

Financial Aid Office Program Review

2011-2012

1. Program Description

A. Description

The Financial Aid Office administers a variety of federal and state financial aid programs to assist students with their education costs at Ventura Colleges

B. Service Unit Outcomes:

1. The Financial Aid Office has implemented the use of Banner Financial Aid software and student's financial aid information is now available through their MyVCCCD account. Students will find the financial aid section of the MyVCCCD portal to be an effective tool to navigate through the financial aid process.
2. The implementation of Banner Financial Aid in conjunction with student's ability to perform online processes using the MyVCCCD portal will increase the number of students awarded aid on the first disbursement of the academic year.
3. The Financial Aid Office participates in an array of federal and state financial aid programs. Ventura College transitioned to the William D. Ford Federal Direct Loan program effective July 1, 2010. Our department assessed our student loan borrowers' satisfaction with our new student loan process.

C. College Level Student Learning Outcomes:

1. Information Competency
2. Critical Thinking and Problem Solving
3. Communication

D. Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

E. Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing

education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

F. Core Commitments

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

G. What services are provided by the program?

The financial aid office processes and determines eligibility for various types of federal and state aid:

- Board of Governors Fee Waiver (BOGW)
- Pell Grant
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work-Study (FWS)
- William D. Ford Federal Direct Loans (Subsidized, Unsubsidized) Loans
- Parent PLUS loans
- Cal Grants (B and C)
- Chafee Grant

Other services provided include:

- Outreach and Inreach financial aid education
- Hands-on FAFSA application workshops
- Loan counseling
- Individual hands-on assistance navigating the new student portal
- Online loan assistance with entrance and exit counseling, along with completion of the master promissory note.
- Assistance with Higher One services

H. What are the strengths, successes, and significant events of the program?

The strengths of the financial aid program are the numbers of students served and the dedication of the staff. Staff has been working diligently to process the ever increasing numbers of applicants.

With the implementation of Banner financial aid, a new student portal exists that gives each financial aid applicant access to information regarding his/her financial aid status, documentation requirements, award and disbursement information. However, this has required hours of staff time to educate the students on how to use the new student portal.

Also, the Ventura County Community College District has partnered with Higher One to disburse financial aid refunds directly to the student. Financial aid applicants receive a Higher One debit card, which the student activates. The student is able to select one of three delivery options: open a Higher One Account, transfer to another account, or paper check. Financial aid disbursements are automatically applied to the student's account, taking care of applicable outstanding charges, and remaining aid is sent to the student via the Higher One option the student chooses.

A financial aid computer lab has been established to facilitate access to online financial aid processes. Hands- on assistance is provided for:

- FAFSA application
- BOGW application
- Higher One card activation
- Check financial aid status
- Satisfy required documentation
- Loan counseling/Master Promissory Note assistance

I. Organizational Structure

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean: Victoria Lugo

Supervisor: Alma Rodriguez

Instructors and Staff

Name	Alma Rodriguez
Classification	Financial Aid Officer
Year Hired	1997
Years of Industry Experience	14
Degrees/Credentials	BS Organizational Management

Name	Daniel Aguilar
Classification	Financial Aid Specialist
Year Hired	2009
Year of Industry Experience	2
Degrees/Credentials	B.A. (History/Chicano Studies) M.Ed (Student Affairs)

Name	Janette Amador
Classification	Financial Aid Technician
Year Hired	2008
Years of Industry Experience	3
Degrees/Credentials	Juris Doctorate

Name	Janeen Beard
Classification	Financial Aid Specialist
Year Hired	1984
Years of Industry Experience	27
Degrees/Credentials	Associate in Arts, Liberal Studies Associate in Science, Administrative Aide

Name	Cristobal Bohorquez
Classification	Financial Aid Specialist
Year Hired	2006
Years of Industry Experience	5
Degrees/Credentials	Associate's Degree

Name	Eva Gallardo
Classification	Financial Aid Specialist
Year Hired	1996
Years of Industry Experience	15
Degrees/Credentials	None

Name	Danielle Rodriguez
Classification	Financial Aid Technician
Year Hired	2011
Years of Industry Experience	1
Degrees/Credentials	Associate in Arts Degree: Natural Sciences or Mathematics

Name	Kay Snow
Classification	Financial Aid Technician
Year Hired	2011
Years of Industry Experience	1
Degrees/Credentials	None

2. Performance Expectations

A. Service Unit Outcomes

Students utilizing this service will be able to:

1. The Financial Aid Office has implemented the use of Banner Financial Aid software and student's financial aid information is now available through their MyVCCCD account. Students will find the financial aid section of the MyVCCCD portal to be an effective tool to navigate through the financial aid process.

