

2019 Annual Program Review: Financial Aid

1. Purpose of the Program

- a. State the purpose of program, area or unit.

The Financial Aid program was developed so that all student could have access to a college education. It is a sharing concept in which funds for student's education are provided by the students, parents, and state and federal agencies. Financial Aid is intended to meet the gap between a student's/parent's income and the cost of attending college. There are several types of financial aid to assist with paying for a student's education such as grants, scholarships, and work study

The mission of the Financial Aid Department is to provide financial aid assistance and eligibility awareness to students as they pursue their educational goals. We strive to provide students with excellent individualized customer service. Provide the opportunity for all current and prospective community college students access to financial aid resources. Financial Aid is made available to assist students when family resources are not sufficient to meet college cost.

- b. How does the program, area or unit support the College Mission?

Students that are eligible to receive federal or state assistance have the opportunity to earn the education they need. The student's success and lifelong learning for a diverse community of learners is a priority in the Financial Aid world.

2. Population(s) Served

- a. Describe the populations served by the program, area or unit, identifying special populations, if any.

Palo Verde College Financial Aid Department serves many community students that attend the Main Campus and the Needles Site. We also have many students that take advantage of the services provided through Financial Aid that are not local to our two physical locations within the state of California. Palo Verde College Financial Aid Department also serves a large and diverse population including non-traditional groups including incarcerated, Dream Act, Foster Youth, Veterans, and ESL students.

- b. Describe other populations that should be served by the program, area or unit and identify plans to implement.

In addition to the traditional orientation and counseling frameworks the Palo Verde Choice program provides an effective funnel for ensuring that all eligible students are provided financial aid and scholarship services.

3. Accomplishments in Achieving Goals

- a. List area related Strategic Planning Goals and program, area or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task.

Department Goals:

- *Increase the number of students served.*
- *Decrease amount of funds returned to the Department of Education under Return To Title 4 (funding the college has to pay back to the DoE on behalf of students that withdraw completely or receive straight "F"s).*
- *Decrease the number of students on academic warning.*
- *Increase the number of students that receive state/regional scholarship awards.*
- *Serve more of the Foster Youth, Homeless Youth, Dreamers, and Veterans.*

- b. Explain modifications, if any, of goals.

None.

4. Strengths, Weaknesses & Accomplishments/Activities

- a. *List and comment on the major strengths of the program, area or unit.*
 - *Training - Staff is cross trained and supported in attending conferences and workshops to stay current with Federal regulations.*
 - *Staff characteristics - Staff are encouraged to get involved in activities at the Main Campus, Needles Center, and off-site in order to help develop better work relationships. The staff is knowledgeable and approachable with a can-do attitude.*
 - *Leadership - Strong and efficient office system that tries to be proactive. Diversity of ethnicity and gender within the department*
 - *Communication – Staff works well with each other as well as effectively keeping other departments informed about relevant issues. Staff possess well developed communication skills and are always helpful to other departments.*

- b. *List and comment on the major weaknesses of the program, area or unit.*
 - *Lack of staff - the department currently lacks staff due to the increase numbers of incarcerated students’ manual information that needs to be input into the system. This also takes away from having adequate staff to assist students at the front counter during peak periods and also prevents staff from being able to complete student files, input California College Promise Grant (CCPG) (formerly BOGW: Board of Governors Waiver) information, respond to emails and telephone calls.*
 - *Workspace environment – Shortage of space within the department.*
 - *Privacy - Lack of student privacy when meeting with students regarding certain matters.*
 - *Lack of funding - due to lack of funding the staff is not able to attend many of the trainings and conferences to help with professional development.*

- c. *List activities and discuss accomplishments during review period.*

See attached Financial Aid Board Reports for specific activities.

