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Financial Aid Robin Darcangelo

Mission

The mission of Solano Community College’s Financial Aid Office is to be an active part in our student’s educational journey. Our goal is to create change in students’ lives by providing services, resources, and opportunities that minimizes financial barriers to higher education. We serve a diverse population with integrity, sensitivity, and respect, while maintaining the confidentiality of our students and their families. Our commitment is to comply with federal and state regulations as well as institutional policies and procedures.

## Section 1: Current Projects

This Program Review contains an evaluation of all projects that overlap the window between 03-Sep-12 and 06-Sep-13

### Project Assessment

Outcome Supported    Satisfactory Academic Progress (SAP)    >    Develop and implement an effective Enrollment Management Plan.

Project Title    **FA-TV for Mobil Devices**

Project Description    Provide access to all students to download FA Counseling from any/all mobil device.

How is Outcome Supported    Our outcome is supported by the SCC Website marketing, bookmarks being handed out to students, and posters.

Project Start                      07-Aug-12    Project End                      20-Dec-12    Status    **Complete**

Project Outcomes

- Students are privy to the FATV videos, and portal as well as the counseling tools.

Evaluation Results

QR Code with FA-TV Counseling tool created on SCC Website, bookmarks, and posters that hang throughout campus.

Project Title    **SAP 101**

Project Description    Satisfactory Academic Progress (SAP) awareness for Student Services areas.

How is Outcome Supported

Project Start                      18-Apr-12    Project End                      19-Feb-14    Status    **In Progress**

Evaluation Results

Outcome Supported    Financial Aid Overview    >    Develop and implement an effective Enrollment Management Plan.

Project Title    **CCC Apply BOGG**

Project Description    Students apply online for BOGG

How is Outcome Supported

Project Start 01-Nov-11 Project End 01-May-14 Status **In Progress**

Evaluation Results

Outcome Supported Responsible Borrowing > Maximize organizational efficiency and effectiveness.

Project Title **Direct Loans**

Project Description Contact delinquent and current borrowers to increase awareness of options available.

How is Outcome Supported no outcome

Project Start 15-Nov-11 Project End 30-Oct-14 Status **In Progress**

Project Outcomes

- Will provide further project outcomes once new Default Prevention Program is implemented.

Evaluation Results

Unable to provide the service based upon lack of staff. Will implement a Default Prevention Program with Chancellor's Office and plan to go forward on this project in fall of 2013.

Major Accomplishments

Promoted Awareness by creating a SAP Counseling tracking tool for all FA students. Promoted awareness with FATV; created videos for portal, added flatscreen tv and videos to all three campuses. Created QR code and promoted marketing materials which included posters, bookmarks, website, catalog, and mobil phone device access. XAP was implemented for on-line fee waivers.

**Section 2: Outcomes Assessment**

This Program Review contains assessment activities that ocured between 05-Sep-12 and 06-Sep-13

Satisfactory Academic Progress (SAP)

Outcome Description	Students will learn and understand the Qualitative and Quantative requirements to meet Satisfactory Academic Progress (SAP) standards and maintain financial aid eligibility by completing a mandatory online workshop.
Assessment Strategy	Online Quiz /Survey once a year.
Success Criteria	Students response meets 80% of SAP quiz.
Strat Objective Supported	2.5 Effective Enrollment Management

Outcomes Assessment and Actions	
Assessment Date	Assessment Results
9/11/2012	February 2012 Survey reflects some students havinf difficulty with clarity of financial aid informaiton.

Action Date	Action
28-Feb-13	Developed FA-TV and counselling tool will likely help with this. Monitor next survey results to check for improvement.
30-Nov-12	Issue SAP quiz and analyze results

### Financial Aid Overview

Outcome Description	Prospective students and current students will understand the types, sources and amounts of financial aid available; the applications required and deadline dates.
Assessment Strategy	Online survey once a year.
Success Criteria	75% will indicate they have a good understanding of the financial aid resources available.
Strat Objective Supported	2.5 Effective Enrollment Management

### Outcomes Assessment and Actions

Assessment Date	Assessment Results
5/29/2013	Areas of concern have been discussed with FA staff

  

Action Date	Action
01-Aug-13	Implementation of improved process for 2013/2014 academic year

### Areas of Concern

Students did not understand SAP requirements.  
 A lack of communication for student understanding the financial aid programs.  
 A need for more access.

## Section 3: Planned Work

### Possible Future Projects

To create FA Orientation and highlight HO card activation.

Future Project Start

Outcome Supported **Financial Aid Overview** > Develop and implement an effective Enrollment Management Plan.

Project Title **Policies & Procedures Manual**

Project Description

How is Outcome Supported

Project Start  Project End  Status **In Progress**

Project Title **Financial Aid Orientation**

Project Description

How is Outcome Supported

Project Start 30-Oct-13 Project End 30-Jun-15 Status **In Progress**

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Project Title **Merge Financial Aid & EOPS/CARE and Marketing strategies**

Project Description Develop marketing materials and communications for FA & EOPS/CARE programs.

How is Outcome Supported

Project Start 07-Sep-13 Project End 30-Jun-15 Status **In Progress**

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Project Title **FA Supervisor/ALG position and additional staff to serve students**

Project Description Improve financial aid administrative capacity.  
FA Supervisor/ALG position and additional staff to serve students

How is Outcome Supported

Project Start 01-Oct-13 Project End 30-Jun-15 Status **In Progress**

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Project Title **Implement Banner Applications**

Project Description Implement Banner workflow applications to strenthen and streamline Banner functionality and FA efficiencies

How is Outcome Supported

Project Start 07-Sep-13 Project End 01-Nov-14 Status **In Progress**

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**Outcome Supported** Responsible Borrowing > Maximize organizational efficiency and effectiveness.

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Project Title **Better Security for Higher One ATM Machines**

Project Description Work with HO Management Team to create some additional security measures for students using ATM Machines on campus and at Centers.

How is Outcome Supported

Project Start 07-Sep-13 Project End 01-May-14 Status **In Progress**

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**Other Notes**

We addressed the SAP issue by implementing the Counseling tool. The positive feedback has generated some additional ideas for educating students and we will move forward with specific plans in the future. Financial Aid TV has proven to be a great resource for students and parents. Implementing the QR code has greatly increased mobile access for students.