Performance indicator: 70% or higher will be satisfied with the ease of the services available through their MyVCCCD portal.

2. The implementation of Banner Financial Aid in conjunction with students' ability to perform online processes using the MyVCCCD portal will increase the number of students awarded aid on the first disbursement of the academic year.

Performance indicator: 30% of eligible financial aid applicants will receive their financial aid award on the first disbursement of the academic year.

3. The Financial Aid Office participates in an array of federal and state financial aid programs. Ventura College transitioned to the William D. Ford Federal Direct Loan program effective July 1,

2010. Our department will assess our student loan borrowers' satisfaction with our new student loan process.

Performance Indicator: 35% or higher will be satisfied with our Federal Direct Loan process.

B. Program Operating Outcomes (Budget, Facilities, scheduling, equipment and technology – hardware/software)

1. The Financial Aid Office serves over 12,000 students annually. It is critical that all computing hardware, software, and equipment is functional, current, and adequate to provide financial aid awards and services in a timely manner as the volume of applicants continues to grow.
2. The Financial Aid Office deals with sensitive and confidential information which requires providing privacy for students. The current set-up is not properly structured to provide this environment.
3. The Financial Aid Office has been impacted due to the implementation of Program Integrity rules. These new regulations have added increased responsibilities such as, but not limited to, monitoring students' academic progress, loan indebtedness, and verification.

3. Operating Information

A1: Budget Summary Table

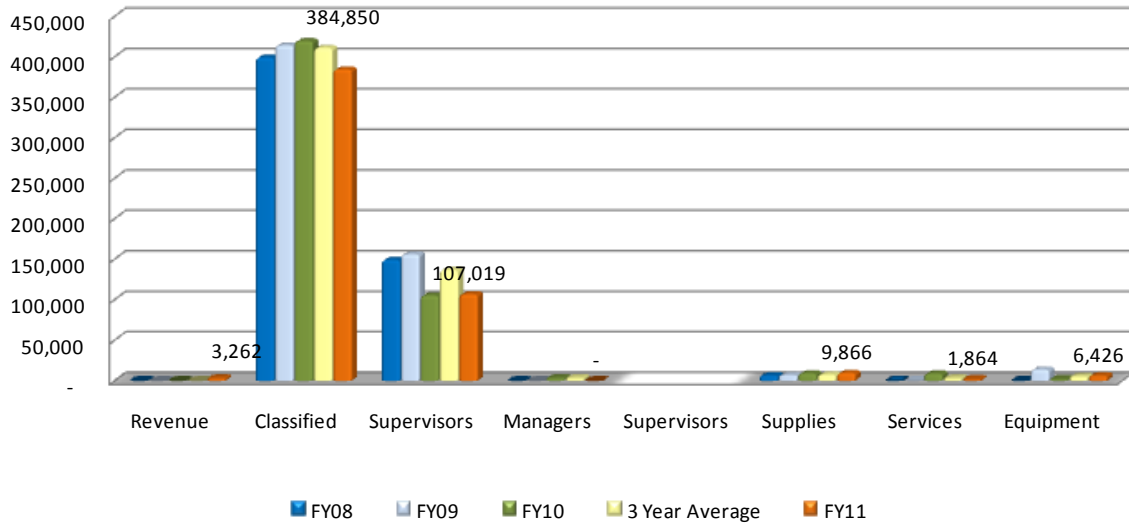
To simplify the reporting and analysis of the Banner budget detail report, the budget accounts were consolidated into nine expense categories. The personnel categories include employee payroll expenses (benefits). The "3 Year Average" was computed to provide a trend benchmark to compare the prior three year expenses to the FY11 expenses. The "FY11 College" expense percentages are included to provide a benchmark to compare the program's expenses to the overall college expenses.

