

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Financial Services

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Academic Year: 2016-2017

I. Student Services Area Overview

1. Mission Statement

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).

2. 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.

3. 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.

4. 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.

5. 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

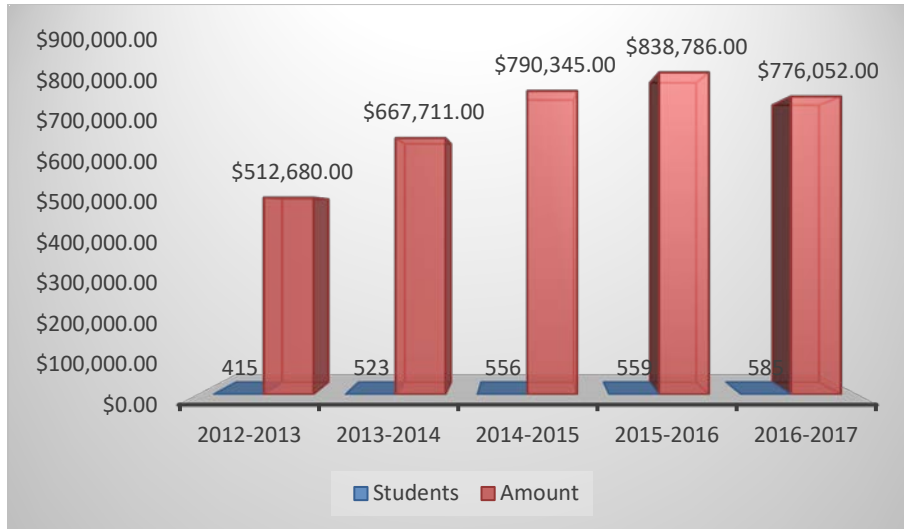
Number of students Awarded During 16/17 academic year:

*Amounts reflect from July 1, 2016 through June 9, 2017

Academic Year: 2016-2017 Program	Number of Students Awarded	Total Amount Awarded
PELL	2,950	12,660,661
SEOG	371	328,627
LOANS	195	654,538
CAL GRANT*	639	945,877
BOG WAIVER	7,817	11,251,126
CHAFEE	17	65,000
SCHOLARSHIPS	116	104,625
FWS	128	347,909
FTSS	329	166,200
AMERICORPS	1	2,775
TOTAL	12,563	26,527,338

CAL GRANT AWARDS

*The Cal Grant awards to students increased significantly from 2012/2013 academic year to 2016/2017 academic year.



Cal Grant Awarded

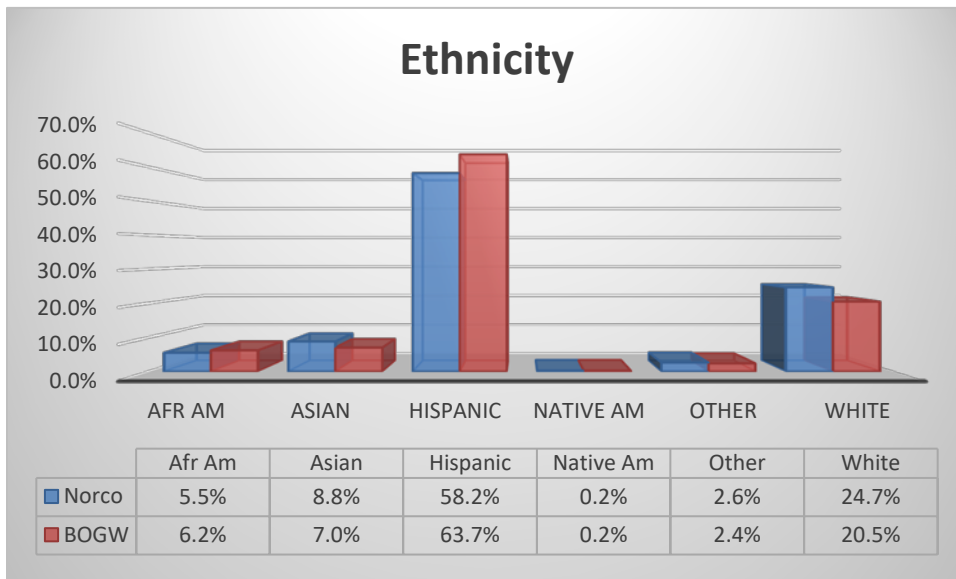
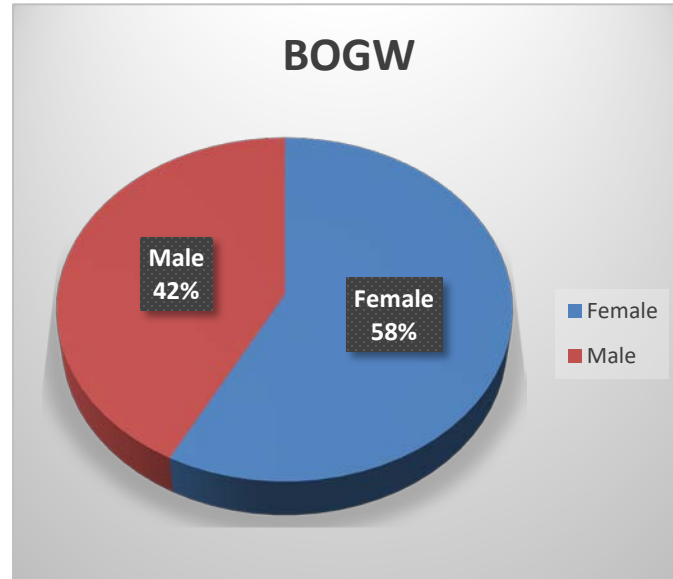
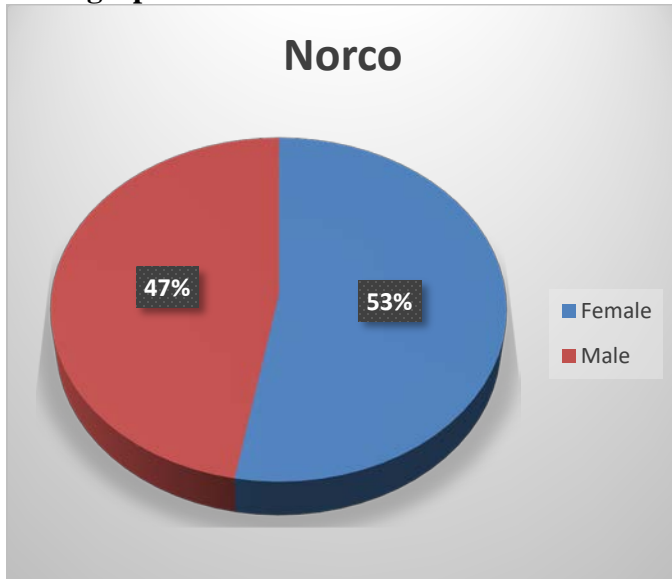
Year	Students	Amount
2012-2013	415	\$ 512,680.00
2013-2014	523	\$ 667,711.00
2014-2015	556	\$ 790,345.00
2015-2016	559	\$ 838,786.00
2016-2017	585	\$ 776,052.00