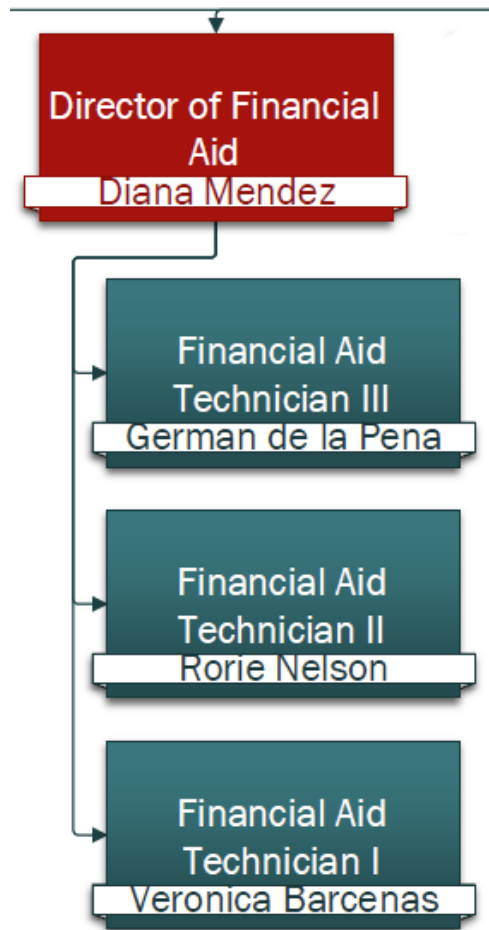
5. Service Area Outcomes (SAO)

Appropriate Service Area Outcomes will be developed by each non-instructional area to reflect appropriate outcomes including Program Area Outcomes and/or Service Area Outcomes.

Service Area Outcome	SAO metric
<p><i>SAO #1: Students to have a better comprehension of the federal rules and regulations pertaining to their federal awards</i></p>	<p><i>Decrease in the number of students that are processed for Return to Title 4 and numbers of students who attended award letter presentations.</i></p> <ul style="list-style-type: none"> • <i>Return to Title 4 count: 4 students</i> • <i>Award Letter presentation count: 252 students</i>
<p><i>SAO #2: Financial Aid Department will provide services to the maximum number of eligible students.</i></p>	<p><i>Number of students filtered through the PVC Choice program, number of students ISIR records downloaded, number of students awarded FA, total annual amount of financial aid awarded within the district.</i></p> <ul style="list-style-type: none"> • <i>ISER records downloaded: 400 individuals</i> • <i>Total number awarded: 252 students</i> • <i>PVC Choice applicants: 86</i> • <i>Amount of FA awarded to students: \$711,613</i>

6. Human Resources and Staff Development

a. Provide current organization chart of the program, area or unit, showing key functions and responsibilities.



b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area or unit goals? Explain.

Due to the number of students currently served on and off-campus current staff is not adequate. An additional Tech II position is needed.

c. Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning.

Due to limited funding the staff attends minimal trainings or conferences but does receive federal update notices on a daily basis from IFAP and NASFAA.

- *Region IX monthly meetings from July to June*
- *CCCSFAAA- California Community Colleges Student Financial Aid Administrators*
- *CASFAA – California Association of Student Financial Aid Administrators*
- *Department of Education training – Maintaining Institutional Compliance, Review, Refine and Replicate*
- *Outreach Events in Needles at the Needles Site and Needles High School*
- *Outreach Events at Palo Verde High School and Twin Palms*
- *CCCCO webinar for MIS, FISAP, SSARC, Oscher*
- *Webinars for Cal Grants*
- *ADMIN 101*

d. Describe areas of unmet professional development needs among personnel in this program, area or unit, if applicable, and outline plans to address these needs.

Additional funding to be able to participate in trainings and conferences, including the following:

- California Student Aid Commission Training
- CHUGACUG Ellucian Colleague users group conference
- Webinars for SSCG, Foster Youth and Homeless
- NASFAA Conferences (National Association for Student Financial Aid Administrators)
- FSA (Federal Student Aid) Conference

e. Describe organizational changes that would improve program, area or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

Adding additional staff to the department within the next year to assist with the daily workload. This will allow for staff to assist more students with completing files, FAFSA applications, scanning, etc.