Category	Title	FY08	FY09	FY10	3 Year Average	FY11	FY11 Program	FY11 College
	Revenue	-	-	-	-	3,262	100%	12%
3	Classified	399,574	414,409	419,719	411,234	384,850	-6%	-10%
5	Supervisors	149,587	156,410	105,557	137,185	107,019	-22%	-1%
6	Managers	-	-	3,567	3,567	-	-100%	10%
5	Supervisors							7%
7	Supplies	6,652	7,089	9,346	7,696	9,866	28%	-8%
8	Services	398	519	8,919	3,279	1,864	-43%	24%
9	Equipment	233	14,030	2,117	5,460	6,426	18%	-17%
	Total	556,444	592,457	549,225	566,042	513,287	-9%	0%

A2: Budget Summary Chart

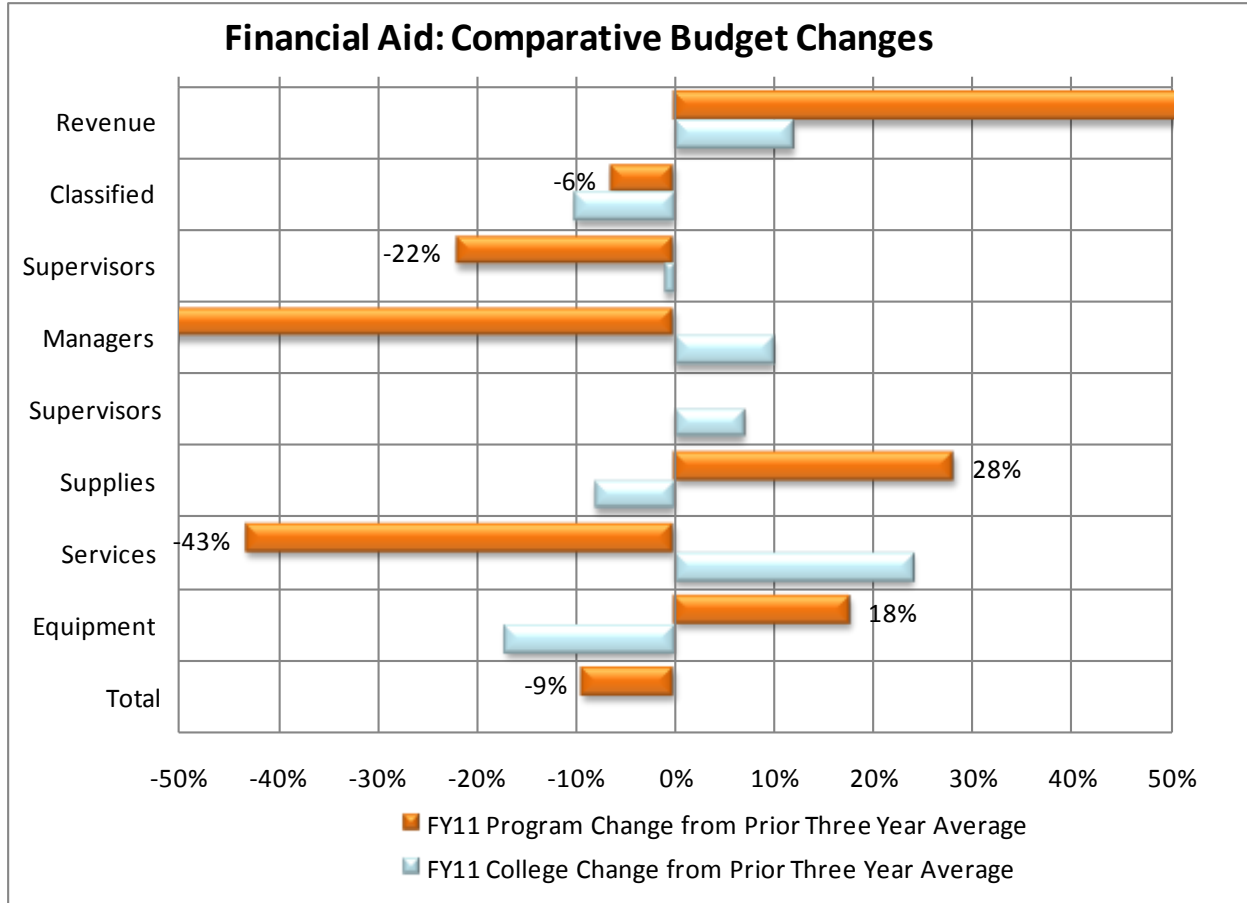
This chart illustrates the program's expense trends. The data label identifies the FY11 expenses (the last bar in each group). The second-to-last bar is the program's prior three year average.

