

2019-20 Financial Aid Comprehensive Program Review

I.A. Program Purpose

Describe the purpose of the program and how it contributes to the mission of Skyline College.

Narrative

The Financial Aid Office supports the mission of the college and priorities of Skyline College Student Services by promoting the growth and development of students and contributing to student learning by way of our "students first" philosophy. In addition, the Financial Aid Office supports the Skyline College Promise Program efforts by assisting students to "get in, get through and graduate...on time" for successful college completion.

The Mission of the Financial Aid Office at Skyline College is to provide Federal, State and institutional financial aid services to students and to encourage members of a diverse student body to successfully achieve their educational goals. The goals and practices of our department are to promote awareness of Financial Aid programs, regulations, policies, student access, success and equity through year-round in-reach and outreach efforts, classroom presentations, specialized workshops, new technology for clearer communications, electronic submission of documents and utilize social media sites/campus boards to post information. We will strive to assist all students, regardless of their economic resources, in obtaining financial assistance as well as collaborate with additional programs to maximize resource eligibility to facilitate attendance at Skyline College. We will utilize and expand technologies to better our services and to prepare our students for the transfer experience and successful college completion.

I.B. Program Student Learning Outcomes

List the current program student learning outcomes (PSLOs).

Narrative

- Students will be able to identify financial aid resources for which they may qualify, submit applications, and meet deadlines.
- Students who receive financial aid will demonstrate knowledge and understanding of the Satisfactory Academic Progress "SAP" Policy for financial aid purposes.
- Students will gain understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.

I.C. Program Personnel

Describe the current staffing structure of the program and how it aligns with achieving the purpose of the program.

Narrative

Regina Morrison, Director of Financial Aid – Created narrative and objectives, track data and input in SPOL/CPR.

Patricia Flores, Program Services Coordinator – provided SLO and TracDat data.

Patricia Mendoza, Financial Aid Technician - provided statistical data

William Minnich, Dean of Enrollment Services – Review narrative, offer suggestions to narrative and approve.

The Financial Aid Department is made up of the following classified staff and are assigned the following work responsibilities:

REGINA MORRISON

Director, Financial Aid Services

- Office manager for Financial Aid
- Responsible for upholding program integrity that adheres to regulations with the Department of Education and the California Student Aid Commission
- Monitors budgets and reporting expenditures to the California Community College Chancellors Office (BFAP). In addition, institution budgets (Fund 1) as well as Administrative Cost Allowance budget (ACA).
- Manages annual budget process for the Financial Aid Department, approves and monitors expenditures and year end reconciliation.
- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
- Trains and Supervises office staff/prepares Evaluations
- Manages and maintains Federal Grants and Loans Programs
- Manages and maintains State Grant Programs
- Manages and maintains Institutional Programs
- Liaison between Institution and DOE database/CSAC database
- Policies and procedures
- Program planning
- Compliance and reconciliation of programs
- System updates-New year roll
- Update student documentation
- Appeals, special exceptions, income adjustments, dependency over rides, CCCG eligibility and loan request
- HR employee reviews/request/timesheet

- Composes a variety of reports and tracks data trends
 - Reports: FISAP/SSARCC/FTSSG/BFAP-Technology budget
 - Program Review/ALUR reports/Unit Planning Reports SPOL/CPR
 - Attends training, conferences and workshops
 - Student conflict resolution
 - Management and Leadership meetings
 - Hiring Committees
-

JENNY YANG

Student Services Counselor-Financial Aid (PT)

- General Counseling
 - Student Educational Plans
 - Evaluations for over 90 and over 90 Disqualified unit students
 - Counsel Disqualified students - Over 90 and SAP
 - Liaison with Counseling Department-regulatory changes/updates
 - Workshops
-

PATRICIA FLORES

Program Services Coordinator

- Coordinates In- reach and Outreach events/presentations-Financial Aid
- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
- Maintain FA electronic communications
- Supervises Financial Aid Ambassadors
- Develop and implement FA Marketing plan/materials
- Develop, coordinate and facilitate Financial Literacy/Education workshops
- Advice and counsel students on all aspects of FA
- Works with High Need student populations - Foster Youth, Homeless Students, Veterans
- Scholarship Coordinator in training-maintain AcademicWorks software, form Institutional Scholarship committee and conduct training, conduct a variety of Scholarship training sessions for students, lead with SSAC committee and ceremony. Review External Scholarship notifications, research and post to website. Skyline College Promise Scholars Program – review applications, determine eligibility, post awards.
- Assist and award High Need student populations - Foster Youth, Homeless Students, Veterans

- Develop, implement and monitor FA SLO's - TrakDat
 - Monitors/update Financial Aid website/FATV
 - Attends conferences, trainings and workshops
-

LUCY NOLASCO (Primary back up to Director)

Financial Aid Technical Support Specialist

- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
 - Works closely with ITS staff in configuring and testing the annual New Year Roll setup
 - Works APPWORX and ARGOS reports to reconcile student errors
 - Reconcile weekly disbursement reports
 - Leading role in documenting and training other staff members
 - Serves as technical resource for the College and District regarding Financial Aid and various student related services
 - Evaluate documented financial need
 - Analyze Student records/meets with students to determine need
 - Verify selected student records as required
 - Participates in community outreach/in reach events as needed
 - Attends workshops, conferences and training
 - Complete assessment of Federal and State programs
 - Presentations/workshops, as needed
 - Identifies and reports anomalies or other information that may identify potential fraud or misuse of state or federal funds
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JENNY YANG (Secondary back up to Director)

