

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Financial Services

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Academic Year: 2018-2019

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

- Implemented Campus Logic, an electronic and verification system, to streamline and expedite the financial aid disbursement of funds to students.
- Participated in Summer Advantage with Financial Aid presentations.
- Awarded students with New AB19 funding for the Promise program.
- Collaborated with Student Employment to streamline the FWS process for both students and hiring departments.
- 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.

- 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, Student Success Completion Grant, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans.
- Collaborated with other departments and student support services to coordinate resources and assist students to become successful.
- Designated “DREAM Liaison” and “Foster Youth” contacts in the Student Financial Services office to assist and coordinate resources for Norco College’s DREAMERS and Foster Youth.
- Created various posters to display on campus and provide information to students. FAFSA and DREAM Act banners are prominently displayed on campus.

4. Strengths

- The Black Baud 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, and with completing the verification process with Campus Logic.
- Increased efficiency in Student Financial Services with the implementation of Campus Logic for electronic submission of financial aid documents and streamlining verification.
- 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 \$26 million in financial aid packages to a diverse student population including: Pell, CCPG waiver, FSEOG, Cal Grants, Student Success Completion Grant, Federal Work Study, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans in a timely manner.

5. Students Served

During the 2018-2019 academic year, Student Financial Services staff served a diverse population of over 11,695 students providing customer service and support to students in our department. 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.

Number of students Awarded During 18/19 academic year:

*Amounts reflect from July 1, 2018 through June 6, 2019

Academic Year: 2018-2019 Program	Number of Students Awarded	Total Amount Awarded
PELL	2,664	8,747,182
SEOG	343	253,562
LOANS	172	564,784
CAL GRANT	726	914,526
BOG WAIVER	8,036	14,198,103
CHAFEE	17	45,502
SCHOLARSHIPS	109	89,758
FWS	145	447,066
SSCG	545	696,042
AMERICORPS	4	12,849
TOTAL	12,761	25,969,374

Student Financial Services staff conduct and assist current and prospective students with the following:

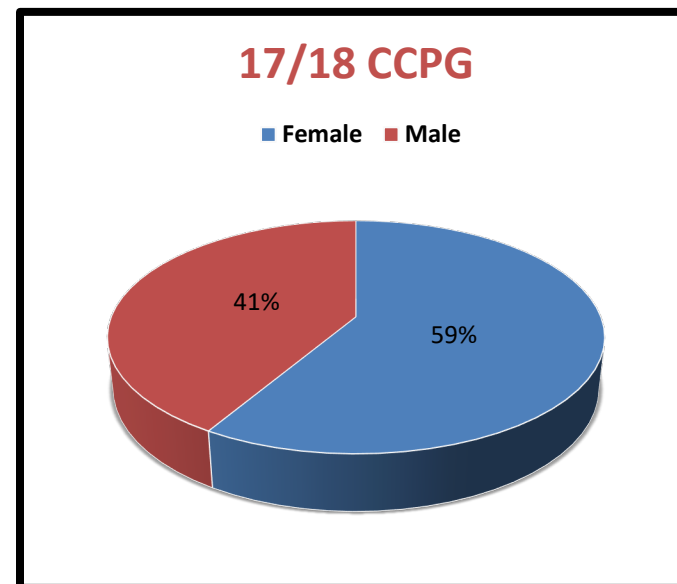
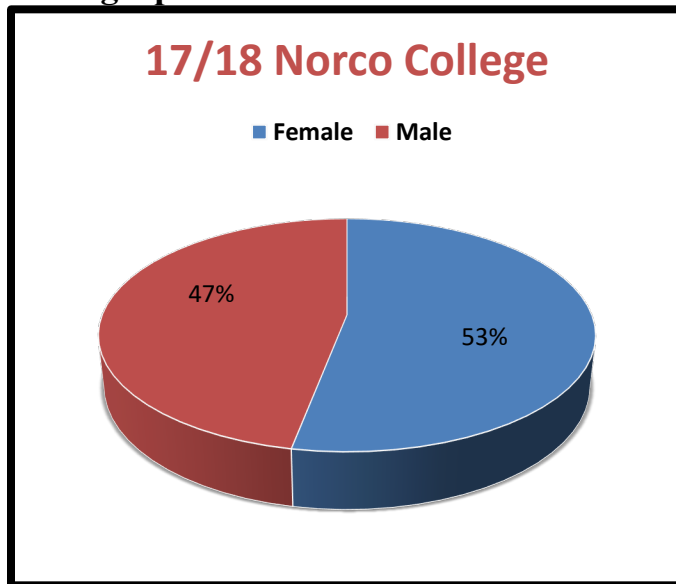
1. Financial Aid Outreach – creating awareness of programs and options; assisting with applications and understanding of processes
2. Financial Aid In-reach – classroom presentations and campus tabling and presentations to disseminate information about financial aid programs and options and understanding of processes
3. Financial Aid applications, including both FAFSA and DREAM Act
4. File processing: review, verification and awarding eligible students
5. Disbursing financial aid funds to eligible students
6. Student Loan application and processing

