

	ACADEMIC YR: 2014-15	DIVISION/AREA: Financial Aid	DIVISION CHAIR/DIRECTOR: Sheila Millman
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**UNIT PLAN “PART A”
Program/Pathway Update**

Program/Pathway: _____ **Financial Aid/Veterans** _____

Date: 11-26-13

Our Mission: Los Angeles Harbor College fosters learning through comprehensive programs that meet the educational needs of the community as measured by student success, personal and institutional accountability, and integrity.

1. Assessment of Program Review:

The numbers of students who apply for aid continues to rise though the level of increase is less steep. For 2012-13, we packaged 13% fewer students than the 2011-12 academic year. We feel there are several reasons that account for the decrease. The most significant one was that we had one fewer Financial Aid Technician due to a Workman’s Compensation absence. It took a long time to adjust with some new procedures and the increased use of overtime. We remained severely understaffed through the entire academic year. Class offerings were also limited during that period and it is likely that some students simply could not find classes or enrolled elsewhere. Most of the colleges in the LACCD packaged fewer students in 2012-13.

During fall 2013, we have, to date, packaged 3% more than in 2012-13, at least stopping our decline. With the very recent start of a new Financial Aid Technician, we believe that we can continue to improve our service to students, though we remain understaffed.

We transitioned to solely using the college supplied email address in spring 2013. This is a “work-in-progress”. Many more students are checking their college email – we will continue to encourage them to make this a regular practice. We require all students go to the SIS system and this should help familiarize them with the process.

The Veterans Center has a Counseling Intern 20 hours a week funded by the South Bay Center for Counseling which has a grant to provide this position. This is an initial step on the road to a Veterans Center Coordinator position which is the ultimate goal for the Center to realize its capabilities. The Veterans Club is thriving and outreach to the community continues.

Service to our former Foster Youth has matured using positions provided through a Financial Literacy Grant. There have been two increasingly successful “Getting Priority” events which assisted these students in taking advantage of the priority registration benefit they are eligible for.

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2. Activates to address program needs:

The hiring of a new Financial Aid Technician in November 2013 has already helped to reverse our decline in the number of students processed. Student applications continue to increase and staffing shortages will likely remain a problem for the foreseeable future. We continue to simplify the process and enable most students to fully process their aid online and avoid office visits.

86% of student surveyed last year were satisfied or very satisfied with our online process. That is an increase from the prior year's 82%. Almost one-fourth or 25% of the students went through the process purely online.

Group Counseling for students who were disqualified for not meeting Satisfactory Academic Progress guidelines continued very successfully. It is a very efficient way to help this group by emphasizing resources available on campus as well as some instruction on study skills, etc.

The Veterans Center continues to thrive, but it is clear that the growth is limited until a Coordinator position is established and filled.

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

Students approved of our online process changes and we have continued them. This will help them adjust to the new SIS system that come online beginning in 2015.

In 2012-13, 36% of student applications had used the IRS data Transfer tool. That was a significant increase from the 21% using it in 2011-12. Trends for 2013-14 show continuing increase. Only students and parents of dependent students who file taxes will use this – that accounts for about half of student applications so the percentage should cap at around 50%.

4. Staffing requirements:

An additional Financial Aid Technician is needed to properly handle the wave of applicants for financial assistance in a timely manner.

A Veterans Center Coordinator is needed to have the Veterans Center reach its potential in providing necessary services to a student veteran population that will likely continue to grow for some time.

5. Technological requirements:

It is critical that staff continue to provide input into the new SIS system that is slated to come online in 2015. There will be a need for intensive and ongoing training to help staff make the transition.

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6. Facilities requirements:

Room for additional staff when we are able to hire

7. Implementation plan:

We hope to get continued support for the Veterans Center. However, it is clear that a Coordinator position is necessary to bring services to the next level.

Institutionalizing services to former Foster Youth is essential to retention of this very at-risk group.

We will support our staff training needs in making the transition to the new SIS system.

Additional staffing is still required to enable the office to provide adequate service to students.

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

Unit: Financial Aid

Date: 11-26-13

Example

Assigned Time	Responsibility	Estimated Cost	Funding Source
1	Financial Aid Manager	\$110,000	District
1	Financial Aid Supervisor	\$80,300	District
.50	Accountant	\$31,415	District
.25	Accountant	\$15,708	BFAP funds
1.0	Accounting Tech	\$49,400	BFAP funds
3.0	Financial Aid Techs	\$171,186	District
2.0	Financial Aid Techs	\$112,579	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: \$570,588
7. Total cost FTEP = Full Time Equivalent Personnel:

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Please attach copy of your current Op Plan.

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UNIT PLAN "PART C"
Core Expenses

Unit: _____ **Financial Aid** _____

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
R2TIV AND No Show expenses	\$28,000	Required return of funds to ED for students who don't show or drop out completely	HC556A14

Narrative justification: List statutes which require this expenditure.

Federal law requires the FWS match – it is a good deal to only have to spend \$0.25 for every dollar earned by FWS student workers on the campus.

Timely and accurate reporting of students who do not attend when class begins can significantly reduce the "no-show" amount. We believe we have made real advances on reducing the expenses, but cannot be absolutely sure until the report is run at the end of fall 2013.

Total cost: \$78,000

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UNIT PLAN "PART D" Essential Activities

Unit: Financial Aid

Prioritized list of unit needs required for program continuance or improvement

Description	Est. Cost	\$116,290
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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
	Hire Veterans Center Coordinator	\$60,000	District/Grant	Necessary to properly develop the program	HCSS6a6
	Hire 1 F A Tech	\$56,290	District	Necessary to provide adequate level of service	HCSS6a14

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

The balance of these expenses are covered by our administrative allowance from both our federal and state funds. We do not ask for college assistance in this area.

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UNIT PLAN “PART E”
Non-cost Essential Activities

Unit: Financial Aid

List Non-cost activities here

Priority	Description of activity	Justification	Code
	Continue to transition students to a portal-like system	Preparation for the rollout of the new SIS system in 2015	HCSS6a14
	Continue emphasis to students on importance of using the college supplied email address	Improve communication	HCSS6a14
	Expand student awareness of financial literacy resources.	Critical skill development	HCSS6a14

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

We support learning and promote student success by helping students meet the financial obligations of attending college. Learning how to best navigate the financial aid process provides students with useful skills.