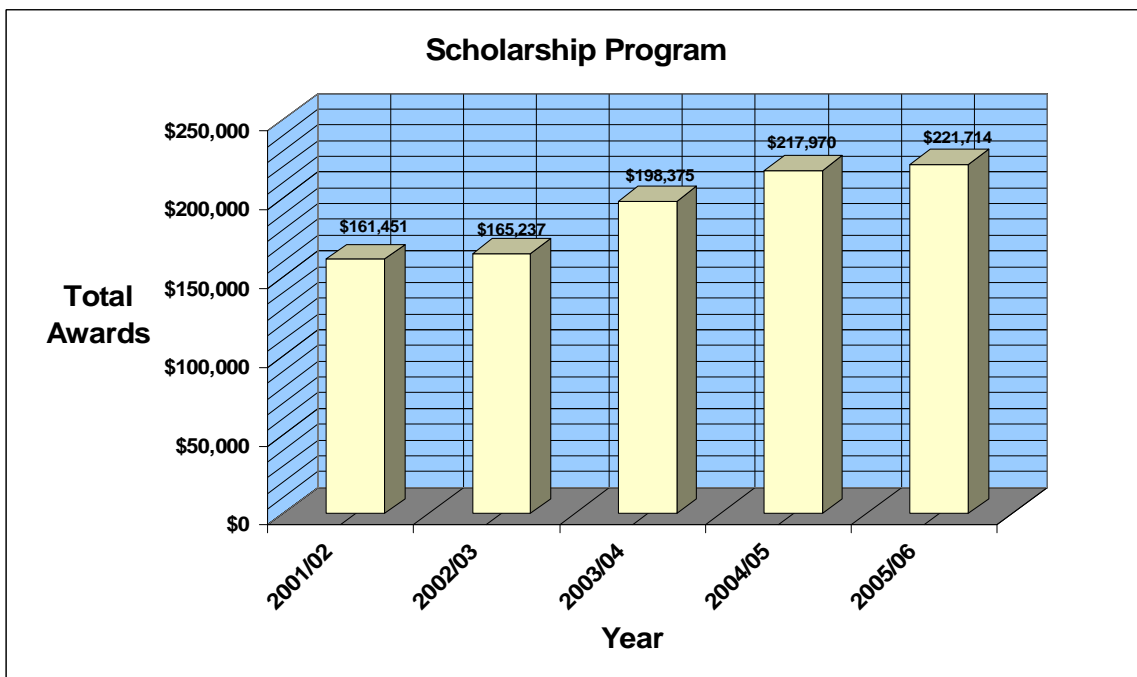
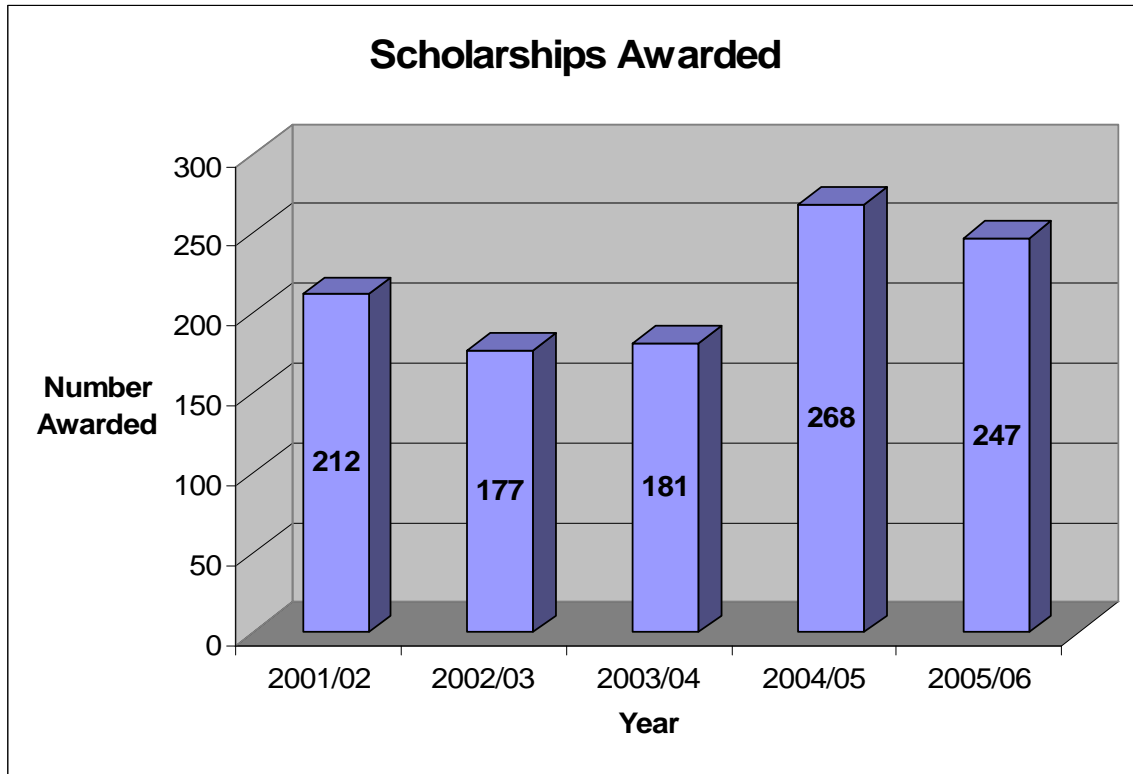