- 7. Federal Work-Study application and processing
- 8. Satisfactory Academic Progress (FATV videos for student learning)
- 9. Scholarship search and application
- 10. Veteran's Fee Waiver Services
- 11. Foster Youth and Former Foster Youth services
- 12. AmeriCorps award processing
- 13. External scholarship and other fund processing

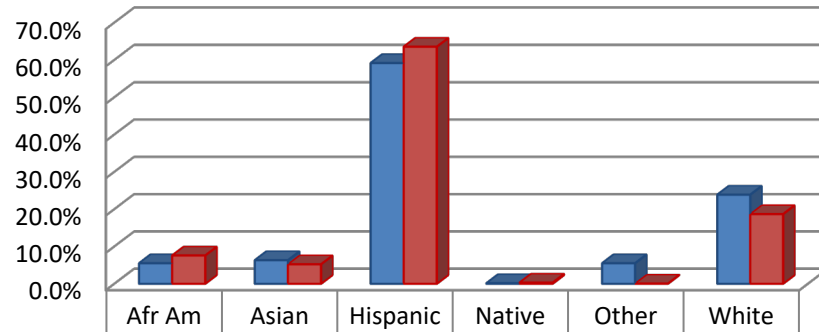
California College Promise Grant (CCPG): Student Eligible – Norco College

The purpose of the following reports is to reveal the demographic background of students that participate in the California College Promise Grant (CCPG) at Norco College.

Demographics:



Ethnicity

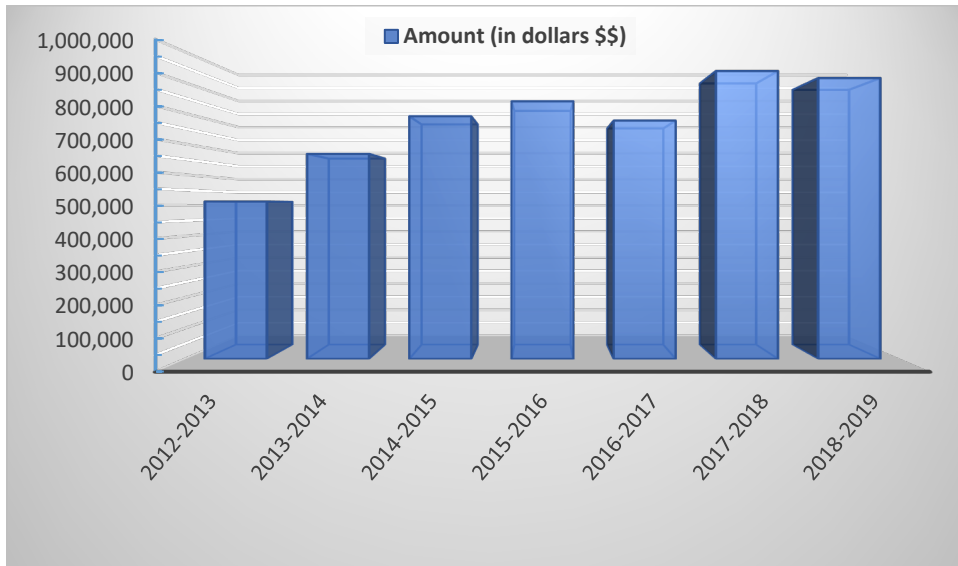


■ Norco	5.5%	6.3%	59.2%	0.14%	5.5%	23.9%
■ CCPG	7.58%	5.22%	63.53%	0.29%	0.04%	18.67%

CAL GRANT AWARDS

*The Cal Grant awards to students increased significantly from 2012/2013 academic year to 2018-2019 academic year.