Financial Aid: Budget Expenditure Trends



A3: Comparative Budget Changes Chart

This chart illustrates the percentage change from the prior three year average expense to the FY11 expenses. The top bar for each budget category represents the program's change in expenses and includes the data label. The second bar represents the college's change in expenses.



A4: Program Staffing

The following table shows the staffing in the FY12 budget.

Financial Aid							
Fund Org Account	Title	Name	Months	Pos%	Assign%	Total%	FTE
111310092121	Fin. Aid Spec.	VACANT	12	1.000	0.750	1.000	0.750
111310092121	Financial Aid Technician	Rodriguez, Danielle	12	1.000	0.750	1.000	0.750
111310092121	Financial Aid Spec.	Beard, Janeen E	12	1.000	0.750	1.000	0.750
111310092121	Fin. Aid Spec.	Aguilar, Daniel G.	12	1.000	0.750	1.000	0.750
111310092610	Fin. Aid Ofcr.	Rodriguez, Alma Angelic	12	1.000	1.000	1.000	1.000
						5.000	4.000

The table below, demonstrates the correct staff names and positions being funded out of our General Fund account.

Financial Aid

Fund Org Account	Title	Name	Months	Pos%	Assign%	Total%	FTE
111310092121	Financial Aid Specialist	Beard, Janeen	12	1.00	0.75	1.00	.75
111310092121	Financial Aid Technician	Rodriguez, Danielle	12	1.00	0.75%	1.00	.75
111310092121	Financial Aid Specialist	Aguilar, Daniel	12	1.00	0.75%	1.00	.75
111310092610	Financial Aid Officer	Rodriguez, Alma	12	1.00	100%	1.00	1.00

A5: Budget Detail Table

The program’s detail budget information is available in *Appendix A – Program Review Budget Report*. This report is a PDF document and is searchable. The budget information was extracted from the District’s Banner Financial System. The program budget includes all expenses associated to the program’s Banner program codes within the following funds: general fund (111), designated college equipment fund (114-35012), State supplies and equipment funds (128xx), and the technology refresh fund (445). The *Program Review Budget Report* is sorted by program (in alphabetical order) and includes the following sections: total program expenses summary; subtotal program expenses for each different program code; detail expenses by fund, organization and account; and program inventory (as posted in Banner). To simplify the report, the Banner personnel benefit accounts (3xxx) were consolidated into employee type benefit accounts (3xxx1 = FT Faculty, 3xxx2 = PT Faculty, 3xxx3 = Classified, etc.).

FOAP	Title	FY08	FY09	FY10	3 Year Average	FY11
111 31009 2121 646000	Classified Regular	253,470	266,597	257,560	222,639	121,762
111 31009 2130 646000	Classified - Vacation Payout	-	-	793	13,875	-
111 31009 2322 646000	Classified - Overtime	52	304	243	14,122	-
111 31009 2610 646000	Supervisors	101,741	107,691	62,243	72,637	67,893
111 31009 2630 646000	Supervisors -Vacation Payout	-	-	16,634	5,203	-
111 31009 2826 646000	Provisional, Ltd Term-NonPos Cntrl	-	-	18,372	-	-
111 31009 2999 646000	Budget Holding/Variance-Classified	-	-	-	-	18,000
111 31009 3XXX0 646000	Benefits Revenue	-	-	-	3,262	8,000
111 31009 3XXX3 646000	Benefits Classified	146,051	147,508	142,750	134,213	63,802
111 31009 3XXX5 646000	Benefits Supervisors	47,847	48,719	26,680	29,179	40,900
111 31009 3XXX6 646000	Benefits Managers	-	-	3,567	-	-
111 31009 4200 646000	Office Supplies and Material	279	1,936	-	3,548	2,500
111 31009 4800 646000	General Supplies & Materials	6,372	5,153	9,346	6,318	7,500
111 31009 5220 646000	Mileage Reimbursement	-	-	309	-	-
111 31009 5622 646000	Maint/Repair-Equipment	398	519	-	197	1,260
111 31009 5870 646000	Printing And Duplicating	-	-	179	-	-
111 31009 5890 646000	Other Expense & Services	-	-	8,431	815	4,000
111 31009 6250 710000	Building Improvements/Remodeling	-	-	-	851	-
111 31009 6423 646000	Equip-Non Instruc Equip \$200-\$999	233	7,367	2,117	-	1,000
111 31009 6425 646000	Equip-Non Instruc Furni \$200-\$999	-	1,165	-	6,426	-
111 31009 6453 646000	Equip-Non Instruc Equip \$1000+	-	5,497	-	-	1,500
	Total	556,443	592,456	549,224	566,041	338,117

The 3 Year Average column needs to be recalculated. It appears to be our actual FY 11 budget.