Financial Aid Technician-Scholarship Coordinator

- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
- Evaluate documented financial need
- Analyze Student records/meets with students to determine need
- Verify selected student records as required
- Participates in community outreach/in reach events as needed

- Attends workshops, conferences and training
 - Complete assessment of Federal and State programs
 - Presentations/workshops, as needed
 - Identifies and reports anomalies or other information that may identify potential fraud or misuse of state or federal funds
 - Financial Aid Counselor
 - Verifies Chafee Grant eligibility with CSAC, processes checks, notifies students
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AILEEN CONMIGO PHUONG

Financial Aid Technician-Federal Work Study Coordinator

- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
 - Evaluate documented financial need
 - Analyze Student records/meets with students to determine need
 - Verify selected student records as required
 - Participates in community outreach/in reach events as needed
 - Attends workshops, conferences and training
 - Complete assessment of Federal and State programs
 - Presentations/workshops, as needed
 - Identifies and reports anomalies or other information that may identify potential fraud or misuse of state or federal funds
 - Federal Work Study Coordinator
-

PATRICIA MENDOZA “Patty”

Financial Aid Technician-CCPG specialist

- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
- Evaluate documented financial need
- Analyze Student records/meets with students to determine need
- Verify selected student records as required
- Participates in community outreach/in reach events as needed
- Attends workshops, conferences and training
- Complete assessment of Federal and State programs

- Presentations/workshops, as needed
 - Identifies and reports anomalies or other information that may identify potential fraud or misuse of state or federal funds
 - CCPGFW Specialist
 - Reconciliation
 - Works reports weekly (RVPISIR and Dep. NE)
 - Follow up with student if application is incomplete or not eligible
-

CLAUDIA ACEVEDO

Financial Aid Technician-Cal Grant, CC Student Success Completion Grant Specialist

- Provides information to students/parents regarding
 - Federal Programs
 - State Programs
 - Institutional Programs
 - Enrollment Services
 - Policy and Procedures
 - Evaluate documented financial need
 - Analyze Student records/meets with students to determine need
 - Verify selected student records as required
 - Participates in community outreach/in reach events as needed
 - Attends workshops, conferences and training
 - Complete assessment of Federal and State programs
 - Presentations/workshops, as needed
 - Identifies and reports anomalies or other information that may identify potential fraud or misuse of state or federal funds
 - Cal Grant Specialist-Electronically submits March and September GPA verifications to the California Student Aid Commission, Awards Cal Grants, Notifies students when needing additional documentation for CSAC Cal Grant eligibility, exports payment/enrollment/non-enrollment to CSAC and reconciles expenditures, assists students and parents with questions, liaison with CSAC.
 - Student Success Completion Grant SSCG-verification of eligibility, awards students, extracts reporting for CCCCCO and notifications to students.
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ELISABETH OSAI

Financial Aid Assistant-Generalist

- Front Window/Phone staff
- File Management
- Provides information to students at the front window/phone regarding Federal, State and Institutional Financial Aid programs
 - Evaluate need

- Rights and responsibilities
- Tax filing/employment records
- Immigration status
- Verify selected student records as requires
- Participates in community outreach/in reach events as needed
- Attends workshops, conferences and training
- Scanning and indexing
- Supervises FWS and Cal Work student workers and assigns daily general office work duties

STUDENT WORKERS: Eric Torres, Financial Aid Campus Ambassador - Beatriz Mezquita, FWS - Sin Yi Lo, FWS - Erlinda Marques, FWS

I.D. Personnel FTE

- Provide the current FTE of each category of personnel.
- FT Faculty FTE:
- Adjunct Faculty FTE:
- Classified Staff FTE:
- Administrator FTE:

Narrative

FT Classified: 7 classified staff and 1 Financial Aid Director

PT/OL Faculty: 1 PT Counselor

Student Workers: 4 student workers, 1 CalWorks workstudy and 3 FWS

I.E. Program Review Team

Comprehensive program review is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the program review narrative. Include names and the title or role of each person.

Narrative

Regina Morrison, Director of Financial Aid – Created planning, narrative and objectives, track data and input in SPOL/CPR.

Patricia Flores, Program Services Coordinator – provided SLO and TracDat data.

Patricia Mendoza, Financial Aid Technician - provided statistical data

William Minnich, Dean of Enrollment Services – Reviews narrative, offers suggestions to narrative, and approves.

II.A. Progress on Prior Program Objectiveness (Goals)

Describe the progress made on prior CPR/APP objectives including identification of achievements or areas in which further effort is needed. If the program is new with no prior CPR/APP, comment on new program implementation.

Below the narrative box, use the Associate Objectives feature to select the related objectives. Once associated, you may also view each objective. If appropriate, edit the status to Completed or Discontinued.