Cal Grant funds disbursed to students has increased from 2012 to 2018 by **78%**.



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
2017-2018	736	\$937,453.00
2018-2019	726	\$914,526.00

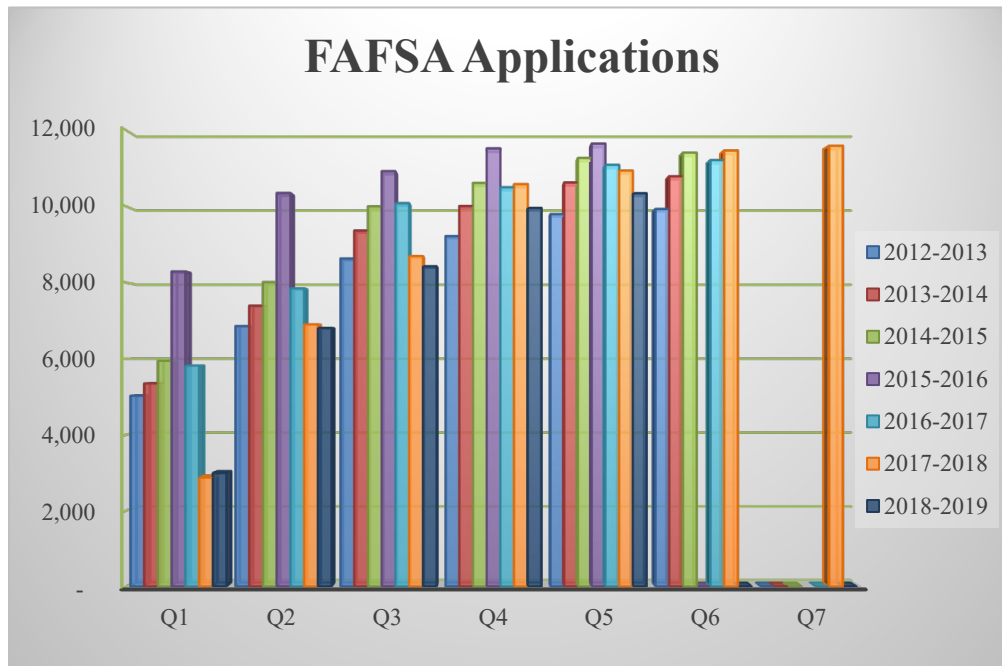
FAFSA APPLICATIONS

FAFSA applications have increased from 2012 to 2018 by **16.7%**.

FAFSA APPLICATIONS

Quarter	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Q1	5,025	5,350	5,946	6,431	5,822	2,879	2,990
Q2	6,859	7,395	8,013	8,292	7,849	6,906	6,810
Q3	8,634	9,368	10,005	10,353	10,086	8,697	8,430
Q4	9,220	10,010	10,617	10,925	10,503	10,585	9,960
Q5	9,799	10,629	11,273	11,524	11,092	10,942	N/A
Q6	9,932	10,791	11,411	11,649	11,215	11,468	N/A
Q7	-	-	-	-	-	11,592	N/A

