

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	--------------------------------	---	---

UNIT PLAN "PART A" Program/Pathway Update

Program/Pathway: Financial Aid/Veteran's Affairs

Date: 1/2015

The Financial Aid and Veteran's Affairs Departments purpose is to provide financial assistance to students who, without such aid would be unable to attend college. Although it is expected that students will make a maximum effort to meet the cost of education, financial aid is available to fill the gap between the family resources and the annual educational expenses. Financial aid is intended to supplement the family's existing income/financial resources and should not be depended upon as the sole means of income to support other non-educational expenses.

Financial aid is available from various sources such as federal and state governments, institutional and community organizations, as well as individual donors. It is awarded in the form of grants, loans, work student, scholarships or a combination of any of these sources.

1. Assessment of Program Review:

The number of students who apply and receive aid each year has increased despite the cutback in class offerings.

In spring 2014, financial aid along with other college operations began using the College email assigned to students as the main communication format. We will continue transitioning with this email communication format to students utilizing the assigned email in lieu of the personal student emails. This has initially been challenging to our students however, students are responding to the emails that we are sending. We continue to encourage students to check their email regularly to ensure timely communications.

We are continuing the process of students retrieving and submission of their documents on line as we continue with our efforts to become a paperless financial aid office.

Beginning in spring 2015, we will be implementing a new procedure for students that we hope will shorten the "wait time". We plan to train the staff who 'intake' the student documents to thoroughly review the student information that is provided to us. We hope to provide the student with all of the necessary directions/information to alleviate the student from returning to the office numerous times so that they may successfully receive their financial aid award quicker. Ultimately, these proactive efforts will offer better customer service in our efforts to assist students.

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	---------------------------------	--	--

In addition to changing our intake procedures, we plan to train financial aid staff to review files with assigned last names so that the alphabet will control their designated students. This effort is hoped to provide accountability for work efforts as well as familiarity/recognition to the particular student needs within their designated alphabet

The three VA work study students continue to assist our veterans at the Vet Center. As there is brand new veteran leadership in the center the atmosphere is one of comfort and understanding of veteran needs. The Veteran's club is thriving and the servicing of community veterans continue to grow. The Veterans are one of the major groups that are included in the Student Success initiative. We plan that in 2015, the Veteran's staff will become more enveloped in the Veteran initiatives at both the College and the District.

2. Activities to address program needs:

In order to improve and simplify the financial aid processes and ensure students realize the financial aid availability, we anticipate that we will continue to serve more students though the percentage will be less than the prior 25-30 % of prior years.

The prior year survey confirmed that 82% of students were happy with the new online process. We hope to increase the number of students utilizing the online process by placing more forms on the web for easier accessibility.

Social media accounts (Twitter and Facebook) are now being used to send instant alerts to students providing information on time-sensitive scholarship applications, job announcements and/or other important messages we want to share.

Cross training personnel will help students to not have to wait for specific individuals in the aid office to assist them with certain programs.

We hope to decrease the number of students visiting the office along with decreasing the "wait time" with the training of staff at the front counter and streamlining our processes.

For fall 2014, the numbers of students visiting the financial aid office were as follows:

August...	563
September...	3652
October...	1901
November...	1263
December...	1003

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	---------------------------------	--	--

Total... 8382 students

We are in the midst of the implementation of the new Student Information System to replace the existing legacy system. We are working as a user group in the mapping process of all our policies and procedures in preparation of the launch of the Oracle PeopleSoft system.

We will continue and expand the use of group counseling to be used in lieu of individual counseling sessions that were required for students who were in jeopardy of losing their financial aid due to noncompliance with satisfactory progress standards.

We hope to grow the Veterans Center relationships within the community, VA and business partners and with our college and district involvements.

3. How are your program improvements associated with your SLOs:

1. SLO #5- Students will visit the financial aid office less and with a shortened wait time
Staff training will occur for the intake of documents staff in order to thoroughly review student documentation received so that the necessary directions are provided to the students to successfully receive a financial aid award quicker.
Goal: In addition to changing the intake procedures, technicians will be assigned files to review by alphabet and will be responsible for that particular alphabet. This will allow them to familiarize themselves with the students, provide accountability and bring comfort to the students as they will see the same staff member.
2. SLO #3- Students will expand their engagement in a technologically literate society through communication and demonstration: Based upon the success of our online processes in prior years, we expanded our documents and activities to greater online initiatives. Additionally, Social media accounts (Facebook, Instagram, Twitter, etc.) have been used this year to allow us to communicate with students instantaneously in a technological manner that is especially preferable for younger students. The office has also switched all email communication to mandate all LAHC students to utilize the campus email.
Goal: 80 % of students receiving financial aid will utilize online initiatives to communicate with the financial aid office.

3. Staffing requirements:

We will need 1 Financial Aid Assistant to properly handle the front intake initiative and staff document training/customer service initiative.

