

Assessment Plan

Long Beach City College

Student Support - Financial Aid and Veterans (Outcomes)

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Intended Outcome: Financial aid lines

Reduce the length of the financial aid lines at the beginning of the semester by encouraging students to apply early for financial aid.

SLO or SUO: SUO

Start Date: 08/14/2009

End Date: 11/30/2011

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Financial Aid Office

- Strategies for Outcome:**
- 1) Work with CRM to initiate an apply early campaign at Long Beach City College
 - 2) Encourage current students to apply early for financial aid through the financial aid website
 - 3) Publish financial aid application dates in all financial aid materials distributed to students during outreach activities

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Graph the distribution of financial aid applications by date. The criteria for success will be an apparent increase in applications earlier in the processing year. Initial results by 6/1/10; final results by 10/1/11. Compare FAFSA received dates for 2009/10 and 2010/11 to the baseline data from 2008/09 using queries of FAFSA data in PeopleSoft. Assessment Method Category: Reporting System - Internal	An apparent redistribution of financial aid application dates to earlier in the processing year.		Yes

Intended Outcome: Financial aid application processing time

Reduce the length of time it takes to process financial aid applications

SLO or SUO: SUO

Start Date: 01/01/2010

End Date: 11/30/2010

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Financial Aid Office

- Strategies for Outcome:**
- 1) Eliminate the Student Information Sheet for students not selected for verification.
 - 2) Eliminate the requirement that a student turn in a California ID or drivers license.
 - 3) Modify the checklist posting SQR to reduce the LBCC verification percentage to 31% by only verifying students with the highest verification priority codes.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Compare the average time between Verification Worksheet received date to the verification completed date for 2009/10 and 2010/2011 financial aid applicants as compared to 2008/09 baseline data. Assessment Method Category: Reporting System - Internal	A decrease in the average time between Verification Worksheet received date to the verification completed date from one year to the next over the three processing years.		Yes

Intended Outcome: Veterans Club

Organize a veterans club at LBCC.

SLO or SUO: SUO

Start Date: 08/14/2009

End Date: 12/31/2010

Outcome Status: Active - Currently Assessing

If specific to a functional Veterans Affairs Office unit, indicate here:

Strategies for Outcome: Use an MSW intern and VA workstudy students to organize a veterans club through Student Life.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Examine the membership roster of the Veterans Club and the number of veterans who participated in the various club activities. Assessment Method Category: Reporting System - Internal	Establish a Veterans Club of at least 50 members, 10% of the veterans receiving the GI Bill at LBCC. Have at least three successful club activities.		Yes

Intended Outcome: Veterans Mentoring Program

Partner with Leaders Across Campus to develop a mentoring program for veterans.

SLO or SUO: SUO

Start Date: 08/14/2009

End Date: 12/31/2010

Outcome Status: Active - Currently Assessing

If specific to a functional Veterans Affairs Office unit, indicate here:

Strategies for Outcome: Work within Leaders Across Campus. Outreach to veterans to serve as mentors and let new veterans know that mentoring is available.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
As for a report of the number of veterans who participate in Leaders Across Campus. Assessment Method Category: Reporting System - Internal	At least five veterans participate in Leaders Across Campus, as either mentors or mentees.		Yes

Intended Outcome: Space for the Veterans Services Center

Find a location at LBCC to house a Veterans Services Center

SLO or SUO: SUO

Start Date: 08/14/2009

End Date: 12/31/2010

Outcome Status: Active - Currently Assessing

If specific to a functional Veterans Affairs Office unit, indicate here:

Strategies for Outcome: Work with the Vice President of Student Support Services and the Executive Committee to find space to house a Veterans Services Center.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Study the Veterans Service Center Assessment Method Category: Case Study	Provides adequate facilities for certifying LBCC veterans for the GI Bill, provides an adequate service counter and office space,		Yes

Means of Assessment

Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
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has private offices for counseling,
provides an area for veterans to
study and to get together.