Narrative

The Financial Aid Office has met prior CPR/APP Objectives and strategic priorities by continuing to improve upon its services by:

- Promise Scholars Program: Prior Objective: Participating in the Skyline College Promise Scholars (PSP)- serving on the Skyline College Promise Scholars Task Force and working closely with the Director of the Promise Scholars Program, attend District wide Promise meetings for planning and implementation, creating outreach emails to students meeting eligibility by cross referencing Promise Scholars applications who have not submitted a Financial Aid application, extracting expenditure reports, conflict resolution with non-resident students, automation of posting awards, working with PRIE to better resolve Financial Aid eligibility criteria for reports, etc.
- Progress of Objective: The following practices are the outcomes of working closely with the Promise Scholars Program. We have worked hard to expedite services to our students and ensuring streamline processes:
 - Automation of awarding PROME and PROMF codes to student Financial Aid awards
 - PSP trained and gained access to Financial Aid screens (Read Only) for faster processing of students applications
 - PSP inputs all resources they are giving students, i.e., book voucher, gas cards, clipper cards, etc., for reporting and compliance
 - PSP given access to run SAP reports to extract prior year data with current year data to identify file completion and expediting future eligibility

This goal has been completed, but is ongoing as Financial Aid continues to work with a District wide team to push for better coding, automation, and comprehensive reports.

Default Management:

- Prior Objective: Default Management (purchase of Borrower Connect in 1516, notifying students on delinquency payments, and starting 1718 participating in the Experimental Direct Loan in-person Counseling sessions). (**Attachment A - Skyline College Cohort Default Rates from CCCCCO**)
- Progress of Objective: 1920 will be the last year Financial Aid participates in the Experimental Direct Loan in-person Counseling sessions. We have submitted data each aid year to the Department of Education and our Cohort Default Rates continue to stay below average.

This goal has been completed, but the contribution to these efforts will really not be proven effective for aid years to come as the student populations from 1718 – 1920 begin to complete school and go into repayment.

Business Process Analysis:

- Prior Objective: Business Process Analysis (BPA) - Participated in the Foundations BPA (2017) to better serve our Scholarship students, identifying manual process and replacing with automation, identifying overlap in workloads.
- Progress of Objective: The process has been slow because of the constant shifting of staff and upper leadership from the Foundation. Now that this has stabilized, we are looking at better ways to work together.

The goal is ongoing and Financial Aid will soon be looking at utilizing the AcademicWorks (Institutional Scholarship Application) platform to the fullest capabilities. This will be made up of Blackbaud Award Management, Financial Aid Scholarship specialists and the donor relations manager from Foundation.

Student Learning Outcomes:

- Prior Objective: Improving upon Student Learning Outcomes (SLO) and tracking data to measure accurate outcomes.
- Progress of Objective: This process has been ongoing because Financial Aid has had four different Program Services Coordinators since 2016.

The goal to do an overview of the Financial Aid SLO's and really change our focus is slated to be updated by the beginning of the 20/21 aid year.

Collaborations with SparkPoint:

- Prior Objective: Collaborating more with SparkPoint on Financial Wellness - determining how to accomplish better outreach to our students to encourage them to apply for Public Benefits and incorporating Financial Wellness into the 1718 In-Person Loan Counseling. Also have SparkPoint include Direct Loan information in Financial Wellness workshops of what it means to be a responsible borrower and the rights and responsibilities thereof. In addition, collaborating to assist the Homeless Student Liaison in better serving the student population, collecting documentation to apply priority enrollment with A&R, creating an emergency guide with housing/food resources and getting them connected to additional services for successful completion.
- Progress of Objective: Financial Aid has worked with SparkPoint and created the following:
 - Automated referral emails to students that applied for Financial Aid and may be eligible for Public Benefits to go to SparkPoint BACC program for assistance in applying.
 - Financial Wellness incorporated into the in-person Direct Loan Entrance workshops with an additional referral to all of our SparkPoint centers and services District wide.
 - Homeless Student Liaison has changed from SparkPoint to Michelle Batista with continued support and system coding from Financial Aid.

The goal is complete.

Financial Aid Awareness:

- Prior Objective: Promoting awareness of Financial Aid programs and resources on campus and off. Reaching out to students that are registered and have not submitted Financial Aid applications as well as personal touch follow ups for students who have not completed their Financial Aid files and may be eligible for Federal Grants.
- Progress of Objective: Promoting awareness of Financial Aid programs is ongoing and we continue to strive in this area by improving on the following:
 - Better utilization of technology and meeting the students where they are.
 - Electronic surveys that students can take by scanning a QR code and submitting by their cell phones and also having tablets available with the survey ready for them to take. Great source of data collecting to ensure we are meeting the students' needs and reviewing our processes where we are lacking.
 - Building better relations within our communities on and off campus and reaching out to additional organizations for collaborations.
 - Working closer with the Skyline College Recruiter and collaborating in presentations and training of Campus Ambassadors.
 - Being more present on campus, tabling in the quad, offering more personalized workshops, working one-on-one with students, building better relationships with faculty.
 - Working more with MCPR and marketing campaigns/communications
 - Incorporating the student voice in the review of our website and documentation.