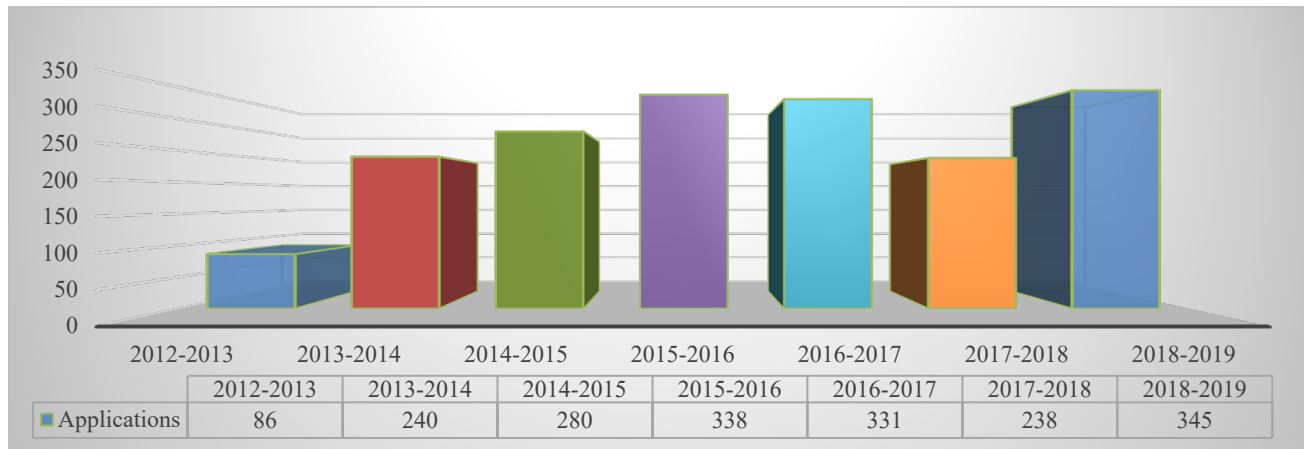
*Q7 implemented reporting in 2017, no data reported prior to 2017 for 2018.



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.
For 2017-2018, Student Financial Services received 238 applications.
For 2018-2019, Student Financial Services received 345 applications.

Dream Act applications have increased from 2012 to 2018 by **301%**.



II. Assessing Outcomes

1. A. Report on 2017-2018 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.	C) Discontinued 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.	C) Discontinued 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, 2017, 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 2017-2018 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, 2017, 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. 2018-2019 Assessment Plan for Student Services Area:

Objectives:

- Increase student’s knowledge of creating a student account in Campus Logic for financial aid tasks.
- Students will understand the Satisfactory Academic Progress standards to maintain eligibility for financial aid funding.
- Student Financial Services staff will provide adequate loan counseling and follow up with students who are delinquent on their loan repayments to reduce the number of students’ defaulting on student loans.

	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 creating a student account in Campus Logic for Financial Aid Tasks.	SLO As a result of students attending the Campus Logic presentation, and receiving emails and notifications of the steps to create a Campus Logic account, students will learn to create an account to submit their tasks.	1a – by providing educational opportunities 2a-Innovative approach to learning	50% of students who receive information on creating a Campus Logic account will demonstrate their knowledge of the Campus Logic creating an account and submitting their tasks by June 1, 2019.	Campus Logic reports will measure if students were able to create their accounts and submit tasks.	Goal was not met. Campus Logic reports indicated that approximately 33% of students selected for verification created an account. Of the total 2,115 students selected for verification 712 students created an account.	Student Financial Services will improve the communications, emails, and texts to students and update the Campus Logic steps to create an account. Staff will also reach out to other programs and departments with Campus Logic information and create cards with directions for students to create account.

2.	Students will understand the Satisfactory Academic Progress standards to maintain eligibility for financial aid funding.	SLO As a result of viewing Satisfactory Academic Progress videos and taking a test, students will understand the Satisfactory Academic Standards and appeal process.	1a- By providing educational opportunities 2a-Innovative approach to learning	100% of students who view the Satisfactory Academic Progress videos will receive a passing score and learn how to meet standards to maintain financial aid eligibility.	FATV reports will measure students' knowledge of the Satisfactory Academic Progress Standards with a passing score on test.	Goal was met. A total of 386 students received a passing score after viewing the FATV video.	Student Financial Services will enhance student learning with GET Answers Video Library to help increase student knowledge of Satisfactory Academic Progress. Students will also send appeals electronically.
3.	Student Financial Services staff will provide adequate loan counseling and follow up with students who are delinquent on their loan repayments to reduce the number of students' defaulting on student loans.	SAO As a result of Student Financial Services staff providing loan counseling and tracking delinquent students, the number of students defaulting on their student loans will decrease. Norco College's Cohort Default Rate (CDR) will also decrease.	1a- By providing educational opportunities 2a-Innovative approach to learning	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, 2019, based on the current report received by North Star Management Services. Norco College's Cohort Default Rate of 9.8% has increased from prior year to current year at 12.3%.	New services by Ascendium will be utilized for 2019-2020 to guide students in managing their loan repayments and maintaining Norco College's Cohort Default Rate. Services will be enhanced with rehabilitation of delinquent borrowers to help lower the CDR.

