



**Financial Aid Department  
Annual Unit Plan for Academic Year 2014-15  
Planning Year 2013**

**STEP I: DESCRIBE YOUR DEPARTMENT/UNIT**

**a. Department Mission/Connection to College Mission**

The Financial Aid and Scholarship Office provides resources necessary to decrease financial barriers to higher education. This is accomplished by assisting a diverse population in the process of applying for and receiving aid through Federal, State, institutional and private organizations to ensure student learning. The FAO office is devoted to providing quality customer service, efficiency and accuracy in application processing, and the timely delivery of financial aid funds to students in compliance to align with the CCC's commitment to excellence. The FAO supports eligible students to enable their retention and support the student learning experience. The FAO programs are essential for students who would not be able to attend college due to a lack of financial resources.

**b. Partnerships**

Continuing Educational Partnerships:

- The FAO office maintains a partnership with the Cerro Coso Community College foundation and outside resources for scholarship opportunities to students
- Cerro Coso Community College has an Institution Participant Agreement with the California Student Aid commission and Federal Student Aid. The FAO office maintains the conditions of the agreement.
- The administration of FA relies on a number of external systems such as Cal Grant, National Student Clearing House, and the FAA Central Processing System.
- The FAO coordinates closely with BC, PC and the district offices in the administration of financial aid programs. The FAO administration works closely with the District program analyst for program processes.

**c. Special Initiatives for Student Engagement**

[insert unit/department name here]



New Last Year: FAO Director worked closely with Counseling Director to revise the Student Employment process which included enhancing the Career Center, streamlining the process, and increasing the access to all students.

**STEP 2: REVIEW PROGRESS AND PLAN FUTURE STRATEGIES**

**a. Progress Made on Program Review**

[Describe progress made on the most recent 3- and 6-year strategies for each program review your department has primary responsibility for.]

Year of Last Program Review:

Progress in the last year on Three-Year Strategies (if applicable):

Progress in the last year on Six-Year Strategies:

**b. Progress Made on Outcome Assessment. *If more lines are needed, place cursor in the bottom right box, press [Tab].***

Semester Assessed	SLO/AUO	Target Missed/Gap Detected	Improvements Designed	When Reassessed
2012 student survey	Students who received services from the Financial Aid and	<b>Onground:</b> 80.6% (104/129)students Strongly agreed or agreed <b>Online:</b>	Due to restructure of student surveys, this year a survey was given to 2013 graduates. This survey did not ask the same detail as the 2012 survey therefore, comparisons over time was not possible. I	Summer 2014 for 13/14 FA students.

	<p><b>Scholarship Office will report that those services helped them to attend Cerro Coso.</b></p>	<p>89.0% (203/228) students Strongly agreed o</p>	<p>believe a survey with specific FA questions is needed to assess progress on unit plans.</p>	
<p>2012 student survey  12/13 Trend Data</p>	<p>Students who received services from the Financial Aid and Scholarship Office will report that those services helped them to stay in school.</p>	<p><b>2012 survey</b>  <b>Onground:</b>        85.7% (108/126) students Strongly agreed or agreed  <b>Online:</b>        87.2% (198/22)</p> <p><b>12/13 Trend Data-</b>        82.3% retention rate of FA students</p>	<p>Due to restructure of student surveys, this year a survey was given to 2013 graduates. This survey did not ask the same detail as the 2012 survey therefore, comparisons of students reporting was not possible, but through the Trend Data report, the retention rate of students remaining in classes is recorded as a comparison.</p>	<p>Summer 2014 on FA student survey</p>
<p>2012 student survey  2012 student survey</p>	<p>Students who received services from the Financial Aid and Scholarship Office will report satisfaction with the timeliness of response for information. Students who receive services from the Financial Aid and Scholarship Office will report satisfaction with the knowledge of the Financial Aid staff.</p>	<p><b>Onground:</b>        74% (96/129)students Strongly agreed or agreed  <b>Online:</b>        86.4% (166/179) students Strongly agreed or agreed</p> <p><b>Onground:</b>        80.6% (104/129)students Strongly agreed or agreed  <b>Online:</b>        89.0% (203/228) students Strongly agreed or agreed</p>	<p>Due to restructure of student surveys, this year a survey was given to 2013 graduates. This survey did not ask the same detail as the 2012 survey therefore, comparisons over time was not possible. I believe a survey with specific FA questions is needed to assess progress on unit plans.</p> <p>Due to restructure of student surveys, this year a survey was given to 2013 graduates. This survey did not ask the same detail as the 2012 survey therefore, comparisons over time was not possible. I believe a survey with specific FA questions is needed to assess progress on unit plans.</p>	