The goal is ongoing. (Attachments B1, B2, B3 - 1819 and 1920 Outreach Events and Attachments C1, C2, C3, C4 1819 and 1920 In reach Events)

Financial Aid Website:

- Prior Objective: Providing fully disclosed consumer information on our website so that student can make informed decisions.
- Progress of Objective: Review and updating the Financial Aid website is ongoing and continuous because of the never ending changes to regulations or new consumer information. We work hard to keep the information up to date and we have improved our website and services by utilizing the following:
 - Incorporating the student voice in the review of our website and documentation.
 - 1920 purchasing a Chatbot with a catalogued 1,200 Q&A so that anyone can get information regarding Financial Aid and Skyline College services 24/7.
 - Financial Aid TV videos, instructional, informative, interactive.
 - Collaborating with additional programs/resources on campus and building links.
 - Making sure all applications are hyperlinked on the website for student convenience.

The goal is ongoing. (Attachment E1_FATV Monthly Report)

Student Completion Rates:

- Prior Objective: Monitoring the successful completion rate of our student population while maintaining fiscal and regulatory integrity of Federal and State funded programs.
- Progress of Objective: Financial Aid has worked hard on this objective because this is directly related to getting students in, through, and graduating on time. Within the last two aid years we have implemented the following:
 - Part-time, dedicated counselor that created an early alert system that notifies students and encourages them to come in and meet with her as soon as they go on a Warning.
 - Expedited Appeal review for all students that have a DISQ, Over 90 or Over 90 Disqualification and a current SEP on file. The file will be pulled, evaluation prepared for auditing purposes and notification sent to student, without the student having to come into the office. In addition, we have implemented a GetSAP Counseling tool whereby students that are appealing because they are disqualified can take 2 online tests with a single sign-on that has informational videos based on our policies, there is access to additional resources on campus to help students complete tests successfully that students must pass, and students' can submit certificate of completion.
 - New tracking code set up for students that attempt 60 units, encouraging them to come in and see the Financial Aid Counselor to ensure they are on track with their educational goal for successful completion and reminding them of the Over 90 unit Financial Aid policy.

The goal is ongoing.

Utilization of Technology to better serve students:

- Prior Objective: Implementing better processing and utilization of technology to simplify the Financial Aid completion of files so that students can receive the assistance in which they are applying for and for successful completion.
- Progress of Objective: Financial Aid has worked hard with the team in the implementation planning of the District CRM; however, we are in Phase II and we need to serve students now. In order for our department to better serve the student's needs, Financial Aid has recently implemented the following and planned for future needs:
 - Ocelot Chatbot:
 - Implemented in Spring 2020 and is on the Financial Aid website
 - Catalog of over 1,200 customized questions and responses, better engagement with students
 - Live 24/7
 - English and Spanish
 - ADA Compliant
 - Dashboard to run real-time statistics at a glance
 - Mobile phone accessible
 - Projected to decrease number of student questions at front window or phone
 - FormStack:
 - Creating electronic forms that students can submit, upload documents and sign electronically
 - Will eliminate the need of scanning/indexing documents, can be saved as PDF and uploaded into WebExtender

- Will increase file completions because students can submit their documents anytime, anywhere

The goal is ongoing. (**Attachment D1_ChatBot DashBoard Report 3/9/20**)

Evidentiary Documents

[FINA Attachment A_ CDR from CCCCO.pdf](#)

FINA Attachment B1_1819 Outreach.xlsx

[FINA Attachment B2_1920 FA19 Outreach.pdf](#)

[FINA Attachment B3_1920 SP20 Outreach.pdf](#)

FINA Attachment C1_FAO Workshop Schedule FA18.docx

FINA Attachment C2_FAO_Workshop_Schedule_SP19.docx

FINA Attachment C3_FAO_Workshop_Schedule_FA19.docx

FINA Attachment C4_FAO_Workshop_Schedule_SP20.docx

FINA Attachment D1_Chatbot Dashboard report 3_9_20.docx

[FINA Attachment E1_FATV Monthly Report_ February, 2020.pdf](#)

(Please access all Excel and Words documents in the Attachment Tab.)

II.B Program Effectiveness

Review data related to the program and assess the program's effectiveness at meeting its described purpose. Consider using college-wide data for comparison purposes.

Program data may include:

- Standard program review reports from PRIE including indicators of success, retention, and equity
- Program-specific data such as labor market data, surveys, and custom reports
- Program Student Learning Outcome (PSLO) reports from TracDat
- Prior CPR/APPs
- Feedback from the program's administrator, advisory committees, and/or other stakeholders
- Course outlines of record and offering history (instructional programs only)
- Professional development received
- Other relevant data
- Additional data may be requested from PRIE by completing the Research Request Form available at <http://www.skylinecollege.edu/prie/request.php>

Based on the data reviewed, describe the overall effectiveness of the program and any conclusions drawn from the data

Narrative

The economic downturn in California is not expected to improve significantly in the near future. Low-income California Community College students are facing crises, and unfortunately, our students live in some of the most expensive markets in the country. In addition, there has been an increase in serving homeless students and students facing food insecurities.