Board of Governors Waiver (BOGW): Students Eligible –Norco College

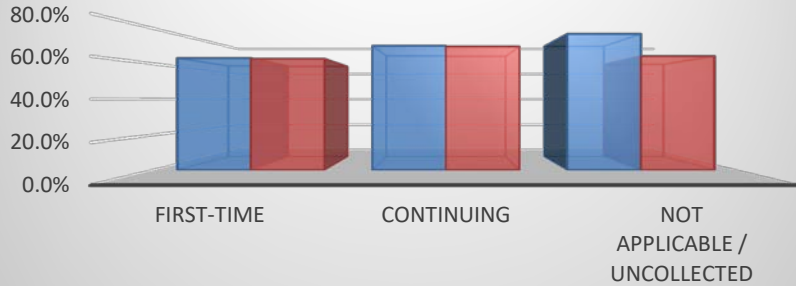
The purpose of the following reports is to reveal the demographic background, success rates, and persistence of students that participate in the Board of Governors Waiver (BOGW) at Norco College.

Fall 2016 was the term used to obtain demographic background data (race, gender, and ethnicity) and enrollment counts.

Demographics:



Success Rates

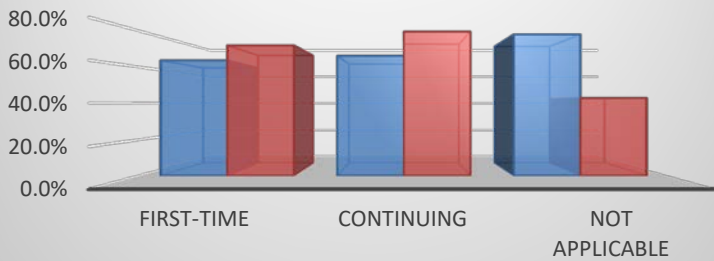


	First-Time	Continuing	Not Applicable / Uncollected
Norco	63.2%	70.2%	76.9%
BOGW	62.8%	69.8%	64.3%

The success chart examines the success rate of students in Fall 2016.

The term persistence charts examine the persistence of students from Spring 2016 to Fall 2016 and Fall 2015 to Fall 2016:

Persistence Rate From Spring 2016 to Fall 2016

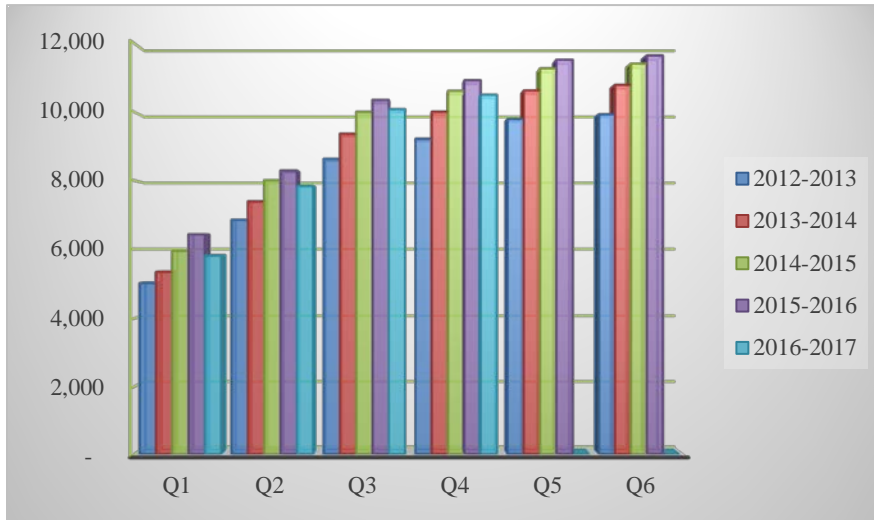


	First-Time	Continuing	Not Applicable
Norco	63.7%	66.2%	78.0%
BOGW	72.0%	79.6%	42.9%

Persistence Rate From Fall 2015 to Fall 2016



	First-Time	Continuing	Not Applicable
Norco	49.4%	49.3%	62.7%
BOGW	54.0%	61.8%	57.1%