FOAP	Title	FY11
11131009 2121 646000	Classified Regular	222,639
11131009 2130 646000	Classified – Vacation Payout	13,875
11131009 2322 646000	Classified – Overtime	14,122
11131009 2610 646000	Supervisors	72,637
11131009 2630 646000	Supervisors – Vacation Payout	5,203
11131009 3235 646000	PERS – Classified	25,689
11131009 3260 646000	PERS – Supervisors	5,926
11131009 3335 646000	OASDI – Classified	16,191
11131009 3365 646000	Medicare – Classified	3,787

11131009 3368 646000	OASDI – Supervisors	3,566
11131009 3369 646000	Medicare – Supervisors	834
11131009 3426 646000	H/W- Supervisors	10,302
11131009 3435 646000	H/W- Classified	58,412
11131009 3465 646000	LCA-Classified	397
11131009 3466 646000	LCA- Supervisors	71
11131009 3494 646000	Retiree Health Liab – Classified	23,749
11131009 3495 646000	Retiree Health Liab – Supervisors	7,133
11131009 3535 646000	SUI-Classified	1,880
11131009 3560 646000	SUI – Supervisors	414
11131009 3635 646000	WC-Classified	4,107
11131009 3660 646000	WC-Supervisors	933
11131009 3999 646000	Budget Holding/Variance-Benefits	3,262
11131009 4200 646000	Office Supplies & Material	3,548
11131009 4800 646000	General Supplies & Materials	6,318
11131009 5622 646000	Maint./Repair-Equipment	197
11131009 5890 646000	Other Expense & Services	815
11131009 6250 646000	Building Improvements/Remodeling	851
11131009 6423 646000	Equip-Non-Instruc Equip \$200-\$999	0
11131009 6425 646000	Equip-Non-Instruc Furni \$200-\$999	6,426
11131009 6453 646000	Equip-Non-Instruc Equip \$1000+	0

A6: Interpretation of the Program Budget Information

The program shows that the staffing levels have decreased over the past three years which is needed to meet the demand in this very active student services support area. The staff reviews student files and determines eligibility for financial aid. Staff performs in-reach to current students and outreach to potential students by developing and presenting various workshops and providing one-on-one guidance. Equipment expenditures show a decrease from previous years funding. Equipment is a vital part of our office function as it helps to process student financial aid awards. Now with the increase use of online functions, it is imperative that the office equipment needs are met in order to provide adequate services to students. By not having the proper equipment daily operation in the office is impacted and students are negatively affected.

B1: Program Inventory Table

This chart shows the inventory (assets) as currently posted in the Banner Financial System. This inventory list is not complete and will require review by each program. Based on this review an updated inventory list will be maintained by the college. A result of developing a complete and accurate inventory list is to provide an adequate budget for equipment maintenance and replacement (total-cost-of-ownership). The college will be working on this later this fall.

Financial Aid								
Item	Vendor	Org	Fund	Purchased	Age	Price	Perm Inv #	Serial #
Intel Core 2 Duo Processor E655	Dell Computer C	31009	111	4/1/09	2	1,175	N00018780	0
Intel Core 2 Duo Processor E655	Dell Computer C	31009	111	4/1/09	2	1,175	N00018779	0
Intel Core 2 Duo Processor E655	Dell Computer C	31009	111	4/1/09	2	1,175	N00018778	0
Panels and connectors required	Anacapa Office	31009	111	11/13/08	3	1,925	N00003942	0
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018229	6ZR8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018228	4ZR8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018227	60S8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018226	FZR8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018225	10S8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018224	30S8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018223	5MV8WC1
Dell Optiplex 745 Desktop PC, S	Dell Computer C	31009	111	5/20/07	4	1,117	N00018222	JZR8WC1
Dell Optiplex 745 Desktop PC, D	Dell Computer C	31009	111	5/20/07	4	1,239	N00018221	6MV8WC1
Dell Optiplex 745 Desktop PC, D	Dell Computer C	31009	111	5/20/07	4	1,239	N00018220	DZR8WC1
						16,864		

B2: Interpretation of the Inventory Information

The equipment list provided by Banner is incomplete and does not accurately reflect the program’s holdings. An inventory is underway to provide an accurate equipment list.