The upcoming years will most likely continue to see increased need for financial aid, institutional aid, and processing. The impact on the current Financial Aid staffing trying to keep up with these demands has been significant. In addition, better communication tools and utilization of new Technologies are needed to keep up with the following demands and additional funding sources based on all of the following:

Student Success Completion Grant (new 1819)

Student Eligibility:

- Students enrolled in 12-14.99 units - may receive an additional \$649 per semester
- Students enrolled in 15 or more units - may receive an additional \$2,000 per semester (max of \$4,000 per year)
- Follow a Comprehensive SEP
- Must maintain a minimum cumulative GPA of 2.0

Reporting:

- Reports must be created and uploaded monthly throughout the semester and uploaded in the CCCCO software SSARCC

Regulatory Rules:

The Financial Aid Office has been impacted due to the implementation of Program Integrity rules. These new Federal and State regulations have added increased responsibilities such as, but not limited to:

Pell Lifetime Eligibility

Satisfactory Academic Progress (SAP)

California Dream Act Application

Direct Loan Eligibility (SULA)

Changes to the CalGrant Program: Students with Dependents

Loss of CCPG FW/Priority Enrollment -appeal process is reviewed with Counseling and A&R. If approved, Financial Aid needs to manually post the CCPG.

As of January 1, 2017, AB 801, the Success of Homeless Youth Act, adds “homeless youth” as an eligible group of students for a fee waiver. A “homeless youth” under this section is a student under 25 years of age, who has been verified at any time during the 24 months immediately preceding their application for admission as a homeless youth, as defined in the federal McKinney-Vento Homeless Assistance Act.

A student who is verified as a homeless youth as defined above will retain that status for up to six years or age of 25. Financial Aid is working with the Michelle Batista, Homeless Student Liaison on outreach efforts, collecting documentation for A&R priority enrollment, and connecting students to additional resources for successful college completion.

Food Grant:

The Food Grant was established by SMCCCD in Spring 2020 to address students experiencing Food Insecurities. Students submit an electronic application, it is reviewed by a POC to determine eligibility, forwarded to Financial Aid to review if there is an impact to student and Financial Aid, and posted in Banner. The Bookstore will review the Smartsheet notes from POC and Financial Aid and if approved will notify the student to come in for the Food Voucher. Although the process does not sound time consuming, it is a lot of additional work, and to date, there are over 418 Skyline College students receiving this additional assistance, and more to come.

Other items that can impact serving students are:

BS in Respiratory Care Program-manual processes and as the cohort populations increases, not sustainable.

Skyline NOW (1920) Program for returning working adults-manual processes and as the cohort population increases, not sustainable.

Significant challenge in managing existing staff to keep up the demands in reviewing eligibility for new grants and scholarships, while keeping up with their regular workload.

Lead Financial Aid Technician faces challenges in keeping up with working the daily reports from:

California Dream Act Application

Direct Loan Eligibility (SULA)

Loss of CCPG/Priority Enrollment

Multiple Reporting Reports

Appworx and ARGOS reports

- Additional Scholarships - Skyline College Promise Scholars Program and Student Success Completion Grant monitoring/reportings multiple times throughout the semester to the CCCCCO, more External Scholarships/Crestmoor Scholarship/Pister

II.C Progress on Program Student Learning Outcomes

Describe the progress made on PSLOs including achievements, gaps in learning, and/or areas in which further effort is needed.

Upload the TracDat report to the SPOL document repository in the Program Review folder for the current academic year (Program Uploads). Make sure the file name includes the program name or abbreviation (e.g., PRIE-TracDat 2017).

Narrative

SLO No. 1: Students will be able to identify financial aid resources for which they may qualify, submit applications, and meet deadlines. (ISLO: Critical Thinking and Information Literacy)

The process of applying for Federal and State financial assistance in theory should be easy for college students in general. The following SLO has been retired because there are no longer any paper applications from the Federal Government or State. There are now two open door workshops to assist students in submitting or correcting their online applications.

Hands-on assistance is provided for:

- FAFSA/CADAA/ CCPG applications and corrections
- IRS Data Retrieval and ordering of IRS Tax Transcripts
- Sign-up for direct deposit using BankMobile
- Checking financial aid status via student portal (i.e. WebSmart)
- Completion of necessary forms (i.e. appeals, verification worksheets, professional judgments)
- Check their Cal Grant Award status by creating a WebGrants for Students account

Beginning 1819, Financial Aid started extracting data using SAP and extracting information of all students currently registered and have not applied for Financial Aid and reaching out to them to encourage them to apply. Financial Aid works with MCPR to send emails encouraging students to apply and information on the workshops we offer. In 1920, not only will Financial Aid be sending emails to the student population, but will be utilizing VoiceBot in hopes to reach more students. In addition, Financial Aid is trying to reach students where they are by changing the forms needed for file completion so that students can complete on their mobile devices and submit via email with an electronic signature. This process has been taking more time than we like because of the security/single sign-on feature but will have this fully up and running by 20/21 aid year.

SLO No. 2: Students who receive financial aid will demonstrate knowledge and understanding of the Satisfactory Academic Progress "SAP" Policy for financial aid purposes. (ISLO: Critical Thinking and Communication)

Satisfactory Academic Progress (SAP) is one of the most challenging policies for students to understand. Federal regulations state that the institution is required to measure the progress of students receiving aid, qualitatively and quantitatively. A student who fails to meet SAP standards may be placed on warning, disqualification, or termination, and may be prevented from receiving his/her financial aid award. To

help students better understand the SAP Policy, the financial aid staff provides one-on-one assistance and workshops covering the SAP Process and assists students in submitting an appeal correctly. In addition, students placed on Warning are sent emails encouraging them to meet with our Academic Counselor to advise getting them back on track and connecting them to additional services provided on campus to help. Beginning 19/20 a new tracking code was set up to notify students that have attempted 60 units of the 90 unit Financial Aid policy and encourage them to meet with the Financial Aid Counselor to ensure they are on track with their academic goal for successful completion.