II.2.B. 2018-2019 Assessment Plan Findings/Data Analysis

SLO/SAO #1: Increase students' knowledge of creating a student account in Campus Logic for Financial Aid tasks.

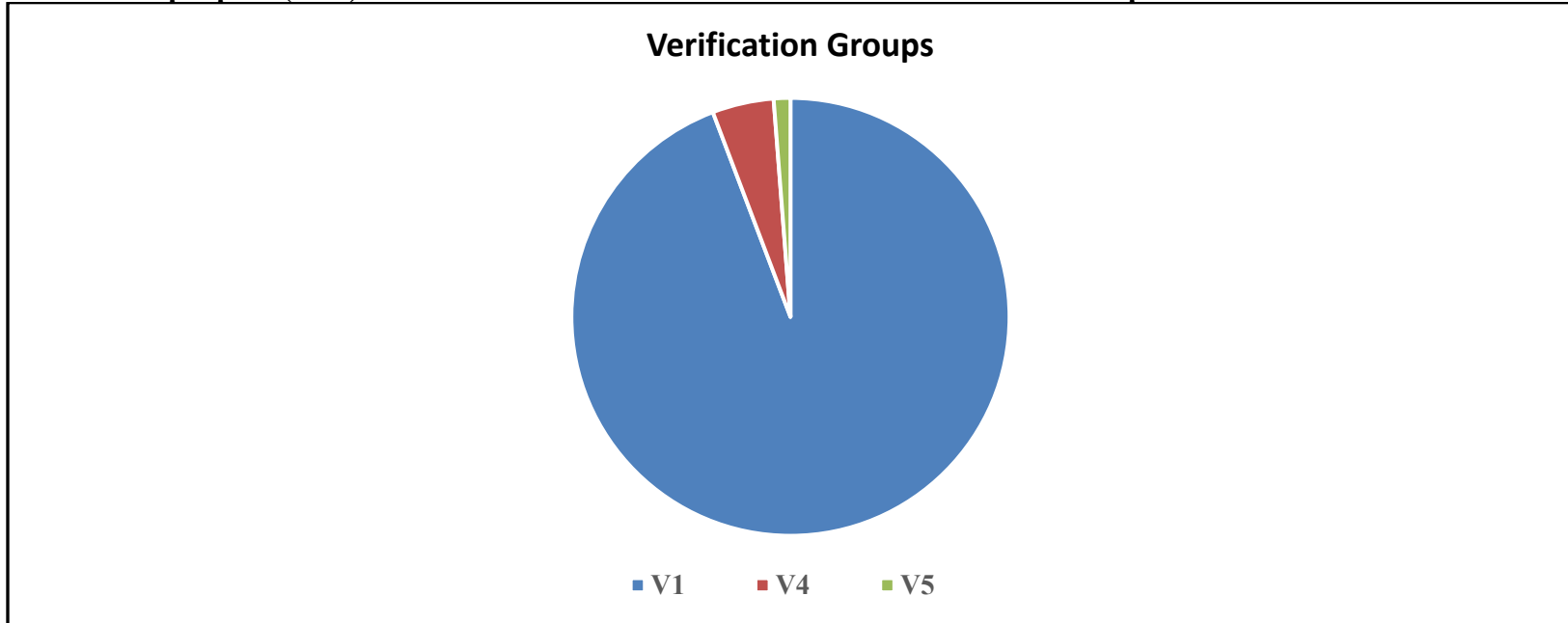
Findings/Data Analysis

To assess students' knowledge of creating a student account in Campus Logic, students received communications with steps to create an account to complete their 19/20 financial aid files. Students selected for verification must create a Campus Logic account to submit financial aid tasks electronically to complete their file. All other students may create a Campus Logic account to review their financial aid status. Verification selection consists of the following groups: V1, V4, and V5

V1—Standard Verification Group. Students in this group must verify if they are tax filers or not tax filers:

V4—Custom Verification Group. Students must verify high school completion status and identity/statement of educational purpose.