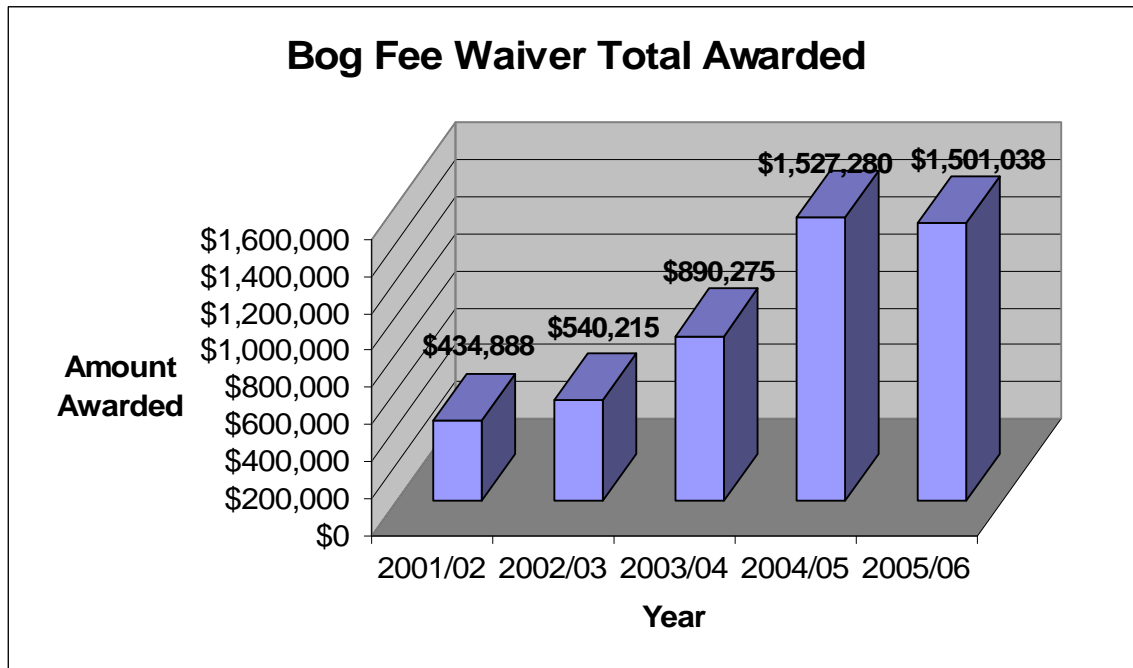
Chart 10 – Total Number of Scholarships Awarded