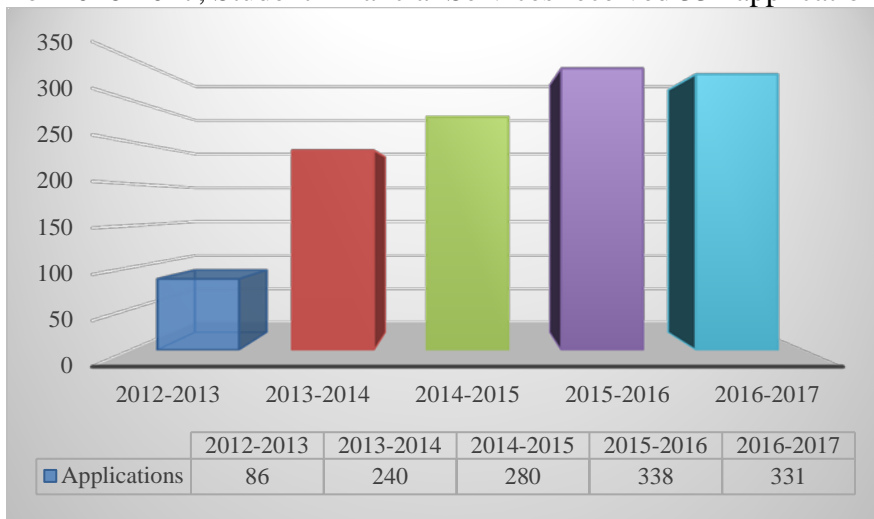


FAFSA Applications

Quarter	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Q1	5,025	5,350	5,946	6,431	5,822
Q2	6,859	7,395	8,013	8,292	7,849
Q3	8,634	9,368	10,005	10,353	10,086
Q4	9,220	10,010	10,617	10,925	10,503
Q5	9,799	10,629	11,273	11,524	N/A
Q6	9,932	10,791	11,411	11,649	N/A

DREAM Act Applications:

For 2012-2013, Student Financial Services received 86 applications.
 For 2013-2014, Student Financial Services received 240 applications.
 For 2014-2015, Student Financial Services received 280 applications.
 For 2015-2016, Student Financial Services received 338 applications.
 For 2016-2017, Student Financial Services received 331 applications.



II. Assessing Outcomes

1.A. Report on 2015-2016 Assessment Plan and Objectives for Student Services Area: Student Financial Services

Objectives:

- Increase student’s knowledge of the new FAFSA and DREAM application timeline.
- Increase student’s’ knowledge of the new changes to the BOG waiver and the changes that affect their BOG waiver eligibility.
- 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 delinquent on their loan repayments.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Increase student’s knowledge of the new FAFSA and DREAM application timeline.	SLO As a result of students attending the FAFSA/Dream workshop, they will learn the new application timelines.	1a- By providing educational opportunities 2a-Innovative approach to learning	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.	A pre-test and post-test will be completed by students to assess their knowledge of the new FAFSA and DREAM timeline.	Goal was met. 448 students completed surveys. Post-tests revealed 95% of students increased their knowledge of the new FAFSA and DREAM ACT application timeline and updates.	Utilize Prep-Talk online workshops to maximize outreach efforts to students. Update workshops with new Financial Aid changes.	A. Continued/Modified Student Financial Services staff will continue to utilize Prep-Talk online workshops as well as in person FAFSA/Dream workshops to maximize outreach efforts to students.

2.	Increase student's knowledge of the changes to the BOG waiver and the changes that affect their BOG waiver eligibility.	SLO As a result of receiving information of the BOG changes, students will learn how the new changes affect their BOG eligibility.	1a- By providing educational opportunities 2a-Innovative approach to learning	90% of students who are provided the information of the BOG changes will learn the new standards and new BOG waiver eligibility by scoring 75% or higher on post-test.	A pre-test and post-test will be completed by students to assess their knowledge of the new BOG waiver changes.	Goal was met. A total of 116 students completed the surveys. Post-tests revealed 87% of students increased their knowledge of the BOG waiver changes.	Created customized Norco College brochures to promote the BOG waiver changes and the new appeal process. Collaborate with Matriculation, ASNC, and Admissions and Records to notify students of the potential loss of BOG waiver.	A. Continued/Modified Student Financial Services staff will continue to promote the BOG waiver changes and the new appeal process with Norco College's brochures and BOG waiver information table.
3.	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.	SAO As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Default Management Services, the number of students defaulting on their student loans will decrease.	1a- By providing educational opportunities 2a-Innovative approach to learning	75% of students approaching the delinquency stage will return 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.	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 any changes.	Goal was not met. As of May 2, 2016, based on the current report received by North Star Default Management Services, the percentage of students returned to good status is 41%. No student borrowers have defaulted during this reporting period.	Student Financial Services will continue the use of North Star Default Management services and enhance communications with telephone calls to past-due students.	A. Continued/Modified Student Financial Services will continue the use of North Star Default Management services and enhance communications with telephone calls to students.

II.1.B. Program Modifications for 2015-2016 Data Assessment (“Closing the Loop”)

<p>Outcome</p>	<p>Evidenced and detailed (Describe how you used outcome data for programmatic modifications)</p>
<p>As a result of participation in a workshop, students will increase their knowledge of the new FAFSA and DREAM application timeline. (SLO)</p>	<p>Student Financial Services had contact with 448 students who completed surveys through both online and in person workshops. As a result, Student Financial Services staff will continue to utilize Prep-Talk online workshops as well as in person FAFSA/Dream workshops to maximize outreach efforts to students.</p>
<p>As a result of receiving information of the BOG changes, students will learn how the new changes affect their BOG eligibility. (SLO)</p>	<p>A pre-test and post-test was completed by students to assess their knowledge of the new BOG waiver changes. Post-tests revealed 87% of students increased their knowledge of the BOG waiver changes. Student Financial Services staff will continue to promote the BOG waiver changes and the new appeal process with Norco College’s brochures and BOG waiver information table.</p>
<p>As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Default Management Services, the number of students defaulting on their student loans will decrease. (SLO)</p>	<p>Goal was not met. As of May 2, 2016, based on the current report received by North Star Default Management Services, the percentage of students returned to good status is 41%.</p>

II.2.A. 2016-2017 Assessment Plan for Student Services Area:

Objectives:

- Increase student’s knowledge of the new FAFSA and DREAM Act application timeline.
- Increase student’s knowledge of BOG Fee Waiver changes and how the changes affect their BOG Fee Waiver eligibility.
- 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 delinquent on their loan repayments.
- Students will understand the Satisfactory Academic Progress standards to maintain eligibility for financial aid funding.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Increase students’ knowledge of the new FAFSA and DREAM Act application timeline.	SLO As a result of students attending the FAFSA/DREAM presentation, they will learn the new application timelines	1a – by providing educational opportunities 2a-Innovative approach to learning	90% of students who attend the workshop will demonstrate their knowledge of the new FAFSA/DREAM act application timeline by scoring 75% or higher on post-test.	Students will complete a pre-test and a post-test to assess their knowledge of the new FAFSA/DREAM timeline.	Goal was met. Post-tests revealed 97% of students scored correctly and understood the new FAFSA/ DREAM act application timeline.	The FAFSA and DREAM Act presentations will continue to increase student’s knowledge of the FAFSA and DREAM Act application timeline.
2.	Increase students’ knowledge of the BOG FEE Waiver changes and how the	SLO As a result of receiving information of the BOG Fee Waiver changes, students will learn how the	1a- By providing educational opportunities 2a-Innovative approach to learning	90% of students who are provided the information on the BOG Fee Waiver changes will learn the new standards and	A pre-test and post-test will be completed by students to assess their knowledge of the new BOG Fee Waiver	Goal was met. Post-test revealed 94% of students increased their knowledge of	Providing BOG Fee waiver information will continue so new and continuing students may learn how the BOG changes affect their

	changes affect their BOG Fee Waiver eligibility.	new changes affect their BOG Fee Waiver eligibility.		changes that affect their eligibility	changes.	the new BOG Fee Waiver standards and changes that affect their eligibility.	eligibility.
3.	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.	SAO 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.	1a- By providing educational opportunities 2a-Innovative approach to learning	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.	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.	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.	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.
4.	Students will understand Satisfactory Academic Progress (SAP) standards to	SLO As a result of reviewing the Satisfactory Academic Progress video (FATV), students	1a- By providing educational opportunities 2a-Innovative approach to learning	80% of students who review the Satisfactory Academic Progress video will understand how to meet	Students will complete a pre-test followed by a post-test after reviewing the Satisfactory Academic	Goal was met. Post-test revealed 83% of students increased their knowledge of	Student Financial Services staff will continue to provide Satisfactory Academic Progress workshops, and utilize prep-talk to

	maintain eligibility for Financial Aid funding	will understand how to maintain financial aid eligibility.		standards to maintain financial aid eligibility.	Progress (SAP) Video to assess their understanding of maintaining financial aid eligibility.	how to meet standards to maintain financial aid eligibility.	conduct a SAP workshop.
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II.2.B. 2016-2017 Assessment Plan Findings/Data Analysis

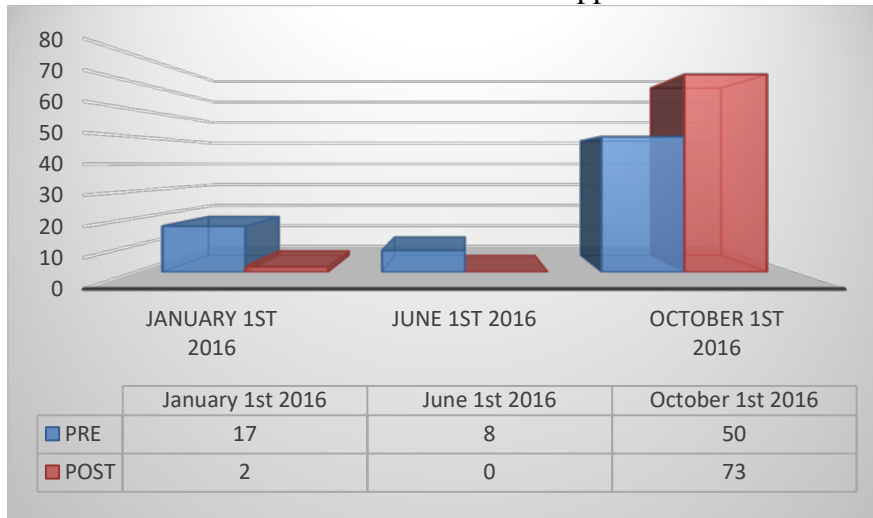
SLO/SAO #1: As a result of students attending the FAFSA/DREAM presentations, they will learn the new application timelines

Findings/Data Analysis

To assess students’ knowledge of the new FAFSA and DREAM ACT application timeline, students completed a pre and post-test containing three questions. The post-test revealed 73 students (97%) scored correctly and understood the new application timeline.

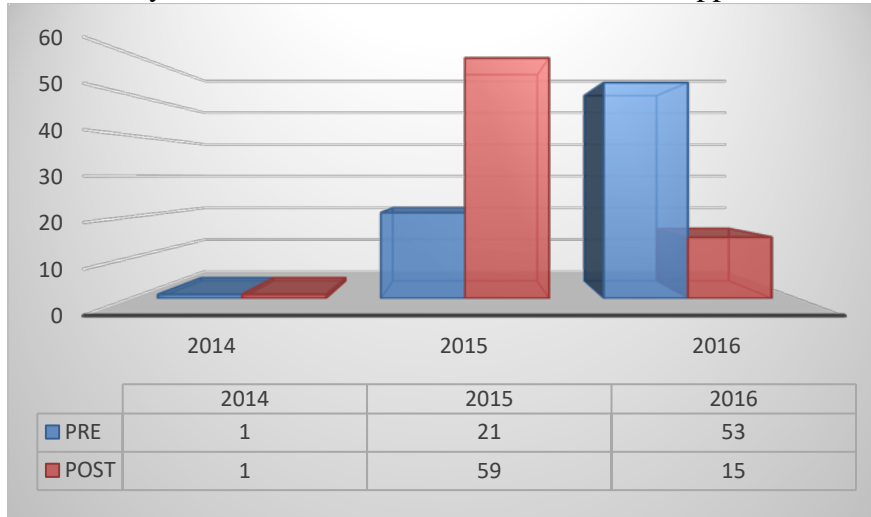
Question #1:

When will the 17/18 FAFSA and DREAM applications be available?