V5—Aggregate Verification Group. Students must verify high school completion status and identity/statement of educational purpose (SEP) in addition to the items in the Standard Verification Group.



Data Collected from April 1, 2019 through June 5, 2019:

The number of ISIRs imported into Campus Logic:	7,816
The number of students selected for verification for 19/20:	2,115
The number of students who created a Campus Logic account:	712

Improvement Recommendations

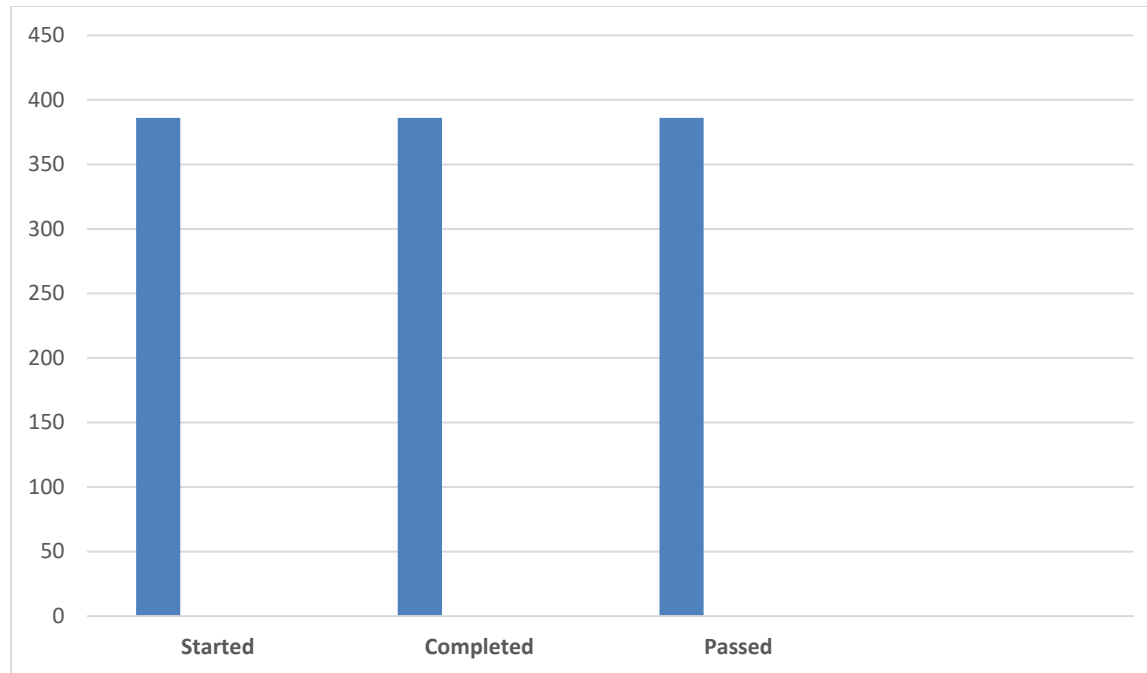
Student Financial Services will improve the communications, emails, and texts to students and update the Campus Logic steps to create an account. Staff will also reach out to other programs and departments with Campus Logic information and create cards with directions for students to create account.

SLO/SAO #2: As a result of viewing Satisfactory Academic Progress videos and taking a test, students will understand the Satisfactory Academic Standards and appeal process

Findings/Data Analysis

During the period of July 2, 2018 through June 12, 2019, a total of 376 students viewed the FATV videos and took a pre-test and post-test and passed.

Understanding the Norco College Student Financial Services Satisfactory Academic Progress (SAP) Standard and What It Means to You



Improvement Recommendations

Student Financial Services will enhance student learning with GET Answers Video Library to help increase student knowledge of Satisfactory Academic Progress. Students will also send appeals electronically.