C1: Service Data:

a) *What populations are served by the program?*

The Financial Aid Office serves students, parents, and the community in general regardless of need and regardless of where the student plans to attend. Potential students complete a FAFSA to have financial need determined. In addition, California residents not wishing to complete a FAFSA may submit a Board of Governor's Fee Waiver (available to California residents who meet eligibility).

b) *How many students, classes, etc. have been served by the program over the last two years (per semester)?*

The following chart shows the number of students who received federal and/or state financial aid awards for the academic periods of 2009-2010 and 2010-2011.

Program	2009-2010		2010-2011	
	# of Awards	Funding	# of Awards	Funding
BOGW	9298	\$3,497,245	10,377	\$3,784,378
Pell Grant	3198	\$10,865,104	3830	\$13,039,953
Federal Work-Study	145	\$303,640	87	\$247,903
FSEOG	600	\$297,600	535	\$286,085
ACG	79	\$54,923	20	\$18,305
Cal Grant B & C	562	\$670,467	532	\$653,717
EOPS	293	\$62,036	255	\$67,486
Care	35	\$31,985	29	\$26,532
Chafee	5	\$22,500	5	\$22,500
Loans	934	\$3,565,661	969	\$3,726,225
Totals	15,149	\$19,371,161	16,639	\$21,879,084

c) *What other operational data is pertinent to your program?*

The economic downturn in California is not expected to improve significantly in the foreseeable future. The upcoming years will most likely continue to see increased need for financial aid. At the same time, the colleges are experiencing devastating budget cuts and reductions to staff. The staffing structure has been modified and is currently comprised of 8 FTE positions, leaving the office understaffed by 1 FTE position. Since financial aid is core to student services, any cuts to financial aid should be avoided to the extent possible

C2: Times of Operation (per semester/summer):

Fall and Spring Semesters:

Monday, Wednesday, Thursday 8:30 a.m. – 3:30 p.m.

Tuesday 8:30 a.m. – 7:00 p.m.

Friday Closed

Summer:

Monday, Wednesday, Thursday 8:30 a.m. – 3:30 p.m.

Tuesday 8:30 a.m. – 6:00 p.m.

Friday Closed

4. Performance Assessment

A. Service Unit Outcomes

Service Unit Outcome	Performance Indicators
<p>1. The Financial Aid Office has implemented the use of Banner Financial Aid software and student's financial aid information is now available through their MyVCCCD account. Students will find the financial aid section of the MyVCCCD portal to be an effective tool to navigate through the financial aid process.</p>	<p>70% or higher will be satisfied with the ease of the services available through their MyVCCCD portal.</p>
Operating Information	
<p>The Financial Aid Office has implemented the use of Banner Financial Aid software and student's financial aid information is now available through their MyVCCCD account.</p>	
Analysis – Assessment	
<p>The Financial Aid Office conducted a survey, using Monkey Survey, utilizing laptops and IPADS during the Club and Student Services fair on September 7, 2011. 221 students were surveyed to gauge their level of satisfaction with the new student portal.</p> <ul style="list-style-type: none"> • 74.7% were either satisfied or very satisfied with the process of tracking their financial aid using the student portal. • 19.9% were neutral and 5.5% were either dissatisfied or very dissatisfied. • 63.3% of students surveyed indicated they needed to log in 3 or more times in order to satisfy financial aid requirements. • 70.4% of students surveyed indicated they required assistance by financial aid staff; 28.2% of these students were assisted in our newly opened Financial Aid Computer Lab. • 32.2% of student surveyed indicated they do not have computers or internet access at home. <p>Students found the financial aid section of the MyVCCCD portal to be an effective tool to navigate through the financial aid process.</p>	

Service Unit Outcome	Performance Indicators
<p>2. The implementation of Banner Financial Aid in conjunction with students' ability to perform online processes using the MyVCCCD portal will increase the number of students awarded aid on the first disbursement of the academic year.</p>	<p>30% of eligible financial aid applicants will receive their financial aid award on the first disbursement of the academic year.</p>