Question #2:

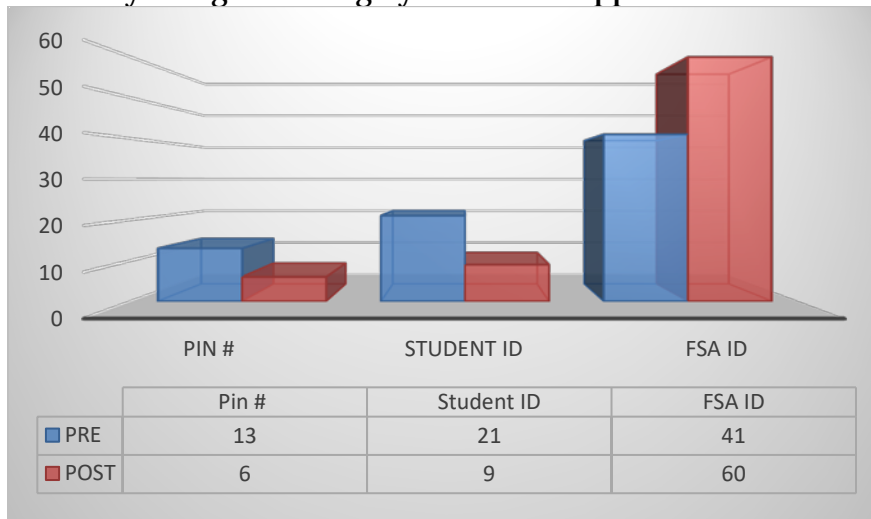
Which tax year will the 17/18 FAFSA and DREAM applications be based on?



The post-test revealed 79% of the students answered question #2 correctly.

Question #3:

How do you log in and sign your FAFSA application?



The post-test revealed 80% of the students answered question #3 correctly.

Improvement Recommendations

The Student Financial Services staff will continue with FAFSA and DREAM Act presentations to increase student's knowledge of the FAFSA and DREAM Act application timeline. Additional information added to future presentations will include "Understanding the FSA signature" and new updates.

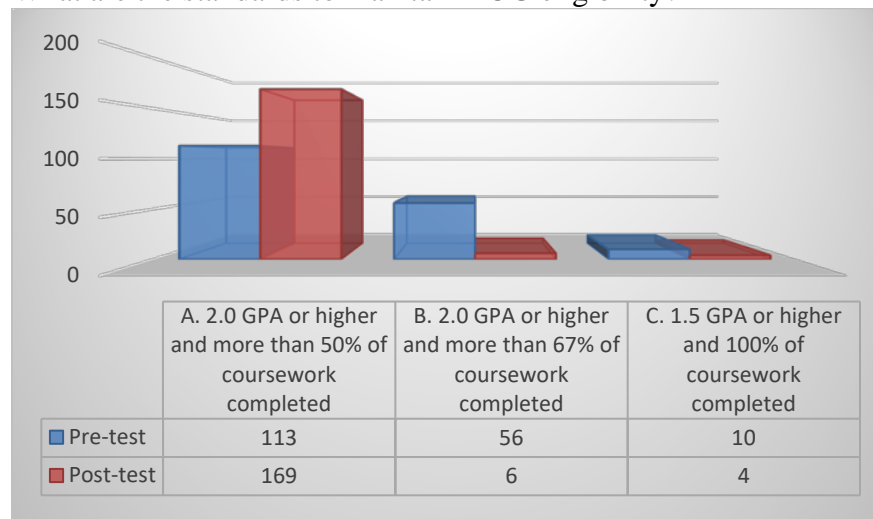
SLO/SAO #2: As a result of receiving information of the BOG Fee Waiver changes, students will learn how the new changes affect their BOG Fee Waiver eligibility.

Findings/Data Analysis

To assess student's knowledge of the new BOG Fee Waiver changes, students completed a pre and post-test containing three questions. The post-test revealed 169 students (94%) scored correctly and learned the satisfactory academic standards to maintain BOG eligibility.

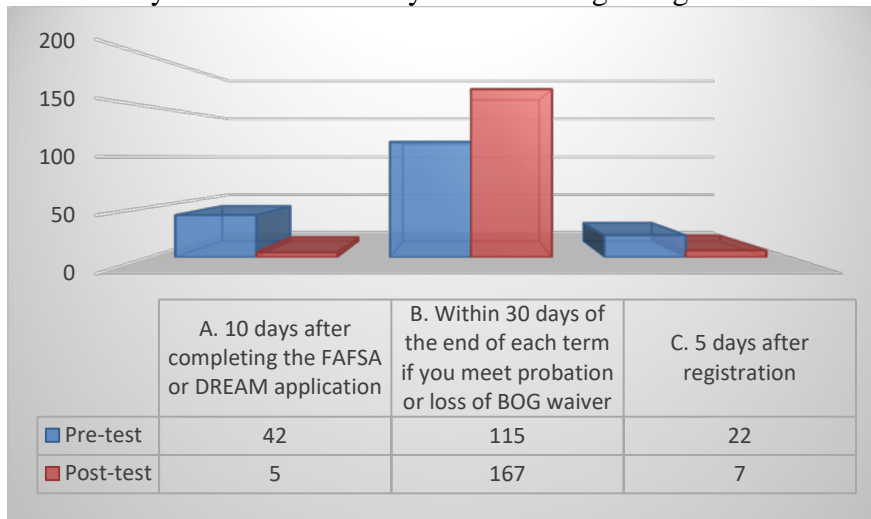
Question #1:

What are the standards to maintain BOG eligibility?