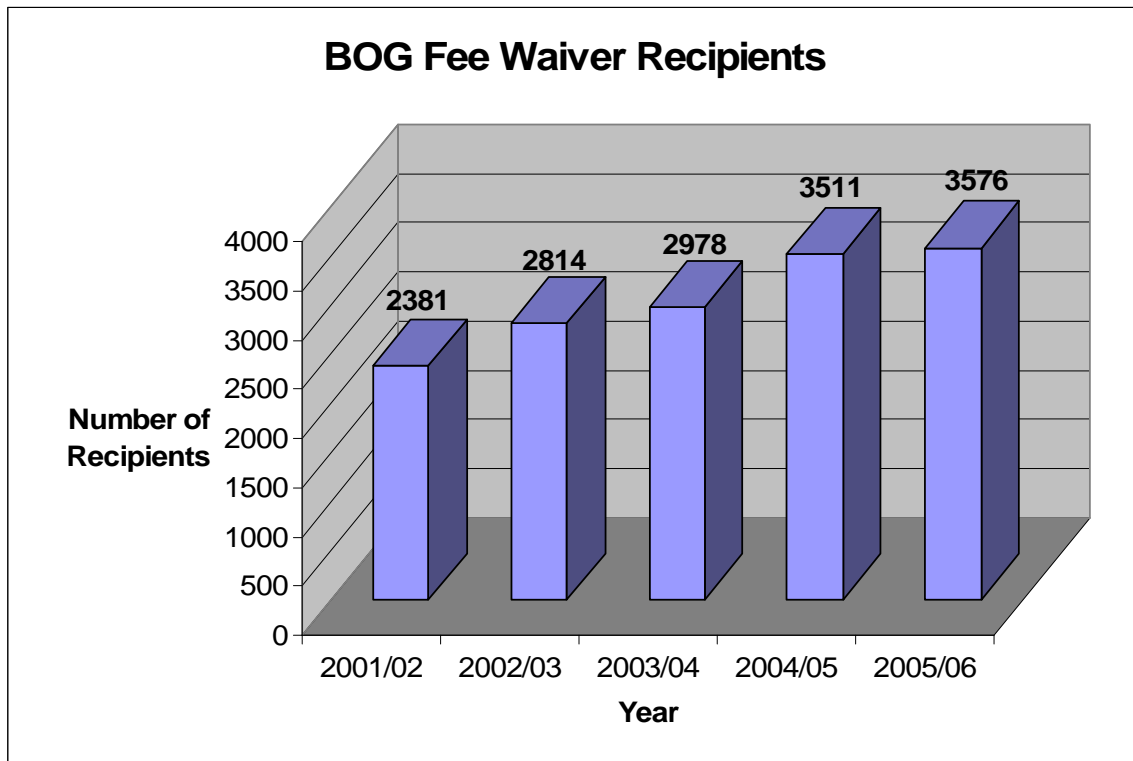
**Chart 11 – Total Amount of Scholarships**



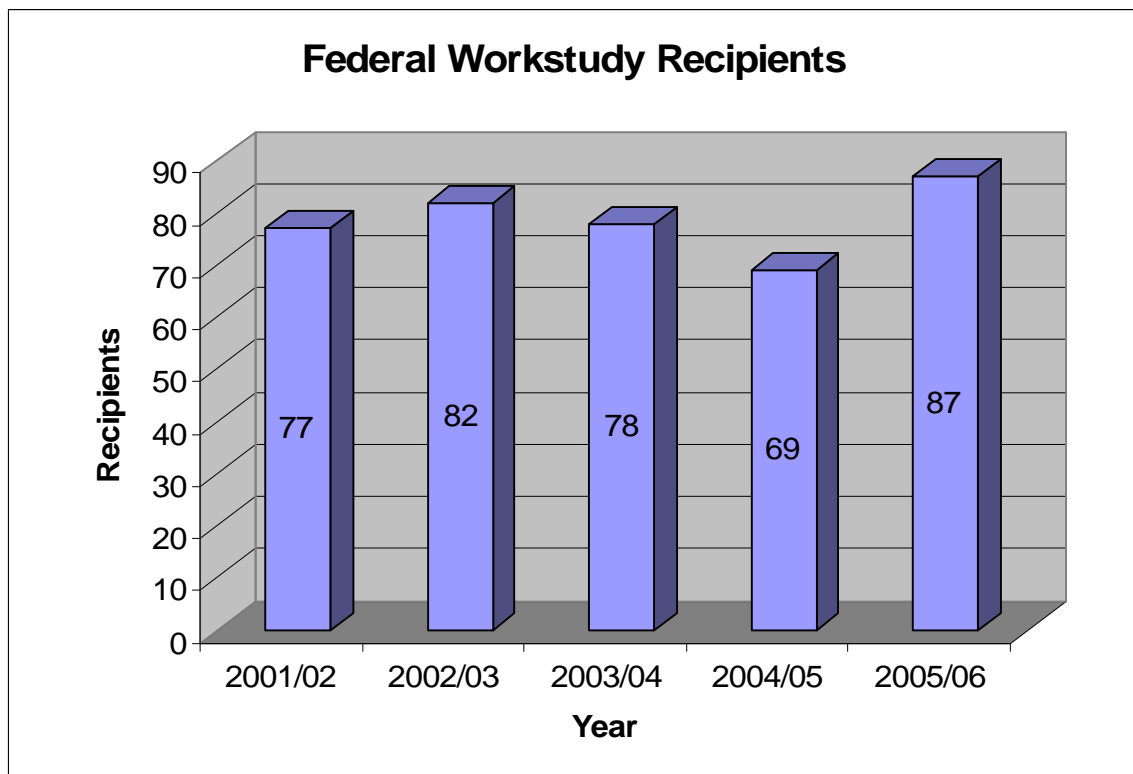
**Chart 12 – Total Number of BOG Fee Waiver Recipients**