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**c. Progress Made on Department/Unit Strategies**

**Goal 1-Increase student access to FAO Technicians for assistance**

The FAO office had three layers of verifying documents submitted by students. These three stages were confusing and inconsistent at times resulting in a majority of student complaints with inconsistent information. Beginning Fall 2013, all technicians were trained to complete the packaging process. The students were divided by alphabet among the three technicians. Students with questions are referred to the technician that will be completing the student file. The Department Asst. was out for an extenuating amount of time and therefore could not be properly trained on receiving and tracking documents in time for the Fall 2013 implementation. The Technician that was receiving documents, continued to receive and put in tracking during the Department Asst. absence.

Measure of Success- Student survey for 2013 was revised and did not ask for satisfaction with FA services. Director of FA reports that no complaints were received in Fall 2013 from students receiving conflicting information.

**Goal 2-- Response to students will be timely, accurate and consistent**

Returned phone calls were 3 weeks out leaving students on their own in completing the FAFSA and completing documents often resulting in mistakes that have to be corrected delaying FA awards.

The Technicians arranged their work space to include an area for students to sit for drop in service. Students with questions that can not be answered by the Department Assistant are referred to the Technician who will be handling their file throughout the process. Final verification of students is with one technician as of Fall 2013 reducing conflicting information. The front desk number was put on all Technician phones to help cover phone calls and messages. This has reduced the call back time of phone messages to 48 hours

Measure of Success- Average transactions on FAFSA are less due to increase Technician involvement. Technicians are assisting students with corrections so multiple corrections are not necessary. Technicians have not set drop in time appointments, but are availability to students needing assistance is now a priority. Phone messages are taken down within 24 hours and reported as returned within 48. A continued goal will be to have accurate records in SARS to better measure the student contacts.

**Goal 3- Create and implement a Staff Training Plan that includes opportunities for conference attendance.**

The FAO staff had not attended or been involved in training in several years. A training plan was put into place beginning with a District wide training in Spring 2013, followed by 2 FA technicians attending a Federal FA conference. Continued training will include annual District trainings and annual conference



attendance for each FA Technician. .

Measure of Success: Staff Training Plan was incorporated in Spring 2013. Some procedures have been written on an “as needed” basis. This will be a continued project with Technician involvement to be completed Spring 2014 and ongoing.

**Goal 4- Implement updates and changes of federal and state regulations for financial aid programs to maintain compliance and currency.**

Written policies are currently being established but need more direction and collaboration as District policies. Completion date of policies and procedure manual is projected for Feb. 2014. 2013/14 updates to include all new forms for new verification categories was completed and rolled out in July 2013 for Fall 2013. As in any new process, there were corrections and issues to work out in the processing of new requirements in Banner. The FA Director and FA Technicians attended the annual federal conference for training on new regulations and network with other institutions on implementation. Although the processing of awards started later this year, with the batch packaging process and fewer verification items on some verified files, there was an increase in first disbursement of Pell Grant.

Measure of Success: Staff training implemented beginning Spring 2013. Procedure handbook in process, but not completed.

**d. Department/Unit Strategies for Next Academic Year. *If more strategies needed, copy and paste additional boxes.***

***Strategy 1: Increase student access to Financial Aid Services at distant sites***

- 1. College Strategic Objective(s) addressed: 1.1, 1.2- Foster student success through sustained continual quality improvement of student services*
- 2. Action Plan: Students at all sites will have equal access for walk in FA assistance. A separate line will be designated for walk-ins at Mammoth, Bishop and KRV. The line will be treated as a priority student walking in to IWV FA department.*
- 3. Measure of Success: Phone logs will indicate walk in students received priority service from IWV FA staff. Student survey will show 85% satisfied with FA service.*
- 4. Expected Completion Date: Fall 2014 fully implemented with assessment tools in place.*
- 5. Person Responsible: Jennifer San Nicolas*
- 6. Which of the following is **primarily** true of this strategy? Choose one.*



- It is designed to improve internal unit operations
- It is designed to increase student success

7. If the strategy is designed to increase student success, which of the following areas of the student experience does it address? Choose as many as apply.