Question #2:

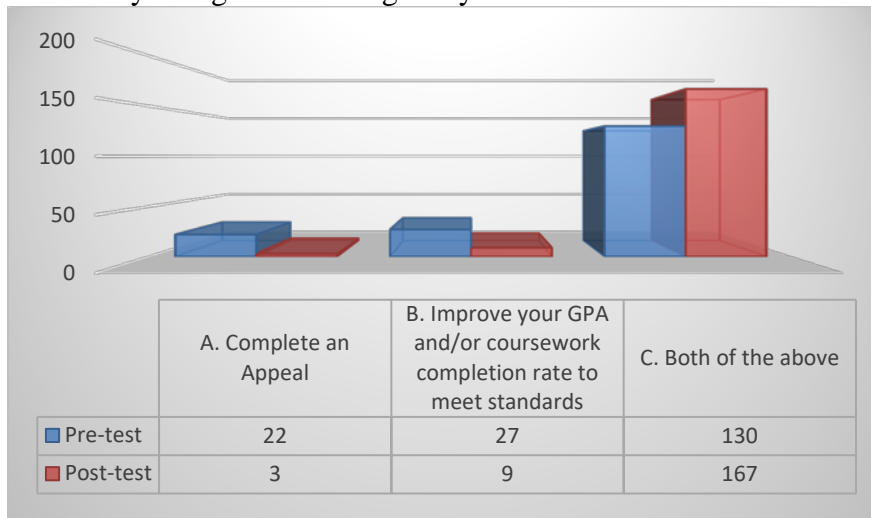
When will you be notified that you are no longer eligible for BOG?



The post-test revealed 167 students (93%) scored correctly on question #2.

Question #3:

How can you regain BOG eligibility?



The post-test revealed 167 students (93%) scored correctly on question #3.

Improvement Recommendations

Providing BOG Fee waiver information will continue so new and continuing students may learn how the BOG changes affect their eligibility due to Satisfactory Academic Progress standards.

SLO/SAO #3: 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 student defaulting on their student loans will decrease. Students entering repayment will be contacted to better manage loan repayments.

Findings/Data Analysis

As of June 1, 2017, based on the current report the percentage of students returned to good status is 27%. According to this report from North Star Default Management Services providing an update on delinquency outreach, 10 of the 36 borrowers in delinquency status were re-instated to satisfactory repayment status.

¹ Number of Borrowers	Current Status (As of date 6/1/ 2017)											
	³ Cured	⁴ Defaulted	² Days Delinquent									
31-46			47-76	77-106	107-136	137-166	167-196	197-226	227-270	271-360	361+	
36	10	0	1	0	6	7	4	0	1	4	3	0

¹ **Number of Borrowers:** The number of unique borrowers with delinquent loans during the month of outreach (31 to 270 days past due)

² **Days Delinquent:** The number of unique borrowers whose loans, as of the date of the report, remain in a delinquent status even with outreach services.

³ **Cured:** The number of unique borrowers whose loans, as of the date of the report have moved from a delinquent status to a current status due to forbearance, deferment, payments made, etc.

⁴ **Defaulted:** The number of unique borrowers whose loans, as of the date of the report, have moved from a delinquent status to a defaulted status

Norco College's 3-year official cohort default rate (CDR) for 2011 was **15.7%**, and the official 3-year cohort default rate for 2013 is **2%**. The cohort default rate for Norco College has decreased significantly because Norco College's cohort rate is no longer calculated in combination with Riverside City College and Moreno Valley College. Norco College's default rate is now calculated as a single college.

Improvement Recommendations

Default management services by North Star will continue to guide students in managing their loan repayments and maintaining Norco College's Cohort Default Rate. The services will be enhanced with telephone communications to students.

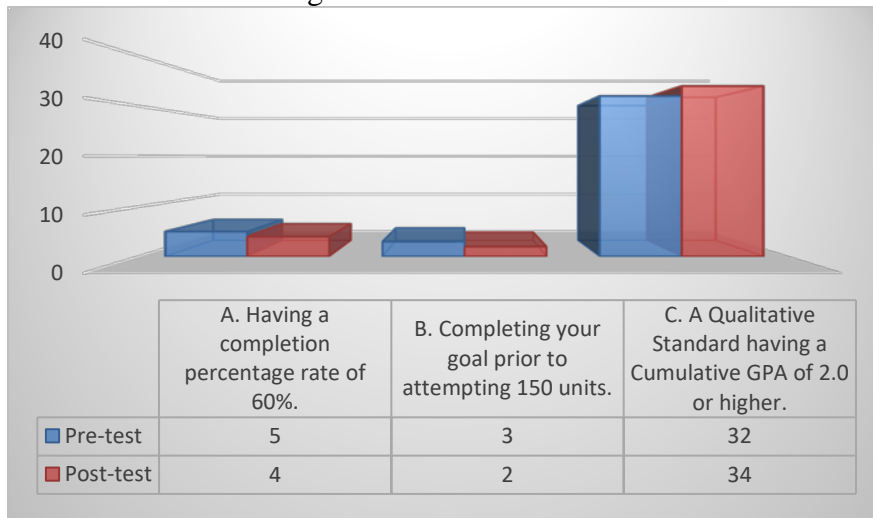
SLO/SAO #4: As a result of reviewing the Satisfactory Academic Progress video (FATV), students will understand how to maintain financial aid eligibility.

Findings/Data Analysis

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. The post-test revealed 40 students (83%) understood how to maintain financial aid eligibility.