7. Facilities

a. Are current facilities adequate to support the program, area or unit? Explain.

No, based on information from the Dept of Ed we need a private area for staff to meet with students.

b. Describe plans for future changes to support facilities.

One additional workspace will be required if an additional position is funded as requested to assist with the daily workload and input of documents and/or fee waivers that require manual entry.

8. Technology and Equipment

a. Is the current technology and equipment adequate to support the program, area or unit? Explain.

We are in the process of implementing Campus Logic which will need additional resources in the near future.

b. Describe plans for future changes to support technology or equipment.

- *Currently implementing the Ellucian Self-Service Financial Aid module.*
- *Campus Logic to assist with the financial aid verification process.*

9. Financial Resources

a. Provide an appropriate financial report for program, area or unit during reporting period. Explain any significant deviations from previous reporting period.

Budget Code	BFA	
	Budgeted	Expended
2018-2019		
Expenses		
Supplies	\$1,996.41	\$1,996.41
Advertising	\$6,196.09	\$6,196.09
Benefits	\$142,052.30	\$142,052.30
Communications	\$638.93	\$638.93
Conferences	\$6,150.02	\$6,249.93
Consultants	\$0.00	\$0.00
Contracts	\$15,122.50	\$18,482.50
Copying/Printing	-\$1,249.26	-\$1,249.26
Equipment	\$982.73	\$982.73
Food	\$1,813.52	\$2,011.87

Laundry	\$99.00	\$99.00
Memberships	\$2,046.00	\$2,046.00
Postage	\$136.41	\$172.92
Salaries	\$278,010.76	\$278,010.76
Student Workers	\$5,905.08	\$5,905.08
Travel	\$1,563.46	\$2,120.26
Revenue		
Categorical Revenue	\$182,020.00	\$182,020.00
Financial Aid	\$5,447,986.00	\$0.00
Reimbursable Categorical	\$12,014.00	\$0.00

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area or unit or operation.

Additional funds are needed to for the Director and staff to attend conferences, trainings, and regional meetings. *In the review period only one staff member attended a conference. Additional funding is also needed to pay for the much-needed consultants (Annual Colleague financial aid setup, Colleague programming support, consulting in support of successfully rolling out the Self-Service Financial Aid module).*

c. Describe plans for future budget changes, if any.

In order for the Department to be able to function properly, meet Federal and State deadlines and requirements, and address the issues detailed in 9b budgetary changes need to be made.

10. Four-year plan

a. Place future request for resources (human, financial, facilities, technology & equipment) in a four-year matrix to facilitate future planning.

			2019-20	2020-21	2021-22	2022-23
Future Area Needs	Human Resources			<i>One additional Tech II position.</i>		
	Fiscal Resources		<i>\$2,000 additional consulting in relation to Self-Service go live, \$1,000 for Colleague programming support, \$4,000 for Financial Aid setup support.</i>	<i>\$1,000 for follow-on Self-Service consulting.</i>		<i>The state technology grant covering the cost of Campus Logic will run out and a budget augmentation will be needed.</i>
	Physical Resources			<i>Workspace for one additional position.</i>		
	Technology Resources					

Financial Aid Board Reports

Financial Aid

2018-08-14

- Financial Aid had an Ellucian Consultant on campus July 17-19 regarding recommended changes in assisting with automation of awarding students. One of the recommended processes will require additional steps that will need to be run by the Admissions and Records Department.
- We will be awarding students PELL three times a semester instead of two. This will assist the students with budgeting and will also benefit the College with a lower rate of R2T4's.
- Assisting students with completing their FAFSA application and also working with students so that they can submit all required documents so that their files can be complete.
- Have identified students eligible for Federal Work Study and are currently in the process of conducting interviews.
- Have awarded students Pell for the 2018 Fall term.
- Working on the awarding of Cal Grants for the fall term.
- Reviewing and will process all eligible Veteran students for Veteran awards.
- Have identified our Dreamer students and have awarded the students the eligible award(s).
- Held an Outreach Event at the Needles Center over the summer.
- In the process of planning Outreach Events on and off campus and collaborating with other departments, including but not limited to the disbursement of door hangers in the community.

