Financial Aid

Annual Update

2018

LASSEN COMMUNITY COLLEGE

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Accepted by Cabinet: (insert date)

Accepted by Consultation Council: (insert date)

Accepted by Governing Board: (insert date)

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Progress Report

Review previous NIPR and/or annual updates. Describe progress made on any recommendations. Describe any changes made within the program.

- The transition to assigning technicians to our students was a great change that we made within the office because it allowed the students to contact the staff member directly that was working on their file. This assisted both the student and the staff member as they were able to get on the same page and work together if need be.
- The Financial Aid Office hosted Cash for College nights at all surrounding high schools and also hosted a FAFSA night here on campus as well. These events consisted of our staff members assisting students and their parents in filling out the FAFSA. We also have made a change to the way we advertise for these events and are sending out letters with information regarding the events from our office that are sent to prospective students and their parents.
- The office has faced some staff shortages throughout the year as we have had a number of vacancies and turnover that we are looking at remedying throughout the upcoming year. Having some stability within the office will greatly help processing times. These struggles have also allowed us to look deeper at our policies and procedures and make some changes so that we can better serve our students.
- There was also an expressed need to have Colleague review our FA System as this had not been done and they are scheduled to be here at the end of November 2018 which will allow us to make any necessary changes to the system and recognize anything that we need to improve or adjust.

Administrative Unit and/or Student Learning Outcomes

Note emerging needs based on assessment of AUO and/or SLO. Note any planning or budget changes based on assessment of AUO and/or SLO.

- The Financial Aid Office has reviewed and updated some of its policies and procedures that have been deemed as necessary for the benefit of the students. The need to move to online fillable forms has been a point of emphasis and therefore we have contracted with Perceptive to develop these forms. This will allow students to sign and fill out their needed forms electronically which will greatly help the students.

It will also expedite the process for students to be worked on due to setting up parameters that will only allow students to submit the forms if they have filled out the appropriate boxes.

- Our default rate continues to be a point of concern that we are still looking at improving as it is hovering around the 20% mark. Our goal is to reduce that to 15% which means that we will need to increase our outreach through ECMC and through individual contacts from our office.

Program Needs Assessment

Describe new needs that have developed since the previous review. Consider new needs in staffing, equipment, training, facilities, or funding. Make sure to include data sources in the previous item that support emerging program needs.

- The Financial Aid office had the opportunity to attend a number of trainings and conferences throughout the past year which include.
  - New Director's Training
  - CCCSFAAA Conference
  - CASFAA Conference
  - WASFAA Summer Institute
  - NASFAA Conference
  - WAVES Conference
- The Financial Aid office received a substantial amount of funding from the state to improve the usage of technology for our students. This new funding will help with improving our processes which will greatly benefit students as this is ongoing funding.

Progress and Reprioritization of Recommendations

Review the prioritized recommendations in the previous program review. Record outcomes of items in the planning agendas for each section. Note any changes in priority as well as any additions or deletions. Provide updated planning agenda forms for each planning committee. See next page.

Additional Information

Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.

- We are increasing our outreach to our local high schools and have already sent out 218 invites for the cash for college event from our office to parents. This is a process that we are looking at doing from here on out to try and increase our turnout at these events.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan
Financial Aid 2018

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendation for Inclusion in Student Services Master Plan
Financial Aid 2018

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendations for Inclusion in Educational Master Plan
Financial Aid 2018

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendations for Inclusion in Human Recourse Master Plan
Financial Aid 2018

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Reclassification of Staff	2018-2019	TBD	Better Organization

Prioritized Recommendations for Inclusion in the Facilities Master Plan
Financial Aid 2018

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Restructure Financial Aid Office	2018-2020	$20,000	Safety, Confidentiality and better serve our students.
2	Office Furniture and Chairs	2018-2020	$7,000	

Prioritized Recommendations Inclusion in Institutional Technology Master Plan
Financial Aid 2018

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.