



Office of the President

June 27, 2024

Alma Rodriguez
Financial Aid Office

Dear Alma,

Thank you for all the work you put into completing your comprehensive program review. It has been reviewed by the College Planning Committee and the Executive Team. The College Planning Committee feedback is attached. Below, you will find comments, commendations, and recommendations from the Executive Team. These are provided for incorporation into your annual program planning processes. Typically, recommendations require planning improvements that will be implemented over time. Thus, in your subsequent annual mini-reviews, you'll want to provide updates on progress made towards addressing these recommendations.

Comments:

- Ventura College's Career financial aid department provides aid to approximately 60% of students at the college.
- The Financial Aid Department met both of their Service Unit Outcomes, with 96.7% of respondents feeling that the Financial Aid Office helped them connect to Ventura College, and 99% of respondents being satisfied with their Financial Aid experience.
- The Financial Aid Department hosts numerous outreach events to ensure current and prospective students are aware of the services that financial aid offers and are able to have assistance with the sometimes complicated application process.

Commendations:

1. The Financial Aid Department has overcome the challenges posed by the pandemic, and numerous staff being out on leave to continue serving students at a high level.
2. The Department offers all services in both English and Spanish, ensuring all students have equitable access to financial aid.
3. The financial aid team should be commended for their dedication to helping our students, as many of the outreach events are held either in the evening, or on weekends. While this ensures that the events are accessible to our community, I recognize the sacrifice that the team makes to make this possible.
4. The increase in financial aid fraud activity that has occurred over the past few years has added new challenges to the department, and the department has navigated this challenge well.

Ventura College will be a beacon of learning — a source of inspiration and guidance — for our students and community.

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Recommendations:

1. Continue to collaborate and strategize with Marketing and Outreach to develop a strategic communication plan for Financial Aid.
2. Fill the Assistant Financial Aid Officer position and develop a plan on how to best utilize this new resource.

CPC's overall recommendation is to strengthen the program, to which I concur. Thank you again for your dedicated work in improving outcomes for our students.

Sincerely,

Kimberly Hoffmans

Kimberly Hoffmans, R.N., Ed.D.

President

Ventura College

Cc: James Zavas, Vice President of Business and Administrative Services

Default Report

CPC Program Review Feedback Form - Financial Aid

April 16, 2024 11:29 AM PDT

Q2 - What is this program doing well?

What is this program doing well?

servicing the number of students while understaffed, bringing more than \$30M in financial aid to our students and college.

Fin Aid Rocks!!!

Serving Students, hosting info sessions and attending events to promote services

Serving a large number of students.

Serving over 57% of the population. More than half of students receive some form of financial aid. Small but mighty department. So much of the work is done manually and so many program criteria and checkpoints every step of the way and requires a lot of hands on work. Flux of the department (so many babies!) has individuals rising up and persevering in meeting the needs of students. Those infants could fill a classroom at the CDC. Had 71 outreach opportunities

Outreach to students especially at high schools.

Q3 - What could this program improve upon?

What could this program improve upon?

speed of processing of student workers and other financial aid opportunities, figuring out LAEP and how to make the best use of this opportunity

Get them more space and staff.

They need more staff resources/support! They are doing so much with so little, we need to expand their resources.

Increased support by hiring an assistant financial aid officer.

More financial literacy programs for students to be able to access. Working on where they can partner with other groups that are already connected to students (ex. counseling V01 classes). LAEP - getting this program off the ground to potentially could add to student employment on campus.

Add more staffing to help students. Financial aid can be the key decision making for students to attend our college.

Q6 - How well do the program's objectives align with the VC Educational Master Plan?

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aligns

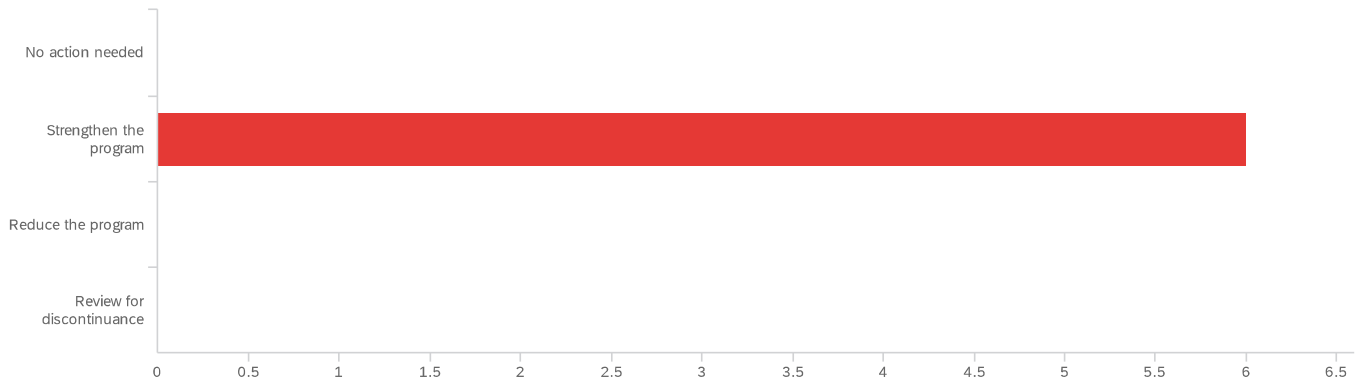
Aligned

Very Well

Very well! Financial Aid increases success as they are able to provide financial support to students and reduce their need to work instead of attend college.

Goal 1: Increase the success of our students while closing equity gaps Goal 2: Increase our community's access to transfer, workforce preparation, and basic skills education Goal 5: Effectively manage campus resources to meet student and community needs Three major areas of the Ed Master Plan that I noticed that were directly connected to financial aid from what Alma presented and was very much in alignment with each of these goals in particular.

Q8 - I recommend the following course of action for this program:



#	Field	Choice Count
1	No action needed	0.00% 0
2	Strengthen the program	100.00% 6
3	Reduce the program	0.00% 0
4	Review for discontinuance	0.00% 0

6

Showing rows 1 - 5 of 5

End of Report