2018-09-11

- Students have received their first check disbursement. We are currently working on awarding FSEOG and Cal Grants.
- Completion of the close-out for the 2017-18 and starting on the new reporting that will soon be due.

2018-10-09

- Working on the second pell disbursement for the fall term.
- Completed and submitted the Osher and FISAP reports. Currently working on completing the MIS.
- Participated in the Twin Palms Orientation and assisted students with the completion of their FAFSA application.
- Will be attending the College Kick off day at Palo Verde High School and doing a presentation on Financial Aid.
- All of the staff in Financial Aid will be attending the CASFAA Conference at the end of the month. The conference will be held in Palm Springs.
- Currently have the Financial Aid Tech III position being flown with hopes to receive a large number of applicants.
- AB 19 College Promise funds were returned. If Palo Verde College kept the funds, we would have to start doing loans effective January 1, 2019.
- I will also be working on getting loans removed from our PPA application.

2018-11-13

- All of the Financial Aid Staff attended the CASFAA (California Association of Student Financial Aid Administrators) Conference October 29 – October 30 in Rancho Mirage.
 - Sessions attended were on CA Dream Act application
 - How to make Student communication stick
 - The Power of Student Success
 - Cal Grant consolidation
 - How Effective is your website
 - NASFAA – Overview on legislation and regulation process
 - Overawards & overpayments
 - R2T4 – Return to Title IV
 - Web Grants Nuts and Bolts
 - Administering adds, drops and withdrawals
 - How to Detect and Deter Federal Financial Aid Fraud
 - Automating Verification to Improve Student Success
 - Year-Round Pell
- We have ordered the second Pell disbursement checks for 188 students
- We have awarded CCPG (California Colleges Promise Grant) Fee waivers to 3,653 students' majority of them are manually entered
- 25 students have received a Cal Grant
- 1 student was eligible for the Chafee Grant – Foster Youth (we have several others that were not eligible at the time)
- 56 students received an FSEOG grant (Federal supplemental educational opportunity grant)
- And 6 students are currently participating in the Federal Work Study program
- The Financial Aid staff attended College kick-off day at Palo Verde College and a powerpoint presentation on financial aid was presented to the students
- The Fall Scholarship application deadline was October 26.
 - **The Community Foundation Scholarship** Fund is made up of distributions from the following endowment funds: Tillie Ayres, William Brooks, Ida Bruce, Charles Brouse, Leon Heseman, Eleanor Pearl Hunter, and Elizabeth Vermillion.
 - 25 applications received for the Community Foundation
 - 24 applications received for the Agatha Baxter
 - 10 applications received for the Molly Adams
 - 12 applications received for the Lena Pond
 - 20 applications received for the Osher Foundation
- SSARC (Student services automated reporting for community colleges) report was due on October 26 and was submitted on October 17
- We are currently getting ready with the set up for the 2019-2020 year
- The FAFSA application opened up to students on October 1, 2018 for the 2019-2020 year.
- Reviewing of files for the last Pell disbursement for the FALL term.
- We will be going out the CVSP and ISP to assist with the CCPG fee waivers for the incarcerated students.

2018-12-11

- The final Pell checks disbursement for the Fall semester has been submitted, processed and the checks will be disbursed to students on December 6th as planned.

- Another order of Cal Grant check has been placed for students that needed to update their status with the California Student Aid Commission.
- Financial Aid will be attending an Outreach Event at the Needles High School and the PVC site to assist students with completing their FAFSA application as well as the CCCApply.
- We are currently in the process of meeting with different companies and reviewing the different options available regarding the financial aid verification process. Financial Aid received a “Financial Aid Technology Allocation” as did all of the other colleges in the state of California. These funds are to enable the community colleges to more efficiently process state and federal financial aid grants. The funds have restrictions and reporting on how funds were spent and how much will be part of the FA SSARCC (Financial Aid Student Services Automated Reporting for Community Colleges) report.
- We will have the auditors here the week of December 10th.
- Reports have been submitted to The Community Foundation Scholarship Fund with names of the recipients that will be receiving the awards. Then Fund is made up of distributions from the following endowments: Tillies Ayers, William Brooks, Charles Brouse, Leon Heseman, Eleanor Pearl Hunter, and Elizabeth Vermillion. PVC has been fortunate to be a part of this, as these funds assist many of our students during the FALL semester with their educational expenses.
- The Financial Aid Tech III has been hired and started on December 3, 2018.

