

# **Financial Aid Department**

## **AUP for Academic Year 2022-2023**

**November 2021**

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### **Describe Department/Unit**

#### **Connection to College Mission**

The Financial Aid and Scholarship (FA) Office provides resources necessary to decrease financial barriers to higher education. This is accomplished by assisting a diverse population with the process of applying for and receiving aid through federal, state, institutional, and private organizations increasing student access to college. The FA office is devoted to providing quality customer service, efficiency in application processing, and timely delivery of financial aid funds to students. The FA Office aligns with CerroCoso Community College's (CCCC) commitment to student success by being a vital part of the college's comprehensive student support services. The FA Office supports eligible students by increasing their ability to afford college and complete their educational goals. The FA Office programs are essential for economically disadvantaged students and families to afford college.

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### **Report on Improvements Made and Gaps Identified in the Prior Year**

#### **Student Equity**

##### **Actions Taken Last Year**

Students on financial aid persist at a lower rate.

- Fall 2016, students on financial aid success rates were 65.8%
- Success rates gained to fall 2018 of 72.4%
- Success rates dropped in fall 2019 to 70.8% and 2020 to 68.8%.

This drop can be attributed to the move from face to face instruction to online instruction, interruptions based on the pandemic. Fall 2016 however we were tied with BC for lowest percentage success rate. Fall 2018 we were just behind PC and while all three schools saw a pandemic related decline, ours was minimal and our success rating in 2020 is the highest of the three school. We believe this is based on timely introduction of emergency drops, relief fund grants and other forms of support.

#### **Gaps to be Addressed**

Determine success rates for students who are required to appeal for their financial aid. Not currently measured, we have counseling sessions to assist with their ability to be successful.

#### **Outcomes Assessment: Loop-Back Improvements Made**

## **Actions taken in the prior academic year**

Improvements based on customer service, prompt answering of phones, completion of files, and awarding of aid. Significant training on the student as our customer has helped identify the importance of sound customer service. Most recent Student Satisfaction Survey yielded:

- Assistance of staff 81.5% positive
- Timeliness of response 76.5% positive
- Staff knowledge 84% positive
- Overall quality of services 75.3% positive

Perfect, hardly. We have seen an increase in students needing our services but the pandemic has affected the department as well presenting challenges on providing these services.

## **Outcomes Assessment: Results of Last Year's Assessments**

- **Bringing in new year FAFSA files earlier.**
- **Packaging earlier.**

**We conducted new year banner software roll in November and were bringing in files in January. We were packaging in April. Last year we packaged in July.**

### **Target Met?**

Yes

## **Outcomes Assessment: Missed Targets**

### **Increase outreach activities for AB540 and undocumented students**

#### **Type:**

AUO

#### **Target Missed/Gap Detected:**

Currently minimal information available.

#### **Type of Gap:**

Need to improve operational processes.

#### **Analysis and Plan for Improvement:**

Create a comprehensive outreach for AB540 and undocumented students and their families.

#### **Anticipated Semester for Implementing Planned Improvements:**

Spring 2022

**Anticipated Semester of Next Assessment:**

Fall 2022

## **Outcomes Assessment: Schedule of This Year's Assessments**

Success rate of students who appeal.

## **Program Review**

### **Financial Aid**

**Year of Last Program Review:**

2016

**Actions Taken in the Prior Year to Address Strategies:**

Decrease number of student on warning or suspension.

- While the academic success metrics are outside of financial aid control, we can help to ensure funding is a lesser reason.
- We also have installed revised success parameters on reviewing appeals to assist in helping students continue and graduate.

**Strategies Still to be Addressed:**

Measure the success of students who successfully appeal.

### **Financial Aid**

**Year of Last Program Review:**

2016

**Actions Taken in the Prior Year to Address Strategies:**

5 year strategy -

Utilize Degree works to assure students receiving aid are following their comprehensive educational plans.

**Strategies Still to be Addressed:**

Degree works has been implemented, still need to develop operating parameters.

## **Last Year's Initiatives**

**Increase persistence and graduation rates for financial aid students.**

Persistence and graduation rates, student success rates have climbed since 2016 however the pandemic has negatively affected this percentage. The good news is we have been negatively affected less than PC or BC.

### **Policy and procedure manual**

95% complete. This years Program Participation Agreement included a significant review by the Department of Education of our policy and procedure manual with only a few revisions necessary.

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## **Reminder of Initiatives for the Current Year**

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#### **Policy and procedure manual**

**Increase persistence and graduation rates for financial aid students.**

**Increase financial aid participation with AB 540 and undocumented students.**

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## **Plan Initiatives for Next Year**

### **Initiatives for Next Academic Year**

#### **Transcript articulation**

**Is this part of a multiyear initiative?**

No

**Specific Action Steps to be Taken:**

Develop process for outside transcript articulation.

**Early Observational Data, or "Lead" Measure(s):**

BC has a current process that we will look at implementing.

**Does the department request help developing these instruments?**

Yes

**Institutional Performance Data, or "Lag" Measure(s):**

This will be a go-no go initiative. Once the process is developed and agreed upon, we will work the process.

**Person Responsible:**

Director of Financial Aid

**Unit gap or institutional goals addressed:**

It addresses a 2- or 5- year program review strategy, It addresses a gap in outcomes assessment, It addresses a Strategic Plan goal or objective

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## Evaluate Resource Needs

### Facilities

None

### Information Technology

Establish Campus Logic processes.

### Marketing

Develop robust outreach programs for AB540 and undocumented students.

### Professional Development

Attendance to conferences.

Chancellors office webinars

### Other Needs

Stable skilled workforce.

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## Staffing Requests

### 1000 Category - Certificated Positions

#### Financial Aid

**Location:**

**Justification:**

No new positions

### 2000 Category - Classified Staff

#### Financial Aid

**Location:**

Ridgecrest/IWV

**Salary Grade:**

**Number of Months:**

**Number of Hours per Week:**

**Salary Amount:**

**Justification:**

none at this time