SLO/SAO #3: As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star default management tool, the number of student defaulting on their student loans will decrease. Students entering repayment will be contacted to better manage loan repayments. Therefore, Norco College’s Cohort Default Rate will decrease.

Findings/Data Analysis

Norco College’s current 3-year official cohort default rate (CDR) for 2016 is **12.3%**, and the official 3-year cohort default rate for 2015 is **9.8%**. The cohort default rate for Norco College has significantly increased from the previous year by **25%**.

NORCO COLLEGE	Current Status (05/08/2019)							
	Total Number of Borrowers	In School	Grace Period	Deferment	Forbearance	Repayment	Delinquent (31-134)	Delinquent (135-239)
414	122	25	68	47	113	24	10	5

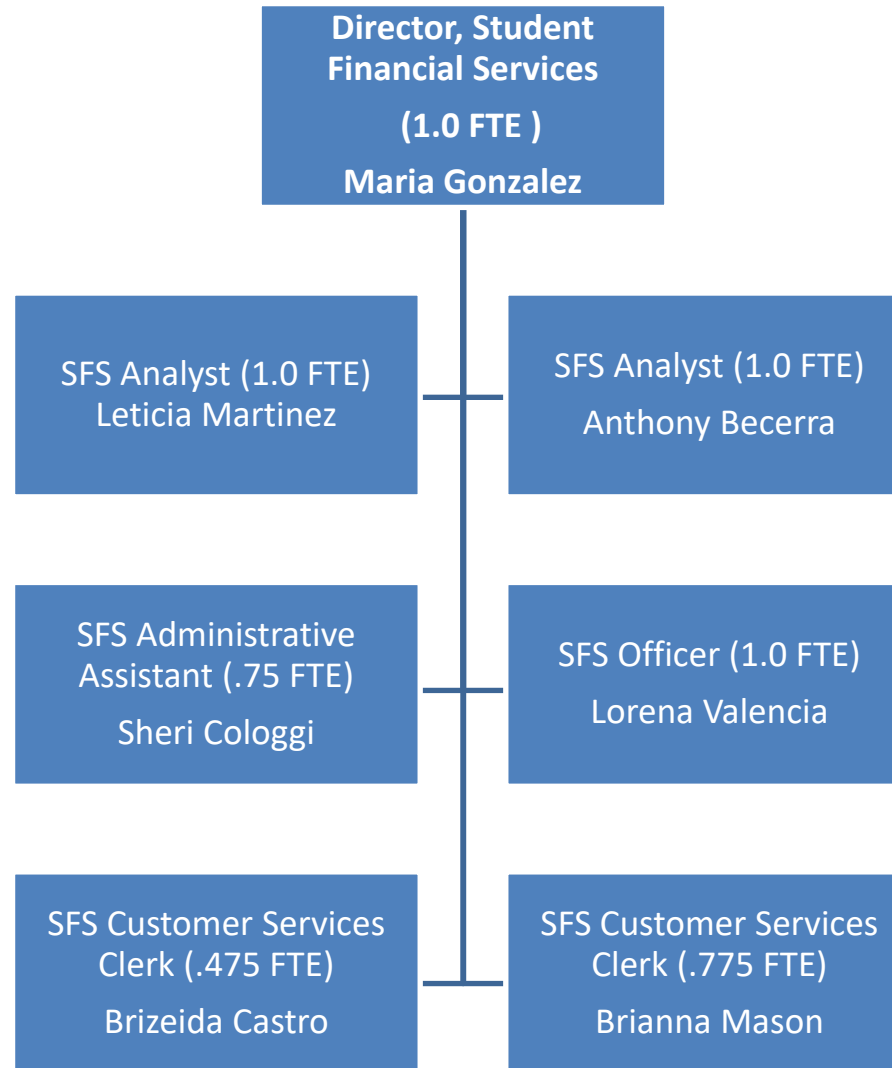
Cohort Default Rate History		
Fiscal Year	Rate Type	Rate
2016	3 YR (Draft)	12.3
2015	3 YR (Official)	9.8
2014	3 YR (Official)	10.6

Improvement Recommendations

Student Financial Services will utilize Ascendium default management services starting for the 2019-2020 academic year. This default management solution is a comprehensive repayment support and default prevention solution that empowers student loan borrowers through outreach, education, and counseling. To maximize student support, the default rehabilitation option will help return defaulted students to good standing thus lowering the cohort default rate for Norco College.