SLO No. 3: Students will gain understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan. (ISLP: Communication and Lifelong Wellness)

Beginning the 1516 aid year, the Financial Aid Department signed a contract with Borrower Connect to import Direct Loan Delinquency Reports, in grace or deferment from the various lenders. Students will then be notified from Skyline College through Borrower Connect with helpful information on repayment options, information on forbearance and deferments; late stage delinquency notification includes information on the effect of defaulted loans on the borrower's credit. Within Borrower Connect, these emails are tracked for individual borrowers. This method has proven to be a proactive approach in lowering our Default Rates. Data results from these efforts and constant communication from District Reconciliation Specialist, Luanne Canestro, when students go into delinquency, can be attributed to our low Cohort Default Rates.

Beginning in the 2017-2018 academic year, the SMCCCD Financial Aid Offices are participating in an experimental site initiative with the Department of Education related to loan counseling. If students are a repeat borrower and their Social Security Number ends in an even number or 0, they must attend an SMCCCD Loan Counseling Workshop before funds will be disbursed. They can attend a workshop at any of the three colleges. With this experimental initiative, community colleges are hoping to give students more in-depth knowledge on being a responsible borrower, repayment options, financial literacy, knowing their rights, lowering requested borrowed amounts, in hopes default rates will go down and students will become better consumers.

1920 will be the last year for the SMCCCD Financial Aid department's participation in this pilot program and we are hoping to see positive results in the years to come with the student borrowers. Skyline College remains to have a low Cohort Default Rate because of all of these efforts.

II.D Program Access

Describe matters of access relevant to your program such as offering patterns, service hours, F2F vs. DE offerings, availability of services to online students, on-campus vs. off-campus locations, unaddressed needs, and/or highly effective practices.

Narrative

The Financial Aid Department at Skyline College has office/phone hours, Monday - Thursday, 8:00 - 6:30 and Friday 8:00 - 12:00. We offer more evening hours than any other Financial Aid Departments within our District and sometimes find ourselves accepting documents from our sister colleges students because of this. Our website also has a ChatBot and Financial Aid TV features whereby students, parents, and community members can ask questions or watch short informational videos 24/7.

Beginning 20/21, students will be able to submit and sign their Financial Aid documents and upload to a single sign-on, secure site. This will help expedite student Financial Aid completion that will lead to faster awarding time. Also, this will save staff time in collecting documentation from the front window, scanning/indexing because the documents can be uploaded into WebExtender, and there will be more time for processing awards. This new process will save students time and break down the barrier of having to come in person to our department as well as support the staff in saving them time to focus on processing.

II.E Program Environment

Describe key factors and changes impacting the program such as college initiatives, industry needs, regulatory changes, state mandates, grant requirements, personnel changes, demand for classes/services, and other issues.

Narrative

The economic downturn in California is not expected to improve significantly in the near future. Low-income California Community College students are facing crises and unfortunately, our students live in some of the most expensive markets in the country. In addition, there has been an increase in serving homeless students and students facing food insecurities.

The upcoming years will most likely continue to see increased need for financial aid, institutional aid, and processing. The impact on the current Financial Aid staffing trying to keep up with these demands has been significant. This has created the need to utilize technology more in assisting students electronically to allow for more processing and reporting time. In addition, better communication tools and utilization of new Technologies are needed to keep up with the following demands and additional funding sources. In addition, The Financial Aid Office has been impacted due to the implementation of Program Integrity rules. These new Federal and State regulations have added increased responsibilities such as, but not limited to:

- Pell Lifetime Eligibility: Students are limited to 6 years (12 full-time semesters) of federal Pell Grant funding. This requires the financial aid staff to not only educate students of the new regulation, but also counsel students on their remaining Pell Grant eligibility. The advisement of Pell Grant eligibility requires review of the student's overall educational objectives; both at Skyline College and other educational institutions.
- Satisfactory Academic Progress (SAP): The Financial Aid Office is required to check every student's SAP at the end of each term. Students must continue to meet SAP in order to continue to receive federal and some state funds. Students who do not meet SAP have the right to appeal. This has increased the number of appeals submitted and reviewed by the financial aid staff.

Beginning in 17/18, Skyline College developed a 2nd and Final appeal process with Dean Minnich and later incorporated students meeting with the Director of Student Support, Michelle Batista, for additional guidance. This process has removed the barrier for students to successfully continue eligibility by giving them an additional chance to be successful in their SAP and completion.

- IRS Data Retrieval Tool (DRT): Beginning with the 2011-2012 academic year, students were no longer able to submit a copy of their tax returns. Students were required to either submit a tax transcript that is received directly from the IRS or use the IRS Data Retrieval Tool directly on the FAFSA application. The Data Retrieval Tool links the student or the student's parents directly to the IRS website. The income information that is used and entered manually is electronically transferred to the FAFSA from the IRS. This eliminates manual data entry for the student. The financial aid staff has been encouraging students to use this helpful tool to expedite the verification process. The DRT has had its problems and FSA guidelines now allow Financial Aid to accept tax return filings. If a student has not



filed taxes and has been unable to obtain documentation from the IRS, Skyline College now accepts a self-certification from the student to expedite review of the file.