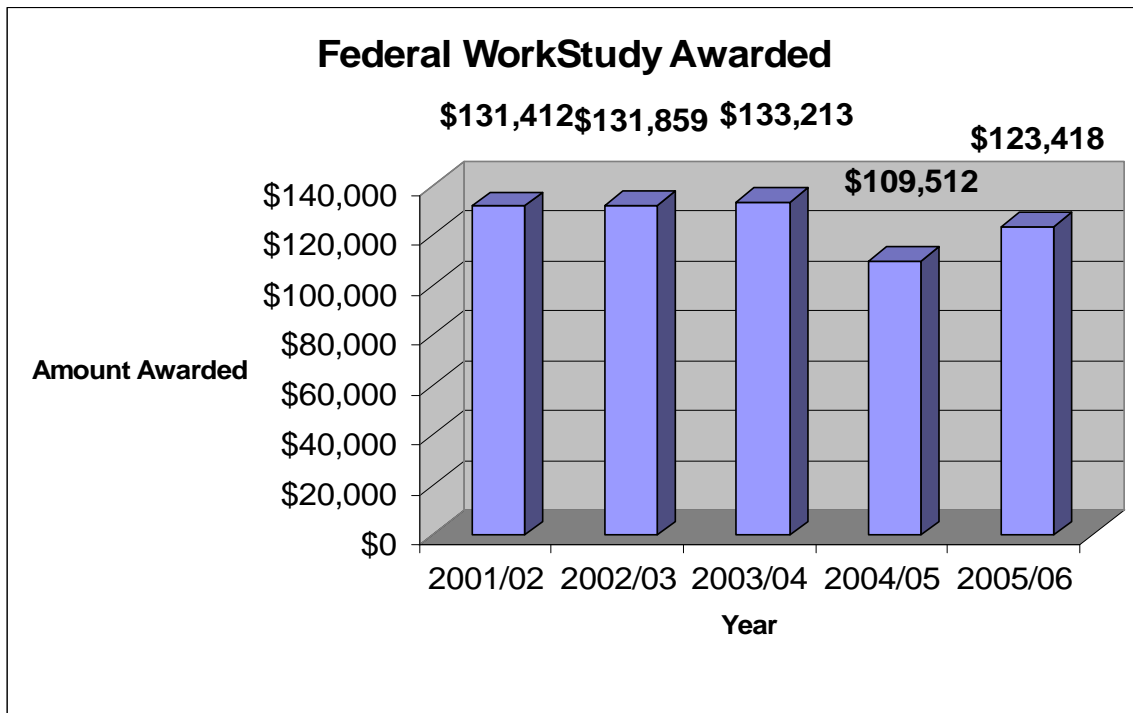
**Chart 13- Total Amount of BOG Fee Waiver**



**Chart 14 – Total Number of Federal Work Study Recipients**



**Chart 15 – Total Amount of Federal Work Study Awarded**



**E. Others**