

Program Review Comprehensive Report



Program Review - Student Services: Student Financial Services

Area Overview

2017 - 2018

Mission: The Student Financial Services Department of Norco College is committed to providing financial assistance to a diversified student population to help students in attaining their educational and professional goals. Student Financial Services student-centered employees provide professional knowledge and personalized service to ensure that lack of funds is not a barrier to students in pursuit of their educational objectives (2015).

Philosophy Statement: The Norco Student Financial Services Department dedicates to providing quality customer service and financial assistance to all students in need of financial resources in support of achieving their educational goals.

Summary: • Promoted the new Board of Governors Fee Waiver (BOGW) changes by providing an information booth during college hour and created customized Norco College brochures.

- Implemented a Board of Governors Fee Waiver (BOGW) appeal process to reinstate approved students who are ineligible for BOGW.
- Utilized Prep-Talk online FAFSA, DREAM act, and Scholarship workshops to maximize outreach efforts to students.
- Promoted "Not too late to complete FAFSA and DREAM Act" through our Annual Financial Aid Awareness event which has been successful.
- Maintained compliance with federal, state and institutional regulations in providing consumer information, processing, awarding, and disbursing aid to eligible students.
- Assisted students with completing the FAFSA and DREAM Act applications and other documents to ensure a timely disbursement of funds to students with workshops and open labs.
- Added a new workstation for new position of officer for confidentiality and compliance.
- Processed and awarded all financial aid applicants according to the Federal and State guidelines.
- Disbursed funds accordingly to eligible students, which includes the following programs: PELL, SEOG, Cal Grant, Full-time Student Success Grant, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans.
- Facilitated the process of awarding financial aid to students transferring from Norco to Riverside City College or Moreno Valley College.
- Provided deferments for non-resident students to ensure students remain enrolled in classes while waiting for financial aid funds.
- Collaborated with other departments and student support services to coordinate resources and assist students to become successful.
- Designated a "DREAM Liaison" in the Student Financial Services office to assist and coordinate resources for Norco College's DREAMERS and created a DREAMER Brochure to provide additional resources to student.
- Created FAFSA, DREAM Act, and BankMobile posters to display on campus and provide information to students. FAFSA and DREAM Act banners were prominently displayed on campus.

Strengths: • The Academic Works Scholarship software has enhanced the external and internal scholarship application process and the submission of recommendation letters. As a result, scholarship applicant numbers have increased.

- Services offered by Student Financial Services department enhance and encourage student recruitment and retention, and support the goals for student success. The department offers open lab hours to assist students with completing the FAFSA

and DREAM Act applications.

- Student Financial Services staff conducted “Cash for College” workshops at local high schools to assist with FAFSA and DREAM Act applications and presentations for the local community.
- Student Financial Services staff participates in professional development, and training to remain current with changing Federal and State regulations and attend both Federal and State training opportunities.
- Financial Aid Programs maintain compliance with Federal Aid Regulations and funds are disbursed accordingly within 7 days of the start of the fall and spring semester to eligible students.
- A bi-lingual and multicultural Student Financial Services staff provides quality services to meet the financial needs of a diverse student population. Qualified trained staff presents to special student populations such as Veterans, Foster Youth, Disability Resource Center, Career and Technical, Student Activities, Summer Advantage, and Extended Opportunities Programs and Services. Staff has also provided financial aid information to High School students during visitations and to students enrolled in English as Second Language (ESL) courses.
- The Student Financial Services team awards approximately \$28 million in financial aid packages to a diverse student population including: Pell, BOGW, FSEOG, Cal Grants, Full-time Student Success Grant, Federal Work Study, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans in a timely manner.
- Increased efficiency in Student Financial Services with the hiring of a Student Financial Services Officer to facilitate and disburse funding in a timely matter to students.

Students Served: During the 2016-2017 academic year, Norco College served over 13,340 students, providing daytime, evening, and online course offerings. Norco College also serves a diverse student population. The Student Financial Services staff served students at the front counter and provided assistance with completion of documents, FAFSA and DREAM Act applications, general questions, disbursement concerns, and Satisfactory Academic Progress Appeals.

The number of student contacts in the Student Financial Services department from July 1, 2016 through June 13, 2017 was 13,340.

This number does not include phone contacts, email requests and faxed documents from students.)

Additional students served by the SFS informational booth and workshops providing FAFSA/DREAM ACT and other information:

Count of Students	
BOGW Updates Booth	179
Online workshop Prep Talk/ Workshops	831
Financial Aid Awareness Day	165
Totals	1,175

Attachments:

[2014-17_STUDENT_SERVICES_STUDENT_FINANCIAL_SVCS_ResourceRequests.xlsx](#)

SLO/SAO: FAFSA and CA DREAM Act Application Timeline Awareness

As a result of students attending the FAFSA/CA Dream Act Application workshop, they will learn the new application timelines.

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 03/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - A pre-test and post-test will be completed by students to assess their knowledge of the new FAFSA and DREAM timeline. (Active)

Criteria: 90% of students who attend the workshop will demonstrate their knowledge of the new FAFSA/Dream application timeline by scoring 75% or higher on post -test.

Notes: Objective is to: Increase students' knowledge of the new FAFSA and DREAM Act application timeline.