II.F Program Equity

Based on the data reviewed, highlight any progress and/or effective practices employed in the program to address identified student equity gaps and minimize disproportionate impact. Describe any pre-existing or anticipate program barriers in making progress. If you intend to request resources for objectives related to equity, explain any connections between barriers described and the support/resource(s) requested.

Narrative

The SMCCCD Financial Aid departments went through a Business Process Analysis back in 2011 - 2012 and streamlined a lot of the barriers that had been built in the Student System (Banner) by standardizing Policies, Procedures, and rules. In addition, all of the Financial Aid Forms had been standardized throughout the District which streamlined the application process for our shared students.

Over the years we have learned to keep these processes moving forward by holding weekly Financial Aid workgroup meetings, reviewing Banner rules, tracking, and communications. To meet the demands of students and keep up with Technology, we constantly need to come up with new innovative best practices for the financial aid operations, identify a clear and transparent process in effective communications through the utilization of newer Technologies, and increase the delivery of financial aid awards. The goal is to reduce institutional and procedural barriers while maximizing financial aid awards to students.

Through the utilization of new technologies, we can expedite services and free up staff time for quicker processing, effectively communicate information 24/7 to students and community by utilizing the following:

- ChatBot - Engaging students with Technology, 24/7, conversational interface, mobile friendly
- FormStack - electronic forms, single sign-on and can submit to safe site, no need to come to financial aid department
- VoiceBot - electronic voicemails to students that have not applied to financial aid, encouraging them to apply and offering assistance
- Canvas - Coming in 20/21- better way to communicate to students and connect to other campus resources

III.A. Curriculum Review

There are four steps to program review of curriculum:

1. Request your program's Course Offering Report from PRIE. Based on that report, take action to bank, delete, and/or reactivate courses. PLEASE SEE THE CPR WEBSITE (DIRECTIONS AND FORMS) FOR DETAILED INSTRUCTIONS.
<http://www.skylinecollege.edu/programreview/cpr.php>
2. Review and update all course outlines on CurricUNET. PLEASE SEE THE CPR WEBSITE (DIRECTIONS AND FORMS) FOR DETAILED INSTRUCTIONS.
<http://www.skylinecollege.edu/programreview/cpr.php>
3. Complete the Course Outline and Prerequisite Checklist Table. Upload the file to the SPOL document repository in the Program Review folder for the current academic year (Program Uploads).
4. Verify and document the two-year cycle of curriculum offering to ensure that students have access to courses necessary to complete certificates, degrees, and transfer in a timely manner. Review the sequencing of prerequisites.

Narrative

N/A

IV.A **Considering Key Findings**

Considering the results of CPR assessment, identify program strengths, challenges, opportunities, concerns, and areas in which further research is needed. Describe how the key findings can be used to improve program effectiveness in order to promote student learning and achievement.

Narrative

Three Financial Aid Strengths:

Strength No. 1: Meet the District and Skyline College Mission – “Student first” philosophy

- The financial aid office embodies and executes a "student first" philosophy by offering a range of services for all students, regardless of their economic resources.

Strength No. 2: Increasing Student Access, Success and Equity

- Comprehensive outreach (off campus) and in-reach (on campus) efforts
- Community partnerships with and collaborations with services to better serve underrepresented populations
- Collaborate with numerous programs, resources, and services on campus (EOPS, TRiO, Guardian Scholars Program, Promise Scholars Program, SparkPoint, BACC, Counseling, CARE, A&R, SMCCCFoundation, Instructional Programs, Dream Center, EYH, Transfer Center, Workforce development, Career Center, DSPS, etc.
- Offer weekly workshops to assist students in submitting their FAFSA/CADAA/CCPG applications
- Offer specialized workshops: Scholarships, CalGrant, Federal Work Study, In-person Entrance Counseling for Direct Loans
- Continuously reviewing our policies and procedures to ensure we are not placing any barriers upon students so that they can apply and complete their Financial Aid applications

Strength No. 3: Becoming a Student Ready College through the utilization of new technologies, we can expedite services and free up staff time for quicker processing, effectively communicate information 24/7 to students and community by utilizing the following:

- ChatBot - Engaging students with Technology, 24/7, conversational interface, mobile friendly
- FormStack - electronic forms, single sign-on and can submit to safe site, no need to come to financial aid department
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Some of the challenges over the years in Financial Aid has been doing more with less. Even though our head count in students we are serving is going down, the amount of work we put into having students complete their files has become more time consuming. In addition the reporting of new grants and student populations has become very laborious to staff. (Attachment F1_2018-2019 Data Summary)

The forms of communications the SMCCCD has been using for years is out dated and not reaching all of our students. By better utilization of Technologies, we are learning how to communicate better with our students by way of the internet, social media, interactive Chatbot, and customized video (both mobile friendly), but not all students are the same, so we do also still send emails as well, cold call students, and we even notify students by printing and sending them letters. We are also in the developing stages of electronic forms with a single sign on using Formstack so that students will be able to complete their file via mobile device, sign and submit their file to a secure site instead of coming to our department. In 19/20 we tested this with our College Completion Promise Grant (CCPG) fee waiver and it was successful. In 20/21 we will be going live with all of the Verification documents and tax returns for faster file completion.