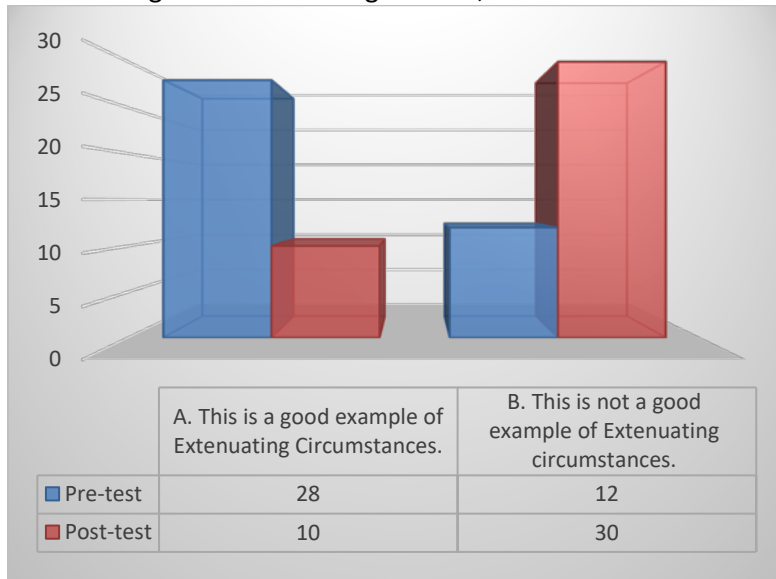
Question #1:

One standard of meeting SAP is:



Question #2:

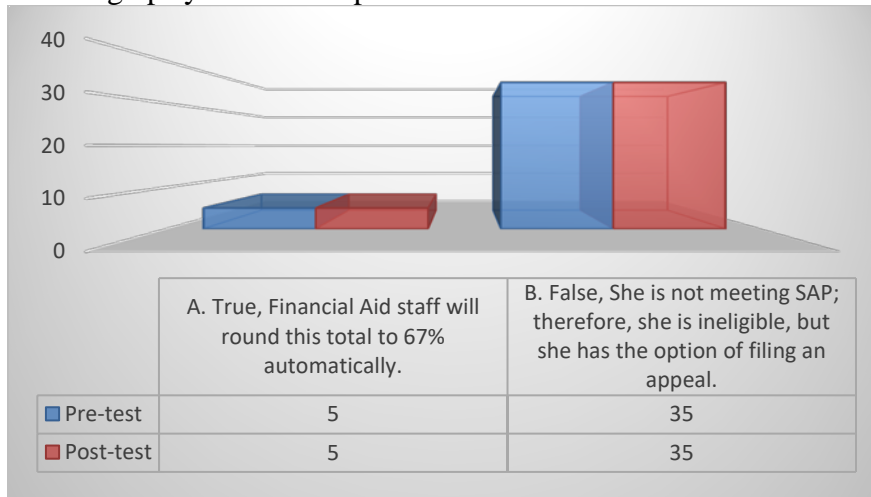
When John graduated from high school, he did not take school seriously. He is now older and wiser and doing better in college.



The post-test revealed 30 students (75%) understood how to maintain financial aid eligibility.

Question #3:

Maria's overall completion rate is 66.95% and her GPA is 1.98. Therefore, she is meeting SAP standards because of the rounding up system that is part of SAP.



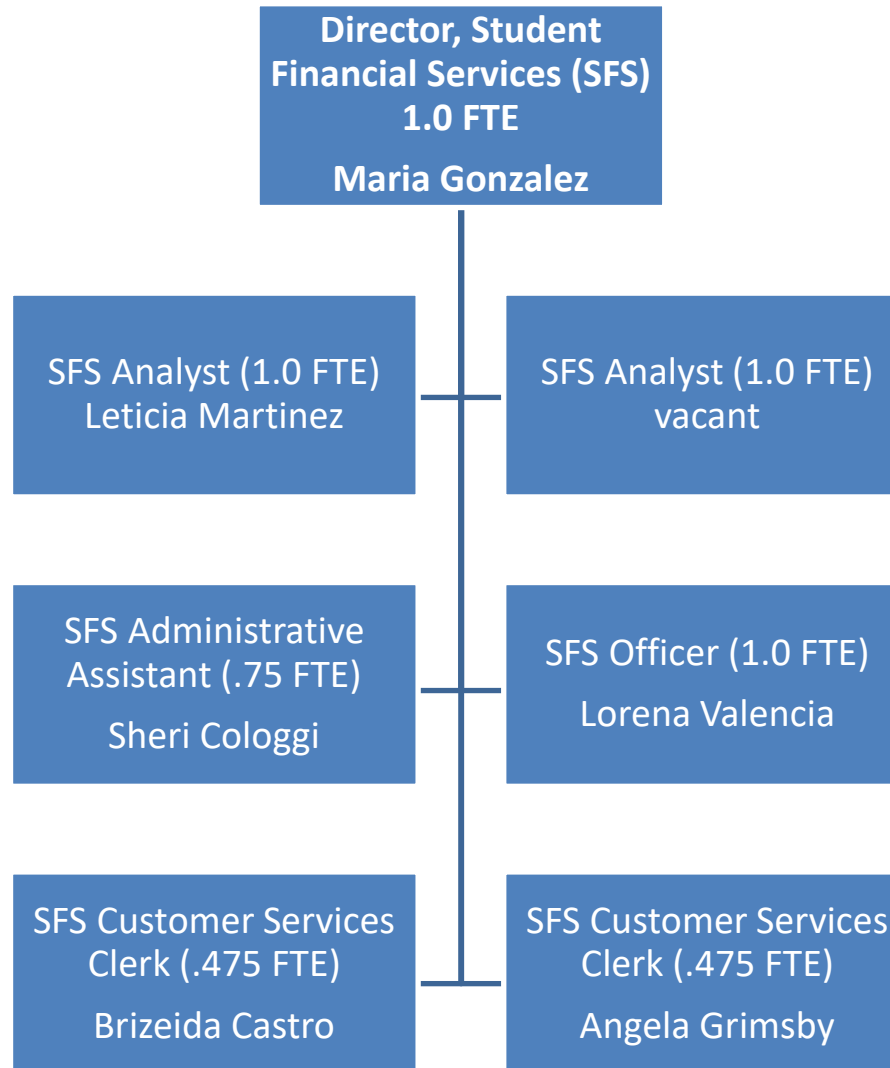
The post-test revealed 35 students (87%) understood how to maintain financial aid eligibility.

Improvement Recommendations

Student Financial Services staff will continue to provide Satisfactory Academic Progress workshops, utilize prep-talk to conduct SAP workshops, and generate workshop notifications with Grad Guru.