II. Needs Assessment

1. Staffing Level



2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Administration	1	1	1	1	1	1
Classified Staff FT	3	3	3	3	3	7
Classified Staff PT	1.5	1.5	1.5	1.5	3	1
Confidential Staff FT						
Faculty FTE Full time						
Faculty FTE Part time	1	1	1	0	0	0
Total Full Time Equivalent Permanent Staff						
Short Term Staff	0	0	0	0	0	0
Student Workers	8	8	6	5	5	6

3. Improvement Areas

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

- 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 without a dedicated Outreach Specialist.
- 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.
- During the 18-19 academic year, the new Student Success Completion Grant required tracking, monitoring and reporting to the California State Chancellor's Office.
- Managing of new financial aid programs requires specialized staff for awarding, disbursing and reconciliation.

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 2018-2019 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 Clerk (part-time increased to full-time) from 19 to 40 hours <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 2018-2019, 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">Additional: \$69,562</p>
<p>2. Student Financial Services Account Specialist (Full-time) <u>Reason:</u> The Student Financial Services team awards approximately \$26 million in financial aid packages to a diverse student population including: Pell, CCPG, FSEOG, Cal Grants, Student Success Completion Grant, Federal Work Study, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans.</p> <p>The Student Financial Services Account Specialist is needed to process financial aid requests; assuring that the accounting process related to federal and state grants, scholarships, and loans is current and accurate. This position will support the SFS department ensuring compliance according to federal and state regulations. Due to new financial aid programs in support of student access, the number of financial aid recipients has expanded, new grant programs require processing, monitoring and reconciliation. As a result of the new Student Centered Funding Formula, a primary objective for Student Financial Services is to secure financial aid disbursements in a timely manner to assist with student success, retention, and completion. For the past 7 years, financial aid efficiency is affected due to inadequate staffing.</p>	<p align="center">N</p>	<p align="center">\$99,349</p>
<p>3. 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 CCPG dismissal students, which is critical for student success. This position can also conduct workshops and presentations. With the</p>	<p align="center">N</p>	<p align="center">\$96,186</p>

<p>addition of AB19 funds in 18-19, this staff member will need to manually track and work with other departments with recruitment of students for the AB19 program.</p>		
<p>4. 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. The Student Financial Services team awards approximately \$26 million in financial aid packages</p>	<p>N</p>	<p>\$112,208</p>
<p>5. Student Financial Services Customer Clerk (part-time increased to full-time) from 32 to 40 hours <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 2018-2019, 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>I</p>	<p>\$22,555</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 2018-2019 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>			

*

Unit Name: Student Financial Services

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

List Facility Needs for Academic Year 2018-2019 (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>	

Unit Name: Student Financial Services

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

List Professional Development Needs for Academic Year 2018-2019 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.			
	Cost per item	Number Requested	Total Cost of Request
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.	\$2,100	2	\$4,200
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.	\$1,700	2	\$3,400
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.	\$1,500	2	\$3,000
4. CASFAA-California Association of Student Financial Aid Administrators <u>Reason:</u> Provides state and federal regulatory changes and updates for compliance issues, and best practices in Financial aid.	900	2	\$1800
5. <u>Reason:</u>			
6. <u>Reason:</u>			

9. SAFETY NEEDS not covered by current budget

<p align="center">List Safety Needs for Academic Year 2018-2019 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.Remote Locks for Doors <u>Reason:</u> For better security, the remote locks can provide additional safety to employees.</p>	\$200	3	\$600
<p>2.Panic Button <u>Reason:</u> In case of an emergency, panic buttons can be used to secure safety</p>	\$300	2	\$600
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

Unit Name: Student Financial Services

9. OTHER NEEDS not covered by current budget

<p>List Other Needs for Academic Year 2018-2019 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>			