Findings/Analysis

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Reporting Period: 2017 - 2018

03/16/2018

Conclusion: Criteria Met

Goal was met. Post-tests revealed 97% of students scored correctly and understood the new FAFSA/ DREAM act application timeline.

Data reported is from : Fall, Spring

Attachments:

[Student Financial Services_SLO1 Tables & Charts_2017-2018.docx](#)

Improvement Recommendations

Improvement Recommendation: The FAFSA and DREAM Act presentations will continue to increase student's knowledge of the FAFSA and DREAM Act application timeline. (03/16/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

2a. Provide support and encouragement through innovative approach to learning

SLO/SAO: BOGW changes and New Eligibility Awareness

As a result of receiving information of the BOGW changes, students will learn how the new changes affect their BOGW eligibility.

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 03/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - A pre-test and post-test will be completed by students to assess their knowledge of the new BOG waiver changes. (Active)

Criteria: 90% of students who are provided the information of the BOGW changes will learn the new standards and new BOGW eligibility by scoring 75% or higher on post-test.

Notes: Objective is to: Increase students' knowledge of the BOGW changes and how the changes affect their BOGW eligibility.

Findings/Analysis

Reporting Period: 2017 - 2018

03/16/2018

Conclusion: Criteria Met

Goal was met. Post-test revealed 94% of students increased their knowledge of the new BOG Fee Waiver standards and changes that affect their eligibility.

Data reported is from : Fall, Spring

Attachments:

[Student Financial Services_SLO2 Tables & Charts_2017-2018.docx](#)

Improvement Recommendations

Program Review - Student Services: Student Financial Services

Improvement Recommendation: Providing BOGW information will continue so new and continuing students may learn how the BOGW changes affect their eligibility. (03/16/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

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SLO/SAO: Student Loan Default Management

As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Management services, the number of students defaulting on their student loans will decrease.

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 03/16/2018

SLO/SAO Type: SAO – General

Assessment Measures

Indirect - Data from North Star Management reports will be utilized to review the number of delinquent student Loans returned to good status. Compare the school's cohort default rate from previous years to the current year to track changes. (Active)

Criteria: 75% of students approaching the delinquency state will be returned to good status. Monitor the North Star default management report for the number of delinquent students returned to good status. Compare the school's Cohort Default Rate from last year to the current year for any change.

Notes: Objective is to: Identify the number of students defaulting on student loans will be reduced by Student Financial Services Staff providing adequate loan counseling and following up with students who are approaching delinquent loan status.

Findings/Analysis

Reporting Period: 2017 - 2018

03/16/2018

Conclusion: Criteria Not Met

Goal was not met. As of June 1, 2017, based on the current report received by North Star Management Services. The percentage of students returned to satisfactory status is 27%. No student borrowers have defaulted during this reporting period.

Data reported is from : Fall, Spring

Attachments:

[Student Financial Services_SLO3 Tables & Charts_2017-2018.docx](#)

Improvement Recommendations

Improvement Recommendation: Default management services by North Star will continue to guide students in managing their loan repayments and maintaining Norco College's Cohort Default Rate. Services will be enhanced with telephone communications to students. (03/16/2018)

Mapping

Program Review - Student Services: Student Financial Services

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018	
Goal 1 - Objective 1.6	Increase success and retention rates.
Goal 2 - Objective 2.3	Increase student satisfaction and importance ratings for student support services.
Goal 2 - Objective 2.6	Increase current students' awareness about college resources dedicated to student success.
Mission	
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SLO/SAO: Satisfactory Academic Progress (SAP) Awareness

As a result of reviewing the Satisfactory Academic Progress video (FATV), students will understand how to maintain financial aid eligibility.

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 03/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

<p>Direct - Students will complete a pre-test followed by a post-test after reviewing the Satisfactory Academic Progress (SAP) Video to assess their understanding of maintaining financial aid eligibility. (Active)</p> <p>Criteria: 80% of students who review the Satisfactory Academic Progress video will understand how to meet standards to maintain financial aid eligibility.</p> <p>Notes: Objective is to: Ensure that students will understand Satisfactory Academic Progress (SAP) standards to maintain eligibility for Financial Aid funding.</p>	
Findings/Analysis	
Reporting Period: 2017 - 2018	03/16/2018
<p>Conclusion: Criteria Met</p> <p>Goal was met. Post-test revealed 83% of students increased their knowledge of how to meet standards to maintain financial aid eligibility.</p> <p>Data reported is from : Fall, Spring</p> <p>Attachments:</p> <p>Student Financial Services_SLO4 Tables & Charts_2017-2018.docx</p>	
Improvement Recommendations	
<p>Improvement Recommendation: Student Financial Services staff will continue to provide Satisfactory Academic Progress workshops, and utilize prep-talk to conduct a SAP workshop. (03/16/2018)</p>	

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018	
Goal 1 - Objective 1.6	Increase success and retention rates.
Goal 2 - Objective 2.3	Increase student satisfaction and importance ratings for student support services.
Goal 2 - Objective 2.6	Increase current students' awareness about college resources dedicated to student success.
Mission	
1a.	Service to students, community, and workforce by providing educational opportunities

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2a. Provide support and encouragement through innovative approach to learning