

Goal Progress Report - Four Columns

Long Beach City College

Student Support - Financial Aid, EOPS, Veterans (Goals)

Mission: To provide financial aid and support services to low income and educationally disadvantaged students and veterans. To provide access to higher education and help insure student success.

Description: Units under this department include Financial Aid and Veterans Affairs at both the LAC and PCC campuses.

Primary Functions - LAC: Process financial aid applications and provide support services for financial aid students; the VA Office is now located at the LAC in a separate office (E010)

Primary Functions - PCC: Process financial aid applications and provide support services for financial aid students.

Internal Conditions (see Help for list): Important internal conditions include: sufficient staffing especially at the beginning of the semesters and an adequate budget to carry out the functions of the office in difficult internal and external budgetary conditions.

External Condition-Regulatory/Legislative Changes: Ongoing changes to financial aid, rules and regulations.

External Condition- Industry & Labor Market Trends: It is likely that financial aid applicants will continue to grow as long as the economic troubles continue and unemployment remains high. We can also expect additional veterans as deployments from the wars in Iraq and Afghanistan increase dramatically as expected.

Names & Titles of Program Review Participants: Financial Aid managers-FA Supervisors Steve Skille, & J.Franc Menjivar, and Business Systems Analyst Farsio Kottab.

2009-2010 Accomplishments: 1) Simplified the verification process and reduced the number of forms that students are required to turn in. 2) Obtained an MSW intern to help veterans with readjustment issues. 3) Held the veterans "Road Home" event attended by 30-35 veterans office staff from local colleges. 4) Produced veterans challenge coins with the help of an ASB grant. Challenge coins are commonly found in the military and are given out to personnel to commemorate the unit in which they serve and especially to commemorate a particular accomplishment of the unit. The LBCC challenge coin includes the LBCC logo and the words, "A Grateful College Welcomes You" on one side. The other side has the five military service badges and, "Your New Mission: Academic Success. Leave No Veteran Behind."

2010-2011 Accomplishments: Establishment of a Veterans' Resource Center at LAC to house the processing of Veterans' benefits applications and related services as well as a meeting place for veterans. The processing of record shattering numbers of financial aid in terms of both applicants and dollars.

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Student Support - Financial Aid, EOPS, Veterans (Goals) - Financial aid processing - Improve the speed and efficiency of financial aid processing. The specific goal for the 2012/13 school year is to begin our initial standard processes by one month each.</p> <p>Year(s): 2011 - 2012</p> <p>Start Date:</p>	<p>Resources Needed Name: Community advertising</p> <p>Resources Needed Description: Press releases for the Viking, Long Beach Press Telegram, In the Loop, radio community service ads all designed to encourage students to apply for financial aid early.</p> <p>Inter-Level/ VP Level Group Decision: Pending</p>		

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<p>08/14/2009 End Date: 08/01/2012 Goal Status: In Progress Goal Priority: High Rationale: Long lines for financial aid at the beginning of each semester are due, at least in part, to students applying late for financial aid. Students who apply late are likely to get in line multiple times in order to check on the progress of their financial aid, reducing the efficiency of financial aid processing. Students can apply in January for the following fall semester. Students who apply early and who turn in required supporting documents early, will not have to wait in the long lines at the beginning of the semester and will receive their financial aid in time to purchase their books. Students who apply late, will not have their books to begin school, putting them at risk for failure. In addition, improving the efficiency of financial aid processing through improved office procedures and reducing the percent of students verified to the statutory minimum, will also result in fewer students having to stand in line at the beginning of the semester.</p> <p>Strategies: 1) Initiate a campaign among current and prospective students to encourage applying for financial aid early. 2) Work on efficiencies within the Financial Aid Office to decrease the time needed for file completion and review. 3) Begin financial aid processing earlier to be in a better position to speed the</p>	<p>Fiscal Year: 2010 - 2011 Duration: On-going Estimated Cost: 0.0000 Type of Resource Requested: 999999 - Other (specify in "Description" above) Justification for Resource Request: Encouraging financial aid students to apply for financial aid early means that they will receive their financial aid early, in time to purchase books at the beginning of the semester. Those who will inevitably apply late will also be better served because the office will be able to respond to their needs more quickly. Department Code: 646000 Financial Aid</p>		
		<p>10/18/2011 - All students who applied and completed their financial aid file by the May 16 priority deadline were awarded and disbursed financial aid when school started for the 2011/12 year.. N/A: N/A Next Step: Continue Working on Goal Data Reported for Year: 1</p>	

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<p>processing of late applicants Responsible Parties: Director of Financial Aid and Veterans Affairs Campus supported by this goal: Both If specific to a functional unit, indicate here: Financial Aid Office Other Area impacted by this goal: Community Relations & Marketing Other Area(s) impacted by this goal: IITS Level of Support Needed: Department</p>			
<p>Student Support - Financial Aid, EOPS, Veterans (Goals) - Meet the Maintenance of Effort Requirement (MOE) - Create a plan to bring the Financial Aid Office budget up to the MOE requirement set by the Chancellor's Office. A new plan is in development. It is not a goal that can be met entirely from within the Financial Aid Office. Year(s): 2009 - 2010 Start Date: 10/01/2011 End Date: 12/31/2013 Goal Status: In Progress Goal Priority: High Rationale: Currently the Financial Aid Office budget is out of compliance with the maintenance of effort required by the Chancellor's Office, as follows: Shortfall approximately \$55000</p>	<p>Resources Needed Name: Staff Reorganization Resources Needed Description: Add staff for processing of financial aid; make appropriate adjustments to levels of responsibility to current staff to improve service to students and meet state MOE requirement Inter-Level/ VP Level Group Decision: NEW Fiscal Year: 2011 - 2012 Duration: On-going Estimated Cost: 55000.0000 Type of Resource Requested: Personnel - Classified/ Manager Justification for Resource Request: Currently the Financial Aid Office budget is out of compliance with the maintenance of effort required by the Chancellor's Office, as follows:</p>		

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<p>1.It's a regulatory requirement. 2.Since our appropriation is reduced by the shortfall dollar for dollar, spending the money is in effect a no additional cost way to improve service to students. and thus increase their retention and success rates.</p> <p>Strategies: A strategy has begun to be implemented for reorganizing the Financial Aid Office. The Dean's position and Deputy Director's position have been eliminated. A Director position has been reestablished. This will allow for the addition of more staff for processing of applications. Next was the increase in the assignment of a Financial Aid Accountant to full time. This is in response to increasing fiduciary responsibilities to the office and increasing responsibilities to the consolidated position of the Director and the Financial Aid Supervisor. The FA Supervisor will also have increased time to work on the Direct Loan program and assist with the development of policies and procedures.</p> <p>Responsible Parties: Director of Financial Aid and Veterans Affairs</p> <p>Campus supported by this goal: Both</p> <p>If specific to a functional unit, indicate here: Financial Aid Office</p> <p>Other Area(s) impacted by this goal: The Student Services Division and the college.Increased staff in the Financial Aid Office will improve student retention and success.</p> <p>Level of Support Needed:</p>	<p>Approximately \$55,000 shortfall Bringing the Financial Aid Office budget up to the required maintenance of effort would be instrumental in serving financial aid students in a timely manner and thus increase their retention and success rates.</p> <p>Department Code: 646000 Financial Aid</p> <p>Requested Funding Source: General Fund</p>		

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School or VP			