III. Needs Assessment

1. Staffing Level



2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Administration	1	1	1	1	1	1	1
Classified Staff FT	3	3	3	3	3	6	6
Classified Staff PT	1	1	1.5	1.5	1.5	3	3
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time	1	1	1	1	1	0	0
Total Full Time Equivalent Permanent Staff							
Short Term Staff	0	0	0	0	0	0	0
Student Workers	7	7	8	8	8	8	8

3. Improvement Areas

The lack of adequate staffing has affected the efficiency of the Financial Aid Office and operations, including customer service.

- Lack of dedicated Financial Aid IT staff to assist with system updates, changes, reporting, and technical assistance.
- The number of outreach requests from local high schools, other departments, and the community have increased and SFS staff is unable to meet the demand.
- Lack of full-time staff limits ability to answer all phone calls and respond to students in a timely manner.
- The number of FAFSA/DREAM ACT applications to process has increased significantly since 2012.
- The amount of Cal Grant awards has increased significantly from 2012 to date. New regulations are moving the fiscal year reconciliation and fall and spring reconciliations to earlier dates. The workflow will require additional and manual monitoring of the Cal Grant awards.
- The new Board of Governors Waiver (BOGW) regulations have also impacted workloads with the appeal process and monitoring the removing and re-awarding BOG

- In the 2015-2016 academic year, an additional grant (Full-Time Student Success) was implemented which added additional awarding and reporting requirements. In 2016-2017, the eligibility requirements included the Cal C awarded students as well increasing staff workload.

Implementation of an electronic workflow such as Soft Docs can increase efficiency and processing of student files, that can reduce student traffic, eliminate the need for scanning, and award students promptly.

Utilizing Barcode Card Reader so students may check into Student Financial Services and reduce check in time, lines, and the need for additional staff assistance.

Unit Name: Student Financial Services

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center">List Staff Positions Needed for Academic Year 2016-2017 Please be as specific and as brief as possible when offering a reason. Place titles on list in order (rank) or importance.</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1.Student Financial Services Customer Clerks (part-time increased to full-time) (2 positions) <u>Reason:</u> The increase is required due to the increased workload of the number of students served and the increase in the number of FAFSA and DREAM Act applications. For 2016-2017, over 13,340 students received assistance at the SFS counter. This number does not include phone contacts, email requests, faxed documents intake, and serving students with the FAFSA and DREAM Act applications.</p>	<p align="center">I</p>	<p align="center">\$83,901 each</p>
<p>2. Student Financial Services Outreach (Full-time) <u>Reason:</u> The Outreach position can assist and track at-risk student populations, foster youth, Dreamers, Veterans, etc. and provide support for students on probation for federal aid and BOG dismissal students, which is critical for student success. This position can also conduct workshops and presentations.</p>	<p align="center">N</p>	<p align="center">\$96,186</p>
<p>3. Student Financial Aid Analyst (Full-Time) <u>Reason:</u> This position is needed due to increased student Financial Aid population to monitor the changes in regulations, to implement changes, and assist the Financial Aid office with disbursement processing and procedural updates. The number of FAFSA and DREAM Act applications has increase significantly. This position is needed to assist and ensure that special programs are in compliance.</p>	<p align="center">N</p>	<p align="center">\$105,314</p>
<p>4.Auxiliary Business Services Book-keeper (Full-time) <u>Reason:</u> Position of a dedicated DISTRICT Auxiliary Business Services bookkeeper is needed to distribute financial aid grants, maintain appropriate files and records, prepare reconciliation and assist with the transmittal processes (FATP) to ensure the colleges are compliant with Federal regulations. Note: This position is being requested by all 3 colleges.</p>	<p align="center">N</p>	<p align="center">\$103,570</p>

Unit Name: Student Financial Services

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name: _____ ***Student Financial Services***

6. Technology++ Needs Not Covered by Current Budget

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure ?	How many users served?	Has it been repaired frequently ?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	Computer Linked to new employees	N	C	Office	Y	2	n/a	1280	2	\$2560
2. Usage / Justification	Printer	N	C	Office	Y	2	n/a	245	2	\$490
3. Usage / Justification	Monitor	N	C	Office	Y	2	n/a	220	2	\$490
4. Usage / Justification	Monitor Arm	N	C	Office	Y	2	n/a	150	2	\$300
5. Usage / Justification	Card Barcode Readers	N	C	Office	Y	Multiple students	n/a	250	1	\$250

Unit Name: Student Financial Services

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. <u>Reason:</u>	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name: _____ Student Financial Services

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p align="center">List Professional Development Needs for Academic Year 2016-2017</p> <p>Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. FSA - Federal Student Aid Conference <u>Reason:</u> Provides training on Federal and state regulatory changes, compliance issues, and innovations in technology specifically for Financial Aid.</p>	\$2,100	2	\$4,200
<p>2. NASFAA - National Association of Student Financial Aid Administrators <u>Reason:</u> Provides training by DOE, Best Practices in Financial Aid, Regulatory Updates, and Technology updates and training.</p>	\$1,700	2	\$3,400
<p>3. CCCSFAAA – California Community College Student Financial Aid Administrators Association <u>Reason:</u> Provides regulatory updates, best practices in Financial Aid, compliance issues, and training to assist in promoting student access and success.</p>	\$1,500	2	\$\$3,000
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: Student Financial Services

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
1.Remote Locks for Doors <u>Reason:</u> For better security, the remote locks can provide additional safety to employees.	\$200	3	\$600
2.Panic Button <u>Reason:</u> In case of an emergency, panic buttons can be used to secure safety	\$300	2	\$600
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

Unit Name: Student Financial Services

9. OTHER NEEDS not covered by current budget

<p>List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Reason:</p>			
<p>2. Reason:</p>			
<p>3. Reason:</p>			
<p>4. Reason:</p>			
<p>5. Reason:</p>			
<p>6. Reason:</p>			

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration
2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies
3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement:
 - ***2b – Provides support and encouragement through application of emerging technologies.***