2019-01-22

- We have submitted the Financial Aid Consortium Participation form. The Financial Aid Consortium Participation was established to coordinate interested California Community Colleges to contract with Ellucian to create a custom interface with the ability to import California State Grant Rosters and the California Dream Act/ CALISIR data into Colleague and use the data to award financial aid effectively and efficiently.
- Working with one of our consultants to get Colleague setup for the 2019-2020 year.
- Working on completing the Financial Aid portion in IPEDS.
- Working on the first pell disbursement for the Spring 2019 term.
- The Financial Aid Staff attended an Outreach Event at PHVS on Tuesday, January 15 to assist students with the completion of their FAFSA applications.
- The staff is working on completing files for new students to determine their eligibility.
- The staff is working on sending out email notifications to students that are on “Warning”, “Max time”, “Near Max time”, and Ineligible to receive financial aid. Students can submit an appeal but must keep in mind that supporting documentation must be submitted with the appeal.
- We are working on cancelling checks and ordering any adjustment checks for students that changed majors.
- We are currently working with Palo Verde High School to schedule additional outreach events and a FAFSA night to help students/parents with the completion of the FAFSA application prior to the March 2 deadline.

2019-02-05

- We continue to work on new student files.
- Set up meetings with students that are on Financial Aid Warning status due to low GPA or not having completed the number of units required.
- Pell grant checks have been ordered for the disbursement date of February 6, 2019.

- The Financial Aid portion in IPEDS has been completed and submitted to the keyholder so that it can be locked.
- 4,147 students have been awarded a CCPG (formerly the BOG waiver) and we continue to receive applications that need to be manually entered in to Colleague (of these 300 are on campus students).
- 226 students have completed their FAFSA application for the 2018-2019 year and 131 were awarded pell for the first disbursement this Spring.
- Diana Mendez will be co-presenting at the AEBG Parent Project on Thursday, February 7th.
- The Financial Aid staff will be hosting a FAFSA night at Palo Verde High school on February 21st.
- A CalVet (California Veterans) Representative was on campus January 29 and will be coming monthly to PVC to work with the Financial Aid Staff to assist us in providing more services for our Veterans on campus.
- We also have a Disabled Veterans Outreach Program Specialist that will be working with our department and hosting events.
- Diana and German will be attending the CCCSFAA (California Community Colleges Student Financial Aid Administrators) conference March 3 – 7 in San Diego.

2019-03-12

- A financial aid employee attended the CalWORKs meeting on February 14 and did a presentation to those students regarding scholarships
- All of the financial aid staff attended the FAFSA night at Palo Verde High School on February 22, where we had good attendance from students that were accompanied by their parents. The Counselors from Palo Verde High school coordinated with our department to set up the event.
- The financial aid department in conjunction with the foundation put on two scholarship workshops here at our main campus and also traveled to Needles High school to do a workshop there. Two workshops were held on campus and one at the Needles High School with a total of 83 students.
- We will also be going to Palo Verde High on March 6 to put on a scholarship workshop there.
- The financial aid department will be having a luncheon to recognize our Foster Youth and also to present them with Laptop that have been made available to them by “Ticket to Dream”
- The CalVet Representative will be visiting our campus March 20 and will also have a table for Career Day.
- The Military Division from Grand Canyon University will be sending a representative to our campus to hold an event for our Veterans students.
- We are working on the second check disbursement which is scheduled for March 27, 2019.