Operating Information			
Students are awarded and disbursed financial aid in date-order based on students completing their financial aid requirements.			
Analysis – Assessment			
First Disbursement Comparison for Ventura College			
	2011-2012 First Disbursement	2010-2011 First Disbursement	% of Increase
PELL	\$2,307,363	\$887,759	159.9%
FSEOG	\$143,400	\$47,250	203.5%
Loans*	\$405,296	\$230,792	75.6%
Total	\$2,856,059	\$1,169,776	144.2%
*Loans 2010 - 2011 include 1st and 2nd Disbursement due to check procedures note: Actual 2011-2012 as of 8/15/2011			
The implementation of Banner enabled the Financial Aid Office to better serve students and award aid in a timely manner.			

Service Unit Outcome	Performance Indicators
3. The Financial Aid Office participates in an array of federal and state financial aid programs. Ventura College transitioned to the William D. Ford Federal Direct Loan program effective July 1, 2010. Our department will assess our student loan borrowers' satisfaction with our new student loan process.	35% or higher will be satisfied with our Federal Direct Loan process.
Operating Information	
Department of Education eliminated the FFEL Program, requiring schools who wanted to participate in the loan program to transition to the William D. Ford Federal Direct Loan Program. This resulted in changes to loan processing.	
Analysis – Assessment	
The Financial Aid Office conducted a Direct Loan survey, using Monkey Survey. We emailed the survey to 374 loan recipients. 132 students responded.	
<ul style="list-style-type: none"> • 81% were either satisfied or very satisfied with the new loan process. • 74% believed it would be beneficial if the Financial Aid Office could provide courses in financial literacy, such as debt management, credit counseling, and budgeting workshops. 	
Participating in the loan program requires that the Financial Aid Office educate students in financial literacy, which helps lower the college's yearly Cohort Default Rate calculated by the Department of Education. Our most recent 2-year default rate is 12.9%.	

B. Operating Goals

Operating Goal	Performance Indicators
<p>1. The Financial Aid Office serves over 12,000 students annually. It is critical that all computing hardware, software, and equipment is functional, current, and adequate to provide financial aid awards and services in a timely manner as the volume of applicants continues to grow.</p>	<p>All staff members must have functional equipment and our computer lab must be adequately set-up to meet student needs.</p>
Operating Information	
<p>Printers have been ordered for all staff members; computers and a projector have been purchased for the computer lab.</p>	
Analysis – Assessment	
<p>Computers need to be installed in the computer lab; projector needs to be set up in the lab. Due to the high volume of faxes and documents that need to be copied, the department needs a new copier/printer/scanner/fax. FATV has been purchased to assist with the dissemination of financial aid information, but the purchase of a large screen TV is essential for providing this service.</p>	

Operating Goal	Performance Indicators
<p>2. The Financial Aid Office deals with sensitive and confidential information which requires providing privacy for students. The current set-up is not properly structured to provide this environment.</p>	<p>All information disclosed within the Financial Aid Office needs to be kept confidential due to FERPA regulations.</p>
Operating Information	
<p>The Financial Aid Office currently does not have a functioning lobby set up and lacks privacy for students. The Financial Aid Technicians are the initial point of contact for students and require a work-station designed for privacy.</p>	
Analysis – Assessment	
<p>The District Administration Center purchasing specialist has provided a work-station plan, designed to provide privacy for students. The lobby needs to be redesigned to include a self-service check-in area for students.</p>	

Operating Goal	Performance Indicators
<p>3. The Financial Aid Office has been impacted due to the implementation of Program Integrity rules. These new regulations have added increased responsibilities such as, but not limited to, monitoring students' academic progress, loan indebtedness, and verification.</p>	<p>The Financial Aid Office must be adequately staffed in order to be in compliance with federal and state regulations.</p>
Operating Information	
<p>The Financial Aid Office is currently staffed with 1 Financial Aid Officer, 4 Financial Aid Specialists, and 3 Financial Aid Technicians. To date, 7,200 students have applied for financial aid for 2011-12 and are currently enrolled. Currently, each Specialist's caseload is approximately 1800, which will continue to grow during the school year.</p>	
Analysis – Assessment	
<p>In order to provide timely processing of student financial aid awards, the Financial Aid Office required a total over 916 overtime hours and 1506 hours of provisional Financial Aid Technician assistance. The department has a need to hire an additional Financial Aid Specialist, bringing us back to our original 9 FTE positions and reducing the need for longer working hours.</p>	

