

# **SKY SS PRU Report**

2022 - 2023

SKY SS - Financial Aid

William Minnich

Will Minnich

12/06/2022

## **Program Information**

## **Assessment Unit Information**

Program Type
Student Services
Division
Enrollment Services (ES)
Assessment Contact
Patricia Flores
Comprehensive Program Review
2026 - 2027
Program Review Update
Fall 2022,Fall 2024

## **SKY SS PRU Report**

2022 - 2023

## **SKY Student and Learning Support Services Program Review Update**

**Submitter Name:** 

Ariackna Soler

**Submission Date:** 

10/25/2022

**DIVISION:** 

**Enrollment Services (ES)** 

**PROGRAM NAME:** 

Financial Aid

**YEAR OF REVIEW** 

2022-2023

#### 1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

PSLOs were not fully assessed during the pandemic.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

n/a

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

Only one PSLO is still relevant to our program -- we still educate students on their rights, responsibilities and repayment obligations related to federal student loans.

iv. Please indicate whether the following tasks have been completed.

Updated new or changed PSLOs on the program website after approval by the appropriate person(s) Yes

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

#### 2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

The college notably received federal and state relief funds to allocate for student grants. While the change is a boon to students, it also significantly increased the workload for financial aid – not just in grant processing but also in constant reporting to agencies for transparency and accountability for the funds. Additionally, new federal, state and district programs have many manual components that create additional work for staff. In the next aid year the department has over 20 new programs and/or enhancements that will require additional human resources.

Over the past year, the financial aid office awarded over \$12 million in financial awards to over 10,000 students while realizing substantial achievements, such as a Cohort Default Rate of zero percent.

Additionally, the financial aid office had no findings in their 2021-2022 internal federal audit. Financial aid

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also experienced major challenges over the past year, such as the pandemic transition from paper to online forms despite a continued manual processing. In addition, increased federal, state, board, and campus demands taxed financial aid's operational resources, creating a challenging scenario of meeting increased demand while maintaining peak efficiency. Financial aid also experienced the traditional structural challenges of federal, state, and local regulations that drive all office activity. Lastly, a dip in financial aid applications continues to pose an institutional challenge. The district has a few projects that added extra work to the office, such as CRM forms and dual majors. Another great challenge has been fraud. We received 800 financial aid applications that were suspected fraudulent. This has forced us to create custom reports to flag suspected fraudulent students and place holds on their records.

#### **Related Documents**

2223 Program Review Text MSG Student Lists.xlsx
CCEFA Text Campaign Message to Self Certify 2.docx
CCEFA Text Student List.xlsx
MGSC2\_Student List 101722.csv

3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

#### **GOAL**

Increase the number of students applying for financial aid

#### **Goal and Desired Impact on Students**

Increase the number of continuing students that apply for financial aid and whose educational goal is to earn AA/AS & transfer to 4 year by 2%. Currently 53% of this student group apply for financial aid. We want to increase the percentage to 55%.

#### **Year Initiated**

2022 - 2023

#### Implementation Step(s) and Timelines

Conduct outreach financial aid campaigns geared towards students in majors with a high count of students that don't apply for financial aid. The following majors are included: Business Administration AS-T, Psychology AA-T, Computer Science AS-T, Undeclared Major, and Allied Health. The campaign will include text messaging, email, phone calls and collaboration with department chairs by June 30, 2023.

#### **Mapping**

- SKY College Values: (X - Selected)

SKY College Values

Community Partnership: X

#### **STATUS**

#### **Goal Status Date**

10/06/2022

#### **Academic Year Updated**

2021 - 2022

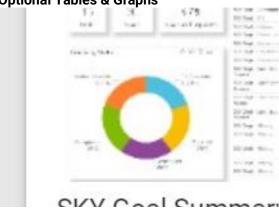
#### **Goal Status**

Behind Schedule

#### **Goal Status Narrative**

explain goal status

#### **Optional Tables & Graphs**



#### **Related Documents**

9590

#### **STATUS**

#### **Goal Status Date**

09/16/2022

#### **Goal Status**

**Behind Schedule** 

#### **Resource Request**

#### **Division Name**

**Enrollment Services (ES)** 

#### **Year of Request**

2022 - 2023

#### **Resource Type**

Classified Professional/Administrator Position (permanent)

#### **Resource Name**

Financial Aid Technician

#### **Resource Description**

The department is in need of an additional Financial Aid Technician.

## Funds Type - Mark all that apply.

**Recurring Cost** 

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

Adding an additional technician will contribute toward our College and District push toward student equity by making Financial Aid more accessible for students. It will also significantly improve our processing time and therefore further reflect a student-centered ethos.

#### Cost

70,004

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