4. Technological requirements:

Continue to develop the specifications and mapping processes of the new SIS system scheduled for implementation 2016.

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	--------------------------------	--	---

4. Facilities requirements:

We will require additional space as we hire new staff. We are currently quite overcrowded in the current location that we are in. The Vet Center will need a new location when the building is overhauled.

5. Implementation plan:

Staffing: We will need the college to assist with the funding of a Financial Aid Assistant to this essential area in order to serve our students more efficiently. We will continue to refine our processes and automate as much as is feasible. With this additional individual to manage/train the front counter personnel, the financial aid office technicians will be able to operate with greater efficiency with the back end processing of the millions of financial aid dollars that we disburse to students annually.

We are working in conjunction with a community lender to provide budget and default management prevention to students receiving student loan dollars as these disbursements have increased due to the nature of the market place as a whole. These workshops also assist with the understanding of default and delinquency of student loan debt to our students.

We plan to continue the financial literacy programs and other increased assistance to the former foster youth program at the college.

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	---------------------------------------	--	--

UNIT PLAN "PART B"
Core Personnel/List of Permanent Staff

Unit: Financial Aid and Veteran's Affairs

Date: 1/2015

Example

Assigned Time	Responsibility	Estimated Cost	Funding Source

1	Financial Aid Manager	\$116,087	District
1	Financial Aid Supervisor	\$83,640	District
.50	Accountant	\$32,607	BFAP funds
.25	Accountant	\$16303	EOPS
1.0	Accounting Tech	\$51663	BFAP funds
3.0 2.0	Financial Aid Techs Financial Aid Techs	\$172,615 \$111,383	District BFAP funds

1. Total FTEP: 8.75

2. Total Hours taught:

3. Total Hours of release time:

4. Total Cost for Instructors:

5. Total Cost for Administrators:

6. Total Cost of Classified Staff: \$584298

7. Total cost FTEP = Full Time Equivalent Personnel:

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	--------------------------------	---	---

UNIT PLAN "PART C" Core Expenses

Unit: Financial Aid and Veteran's Affairs

1. All legally required responsibilities: *Required for health and Safety*
2. *Required by board / State/ Federal/ Accreditation standards(list the minimum requirements here)*
3. *Required by licensing agreement*

Description of activity	Estimated Cost	Justification	Code
Match of FWS funding	\$50,000	25% required match of federal funds	HC556A14

Description of activity	Estimated Cost	Justification	Code
R2TIV and "No Show" expenses	\$40,000	Required return of funds to ED for students who drop out completely or do not show up for classes	HC556A14

Narrative justification: List statutes which require this expenditure.

Federal Law requires the FWS match of funding. It is a good idea for schools to only have to spend \$0.25 for every dollar earned by FWS student workers on campus.

Timely and accurate reporting of students who do not attend when class begins can significantly reduce the "no-show" amount.

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	---------------------------------------	--	--

Total cost: \$90,000

UNIT PLAN "PART D" Essential Activities

Unit: Financial Aid and Veteran's Affairs

Prioritized list of unit needs required for program continuance or improvement

Description	Est. Cost
-------------	-----------

e.g.

1. *Databases for Library*
2. *Full time Faculty*
3. *Instructional Assistant*
4. *Supplies for classroom*
5. *Capital investment*

Only place expendable request in this field.

Division Prioritization	Description of activity	Estimated Cost	Proposed Funding Source	Justification	Code
	Conference/Training Attendance	\$6000	BFAP/District	Professional Development	HCAA7

Division Prioritization	Description of activity	Estimated Cost	Proposed Funding Source	Justification	Code
	Hire Financial Aid Assistant	\$35,440	District	Necessary to provide adequate level of service for intake	HCSS6a14

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	---------------------------------------	--	--

Justification Narrative: How does your activity support the college Educational Master Plan?

The balance of these expenses is covered by our administrative allowance from both our federal and state funding levels. We are not requesting college assistance in this area.

UNIT PLAN "PART E"
Non-cost Essential Activities

Unit: Financial Aid and Veteran's Affairs

List Non-cost activities here

Priority	Description of activity	Justification	Code
	Continue to move towards a paperless system	Continue to streamline the financial aid process	HCSS6a14
	Continue transitioning to the college supplied email address and social media	Improve communication	HCSS6a14
	Revise intake procedures and train staff to award students via specific alphabet	Improve processes and understanding	HCSS6a14
	Expand student awareness of financial literacy resources	Critical skill development	HCSS6a14

Priority	Description of activity	Justification	Code

Justification: How does your activity support the college Educational Master Plan?

	ACADEMIC YR: 2015-16	DIVISION/AREA: Financial Aid/ Veteran's Affairs	DIVISION CHAIR/DIRECTOR: Peggy Loewy Wellisch
--	--------------------------------	---	---

We support learning and want to continue to promote student success initiatives. We can facilitate this by assisting students with their financial obligations at the College. Understanding the financial aid process assists students with the necessary skill sets to succeed.