5. Findings

Finding 1: Based on our survey, 66.2% of students required the assistance of a financial aid staff member or our computer lab in order to satisfy their online financial aid requirements. (SUO #1)

Finding 2: Based on our survey, 74% of our students believed it would be beneficial for the Financial Aid Office to provide courses in financial literac such as debt management, credit counseling, and budgeting workshops. (SUO #3)

Finding 3: The Financial Aid Office experienced a 144.2% overall increase in students awarded and disbursed on the 1st financial aid disbursement. (SUO #2 and OG #3)

Finding 4: The Financial Aid Office needs to be restructured to provide privacy to students in compliance with FERPA regulations. (OG #2)

6. Initiatives

Initiative: Hire a Financial Aid Specialist

Initiative ID: FA 01

Link to Finding #1, 2, and 3: In order to stay in compliance with federal and state regulations, reduce student caseload that each staff member must carry, and reduce the amount of overtime hours by staff, our initiative requires the hiring of an additional Financial Aid Specialist.

Benefits: The Financial Aid Office is currently providing financial assistance to over 53% of the Ventura College student Population. Financial aid is essential component of student success and helps ensure the completion of student education goals.

Request for Resources:

1. Financial Aid Specialist (\$45,300 + benefits)

Funding Sources:

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	X

Initiative : Restructure of the Financial Aid Office building

Initiative ID: FA02

Link to Finding #4: Financial Aid Office needs to be restructured to provide privacy to students in compliance with FERPA regulations.

Benefits: Students will be able to disclose private information and the confidentiality of their information will be protected.

Request for Resources:

1. Redesign and purchase of new work-stations for Financial Aid Technicians. (\$21,213)
2. Purchase of ergonomic chairs for all staff members. (\$5,797 + tax & shipping)
3. Redesign lobby/student check-in area.

Funding Sources:

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	2
Requires college facilities funds	3
Requires other resources (grants, etc.)	1

Initiative: Purchase a large-screen TV

Initiative ID: FA 03

Link to Finding #2: Provide additional financial literacy.

Benefits: The Financial Aid Office will be able to provide additional financial literacy to student via FATV.

Request for Resources:

1. Large-screen TV (\$2,500)

Funding Sources:

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	X

6A: Initiatives Priority Spreadsheet **Enter your initiatives onto the spreadsheet.**

The following blank tables represent Excel spreadsheets and will be substituted with a copy of the completed Excel spreadsheets. The program’s initiatives will be entered into the Excel spreadsheets by resource category and consolidated into division and college-wide spreadsheets.

Personnel –Faculty Requests

Personnel – Other Requests

Personnel - Other	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	New General Funds	Other
1												
2												
3												
4												
5												

Computer Equipment and Software

Equipment - Computer Related	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	Technology Fund	Other
1												
2												
3												
4												
5												

Other Equipment Requests

Equipment	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	Equipment Fund	Other
1												
2												
3												
4												
5												

Facilities Requests

Facilities	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	Facilities Fund	Other
1												
2												
3												
4												
5												

Other Resource Requests

Other Resources	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1												
2												
3												
4												
5												

6B: Program Level Initiative Prioritization

All initiatives will first be prioritized by the program staff. If the initiative can be completed by the program staff and requires no new resources, then the initiative should be given a priority 0 (multiple priority 0 initiatives are allowed). All other initiatives should be given a priority number starting with 1 (only one 1, one 2, etc.).

6C: Division Level Initiative Prioritization

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives (excluding the '0' program priorities) will then be prioritized using the following priority levels:

R: Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

H: High – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

M: Medium – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

L: Low – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

6D: Committee Level Initiative Prioritization

The division’s spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the following priority levels.

R: Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

H: High – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

M: Medium – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

L: Low – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

6E: College Level Initiative Prioritization

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the following priority levels.

R: Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

H: High – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

M: Medium – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

L: Low – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

7A: Appeals:

After the service unit review process is complete, your unit has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the form that explains and supports your position. The appeal will be handled at the next higher level of the review process.

7B: Process Assessment

In this first year of service unit review using the new format, units will be establishing performance indicators (goals) for analysis next year. Review will take place annually, but until units have been through an entire annual cycle, they cannot completely assess the process. However, your input is very important to us as we strive to improve, and your initial comments on this new process are encouraged.