Financial Aid is currently meeting the needs of its students in a variety of ways, some of which are currently handled manually, but these will eventually be replaced by the highly anticipated CRM. With the development of the CRM, we will be well ahead of the curveball – and having built our ChatBot catalog of Q&A already, as well as the utilization of Formstack that is compatible with Salesforce – we are in great shape, as this will further assist with meeting the needs of our students.

Evidentiary Documents

FINA Attachment F1_2018-2019 Data Summary.docx

FINA Attachment G1_2018-2019 Pell Data.docx

FINA Attachment G2_2019-2020 Pell Data.docx

(Please access the Words document in the Attachment Tab.)

IV.B Aspirations

The key findings and program aspirations will be used as the foundation to build a strategy for program enhancement.

- What is the ideal future of the program?
- What long-term results does the program want to achieve?
- How do the key findings prompt or inform the program's aspirations?

Narrative

In the FAO action plan, we will continue to focus on the following:

(1) Business Process Analysis: Continue to work as a team district wide to ensure we are consistent in our policies and procedures and eliminating any barriers in the student application process, streamlining our services provided to students, utilizing technology, and standardizing of documentation required of students. This year, the Financial Aid Workgroup is working on creating electronic, mobile-friendly, single sign-on documents that can be uploaded to a secure site that will eliminate the student from having to come to the Financial Aid office. Formstack is ADA compliant, fully integrated with the CRM software purchased for the future, and should be up and running by the 20/21 aid year. Acquiring data will be done through ARGOs reports that interfaces with data stored in Banner as well as SAP. The Financial Aid Department will run customized reports to track students' understanding of following policies and procedures through Satisfactory Academic Progress Special Exception approvals and successful completion of semester granted. Tabulating data and analyzing data can be done yearly to provide additional information for Annual Plan and next Program Review.

(2) Improve upon Student Learning Outcomes (SLO) and surveying students. Continue to track responses from surveys to help better our services provided to student, listen to the students' voices, and address needs. Based upon the data collected from SLOs, our department will continue to build upon services provided to students, formulate new SLOs, and provide new methods of in-reach workshops tailored and based on assessments. Acquiring data will be done through electronic student surveys and reviewed in staff meetings for discussions on findings. Tabulating data and analyzing data can be done yearly to provide additional information for Annual Plan and next Program Review. Closing out the old SLO's and creating new SLO's based on what we have learned from the past and moving into the future is much needed.

V.A. Program Strategy

Based on the key findings and aspirations, develop a plan designed to enhance the quality of the program. Describe the strategy (or strategies) to be implemented over the next six years. Strategies could include intended changes or areas of inquiry to pursue.

[NOTE: In the next item, objectives will be created with action steps and resource requests to support each strategy identified here. Each objective will also be tied to an Institutional Goal.]

Narrative

Increasing Student Access, Success, and Equity

- Continuously reviewing our policies and procedures to ensure we are not placing any barriers upon our students so that they can complete their Financial Aid applications
- Identify a clear and transparent process to outreach and assist students in qualifying for financial aid to help increase the delivery of financial aid awards to students.
- Reduce institutional and procedural barriers that prevent students from receiving the maximum financial aid for which they are eligible to assist them in completing their educational goals.
- Improve the disbursement of financial aid in a timely manner using data-driven decisions to mitigate institutional risk.
- Determine the appropriate balance between procedures that mitigate institutional risk and meeting students' needs.

Becoming a Student Ready College through the utilization of new technologies, we can expedite services and free up staff time for quicker processing, effectively communicating information to students and the community 24/7 by utilizing the following:

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V.B. Action Plan and Resources Requests

Develop one of more measurable objectives (goals) to begin in the next year. Each objective will include action steps and any related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the CPR report under this item.

1. To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.
2. IMPORTANT! Make sure to associate each objective to this standard in the CPR and link each objective to one or more Institutional Goals. Need help? Contact the PRIE Office for further instructions.

Narrative

The Financial Aid Department must comply with Federal and State regulatory programs, and the laws are constantly changing. In order for staff to keep up with the regulatory changes to uphold the integrity of our programs, there are constant training sessions and webinars that are being offered. Approval to memberships for such organizations to have access to the training and webinars is a crucial need of our department. Memberships include the National Association of Student Financial Aid Administrators (NASFAA), the California Community Colleges Student Financial Aid Administrators Association (CCCSFAAA), and the California Association of Student Financial Aid Administrators (CASFAA).

Continuous support and approval from the Dean of Enrollment Services, Vice President of Student Services, and the President of Skyline College is extremely valued and appreciated in the Financial Aid Office.

For the next six years, Financial Aid will continue building on these opportunities and attending the next cycle of conferences and workshops. In addition, the department will identify other means of learning and professional development activities that will challenge and strengthen the knowledge base of staff while meeting the academic needs of the students.

The Financial Aid department will also do self-assessments of policies and procedures to ensure that we are serving our students adequately and not putting up any barriers of students accessing their Financial Aid in a timely manner to ensure successful completion and Equitable processes. In addition, Financial Aid will become a Student Ready College through the utilization of new technologies, and we can then expedite services and free up staff time for quicker processing and effective communication.

Associated Objectives

[1045-Become a Student Ready College](#)

[1046-Increasing Student Access, Success, and Equity](#)