- Intake
- Remediation
- First Year
- 2nd Year/Program Completion
- Post-Graduation

**Strategy 2: Decrease turnaround time for students making changes to their Federal Application for Financial Aid (FAFSA )**

1. College Strategic Objective(s) addressed: 1.1, 1.2- Foster student success through sustained continual quality improvement of student services

2. Action Plan: Implement process change for FAFSA through BANNER to reduce processing time for student awards

3. Measure of Success: Corrections will be input in Banner with a 3 day turnaround from COD for processing.

4. Expected Completion Date: Fall 2014 and ongoing.

5. Person Responsible: FA Directors and Brian Tully

6. Which of the following is **primarily** true of this strategy? Choose one.

- It is designed to improve internal unit operations
- It is designed to increase student success

7. If the strategy is designed to increase student success, which of the following areas of the student experience does it address? Choose as many as apply.

- Intake
- Remediation
- First Year
- 2nd Year/Program Completion
- Post-Graduation



**Strategy 3: Implement Student Comment boxes along with surveys for continual quality improvement and assessment of program**

1. College Strategic Objective(s) addressed: 1.1, 1.2- Foster student success through sustained continual quality improvement of student services
2. Action Plan: Comment box for students to complete survey with comments and make suggestions at each visit. Comment sheet will have a veteran option to help desegregate and improve veteran services
3. Measure of Success: Student comments are reviewed and used for improvement. At least one training per semester will be directly related to comments/request students have made. 85% of Students will indicate they were satisfied with their FA walk in experience.
4. Expected Completion Date: Fully implemented Fall 2014, ongoing with assessment.
5. Person Responsible: Jennifer San Nicolas
6. Which of the following is **primarily** true of this strategy? Choose one.  
 It is designed to improve internal unit operations  
 It is designed to increase student success
7. If the strategy is designed to increase student success, which of the following areas of the student experience does it address? Choose as many as apply.  
 Intake       Remediation       First Year       2nd Year/Program Completion       Post-Graduation

**STEP 3: SUBSTANTIATE REQUESTED RESOURCES (Note: All items must be prioritized.)**

- a. **1000 Category.** Please indicate below any requests for temporary or new permanent certificated positions. (Do not request adjunct instructors for normal teaching assignments as this is captured in the Academic Affairs division plan.) *If more lines are needed, place cursor in the bottom right box and press [Tab].*



Description	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this resource	If a full-time faculty member is being requested, use the box below. Use this space to provide a detailed rationale for temporary certificated positions only. The rationale should refer to your unit's mission and goals, recent program review or SLO assessment gaps, planning assumptions, and/or the College's strategic plan.	Estimated amount of funding requested (temporary positions only)	Will this be one-time or on-going funding?	Funding Source (check <u>one</u> ): G = General Fund, O = Other	
							G	O

**Full-Time Faculty Staffing Justification:**

1. Are there too few or too many students enrolling for particular classes or majors?
2. Are there too many courses or programs that are under capacity?
3. Are courses "core mission"?
4. Are courses overscheduled?
5. Is there capacity to offer courses or programs at different times and/or locations?
6. Is there a workforce shortage in the service area or region?
7. What are the costs and/or lost revenue from gaps between student demand and course or program capacity?
8. In support of your proposal, provide the following data:
  - a. Size of wait lists in the discipline
  - b. Department productivity, previous year
  - c. Number of faculty currently in the department
  - d. Number of adjunct faculty
  - e. Number of certificates awarded, previous year
  - f. Number of degrees awarded, previous year
  - g. Core curriculum classes



- h. CTE classes with workforce data (wage/high demand)
- i. Number of students at first day and census, previous year

**b. 2000 Category. Please indicate below any requests for temporary or new permanent classified staff. Include labor amounts only; benefits will be calculated separately. *If more lines are needed, place cursor in the bottom right box and press [Tab].***

Position Title	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this position	Salary Grade	Number of Months	Number of Hours per Week	Salary Amount	Funding Source (check <u>one</u> ): G = General Fund, O = Other  G            O	

**Classified Staffing Justification. *If more than one position requested, copy and paste additional boxes.***

1. Describe how the position is linked to your unit’s mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College’s strategic plan.
2. Explain why the work of this position cannot be assigned to current staff.
3. Describe the impact on the college if the position is not filled.

**c. 4000 Category. Use the space below to itemize and explain budget requests in the category of supplies and equipment. *If more lines are needed, place cursor in the bottom right box and press [Tab].***



Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source (check <u>one</u> ): G = General Fund, O = Other  G      O	

**d. 5000 Category.** Use the space below to itemize and explain budget requests in the category of service, utilities, and operating expenses. *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source (check <u>one</u> ): G = General Fund, O = Other  G      O	

[insert unit/department name here]



e. 6000 Category. Use the space below to itemize and explain budget requests in the category of capital outlay. *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source (check <u>one</u> ): G = General Fund, O = Other	
							G	O

**STEP 4: ATTACH COMPLETED BUDGET WORKSHEET (provided separately)**