2019-04-16

- Had a Recognition Lunch for our 5 Foster Youth students where they were presented with a laptop to assist them with their education. The laptops came from the “Ticket to Dream” Foundation which works with the Equity Foundation to assist Foster Youth Students.
- Held a Scholarship workshop at Palo Verde High School to assist students with their scholarship’s applications.
- We received a total of 84 PVC Foundation Scholarship applications, 13 CCCSFAAA (California Community Colleges Student Financial Aid Administrators Association)

scholarship applications and 6 applications for the STEM scholarship (all applications have been reviewed, copied and forwarded to the proper committees). Of the 84 applications 2 were Needles High School students and 1 from the Needles site.

- Participated in the Fresh Start Workshops for students that are currently on Academic Probation with the college and did a Financial Aid workshop.
- All of the staff along with our student worker participated in Career Day. We had a table in the courtyard and German and Diana did a presentation on the FAFSA application.
- Our second check disbursement went very well, and we are currently working on completing the last of the files that we still have pending so that we can start working on our third check disbursement for this semester.
- We are cancelling checks and are ordering checks that needed to be adjusted to ensure that students are not over awarded.
- Cal Grant checks and CCSG checks have been ordered as well.
- We will be participating in an Outreach Event at Palo Verde Head Start on April 10 from 10:00a.m-11:00a.m. and then moving over the Palo Verde High School for an Outreach event there from 11:00- 12:00noon.
- We are also working on purchase requisitions for any items that we need to order prior to the cut off dates for the current school year.

2019-05-14

- Our third check disbursement went very well, and we are currently working on completing the last of the files that we still have pending so that we can start working on our third check disbursement for this semester.
- We are cancelling checks and are ordering checks that needed to be adjusted to ensure that students are not over awarded.
- Cal Grant checks and CCSG checks have been ordered as well.
- We are also working on purchase requisitions for any items that we need to order prior to the cut off dates for the current school year.
- We will be participating in the Twin Palms Outreach Event this week.
- We have a Colleague Consultant on campus assisting with auto packager, Colleague Self-Service Financial Aid, missing information letters, student budgets, etc.
- Working on reconciling the Cal Grants, FSEOG, FWS, PELL, CCSG, and any other federal and state programs.

2019-06-11

- Traveled to Needles to deliver the final checks for this semester so that our students would not have to travel to Blythe to pick them up or have to wait for them to be delivered to the Needles site via mail.
- Made several copies of the 83 plus scholarship applications received and distributed them to the different committees for review.
- Held interviews for the STEM applicants.
- Financial Aid staff attended a Cal Grant training in San Diego.
- Worked with a Colleague Consultant on campus to resolve issue and set up the new academic year in the system.
- Will be attending the High School rehearsal (5th year) to promote the college programs.
- Working with the Business office to get all of the pending checks for students.

- Importing ISIRs for the 2019-2020 year and notifying students so that they can come in to complete their files.

2019-08-05

- Approx. 150 students have completed their files and will receive either a CCPG/Pell or both
- We will be interviewing students to hire for the Federal Work Study program
- As of today, we have received well over 3,000 CCPG applications and we are diligently working to input all of the applications in to Colleague
- We participated in Outreach events held by CalWorks at the DPSS office and assisted students with their applications and questions
- Continue to assist students the completion of their FAFSA applications
- Summer Pell was awarded to nineteen students
- The first check disbursement day is scheduled August 20
- We are working on closing out the 2018-2019 year
- We continue to work on student files getting them ready for the next check disbursement
- We will have a Representative from Campus Logic on Campus August 14, to demonstrate their software to assist the staff with the verification process
- The staff participated in the summer bridge program in Blythe and Needles
- The staff had an Outreach Event at Palo Verde High School during graduation rehearsal
- Working on the Policy and Procedure handbook which will be submitted to the Department of Education to ensure that the F.A. Department meets the required standards
- Assisting and Collecting CHOICE applications (assisting students with the completion of the application)
- The PPA agreement has been updated with the names of all of the current Board members