2017-2018 Program Review
Financial Aid

WCC - Financial Aid Program Recommendations

Year of Review: 2017-2018
Type of Review: Annual Update
Program Description : The WCC Financial Aid Office is responsible for disbursement of more than $6.4 million in federal, state and institutional funds to 3,134 students, including BOG fee waiver in 2017-18. Both amounts, dollars disbursed and student served, will increase in the 2018-19 year due to additional state and federal financial aid programs and new legislation and an anticipation of student growth, respectively. Currently, just over half of WCC students rely on their financial aid funds to bridge the gap between their own resources and the costs of attending college which demonstrates the significant role the Financial Aid Office plays in the success and retention of students. Additionally, the percentage of student serviced by the Financial Aid Office is anticipated to increase in upcoming years due to a shift to outcome-based funding appropriations. It is important to note that many more students apply for financial aid than receive aid - reasons for lack of financial aid disbursement can vary greatly from student to student. The Financial Aid Office continues to process financial aid applications for those students who do not qualify at the end of application processing, and this effort is noteworthy when evaluating the workload of the department. So far, in 2017-18, the WCC Financial Aid Office received 4,571 financial aid applications. This is already an increased number of applications from 2016-17 and the financial aid award year has 3 more months until the application cycle closes, see below.

An increase in the number of financial applications has steadily increased since the 2013-14 award year:

2017-18 financial aid applications received as of 3/26/2018: 4,571 (3 months remain until deadline)
2016-17 financial aid applications received: 4,436
2015-16 financial aid applications received: 3,903
2014-15 financial aid applications received: 3,701
2013-14 financial aid applications received: 3,650

The administration of the financial aid program includes a broad range of unique tasks, particularly those that relate to Federal Student Aid compliance. Required tasks include maintenance of the Program Participation Agreement with the Department of Education; Colleague database management to ensure appropriate financial aid awarding, disbursing, and student notification; regular and consistent reconciliation of aid programs and departmental budgets; regular and consistent communication with YCCD and WCC departments outside of the Financial Aid Office; constant professional development training to keep abreast of industry and regulatory changes; frequent and accurate reporting to federal, state, and institutional entities to ensure compliance, etc.

WCC students currently have access to apply for the following financial aid programs:

Federal Pell Grant
Federal Supplemental Opportunity Grant
Federal Work Study
Federal AmeriCorps awards
State of California California College Promise Grant, formerly known as the BOG Fee Waiver program
State of California Cal Grant
State of California Full-Time Student Success Grant
State of California California College Completion Grant
State of California Dreamer Emergency Grant
Scholarships (external and internal - WCC Foundation)

WCC student awards processed by the Financial Aid Office, program maintained outside of Financial Aid Office:

State of California EOPS Incentive and Book Grants
State of California CARE Incentive and Book Grants

WCC active academic programs for which the Financial Aid Office evaluates student financial aid eligibility, including Associate, Associate for Transfer, and Certificate programs:

Accounting
Administrative Assistant
Advanced Accounting
Advanced Welding Technologies
Agriculture Animal Science
Agricultural Business
Agriculture Plant Science
Agriculture Research Technician
Agriculture Science
Administration of Justice
Corrections
Law Enforcement
Anthropology
Baking Cert of Achievement
Basic Academic Skills
Business Computer Applications
Biology
Business Administration
Chemical Dependency Counselor
Chemistry
Chicana-o Studies
Clerical Assistant
College Success
Communication Studies (Speech)
Culinary Arts
Digital Media
Drinking Water and Wastewater Technology
Child Development Teacher
Infant and Toddler
School Age Children
Early Childhood Education
ECE Associate Teacher
Economics
English
Environmental Horticulture
General Education - Arts & Humanities AA
General Education - Natural Science & Mathematics AS
General Education - Social & Behavioral Science AA
Geology
General Business Management
History
Human Services
Mathematics
Nutrition and Dietics
Plant Science
Personnel Management
Political Science
Psychology
Small Business Management
Sociology
Social Justice Studies
Social Science

Sustainable Agriculture
Water Dist-Water Treatment Plant Op
Welding Technologies

The Financial Aid Office continues to maintain its relationship with federal and state governing agencies by ensuring official agreements are kept up-to-date with accurate information, Program Participation Agreement (Federal Student Aid) and the Institutional Participation Agreement (California Student Aid Commission).

Executive Summary (Include a list of team members): In aligning with the mission of Woodland Community College and the federal and state mandates, there are several critical components to operating an efficient and effective operation. These include:

a) Staffing – Hiring, Training and keeping current with changes.
Staffing levels are critical to support the demands of the increasing number of students. Only two programs listed above are "auto-packaged" with little intervention by a FA Technician. While all other aid programs are manually awarded after manual verification of eligibility criteria are met. Each aid program has specific requirements and processing timelines, along with reporting requirements. Compliance is critical to continued participation in each program. Staff must attend training workshops, webinars, and conferences to stay current with program changes, regulations and changes in law. Staffing levels are deficient and below standards. Additionally, WCC FA Office experienced significant staffing changes at the beginning of 2017-18, with two seasoned staff retiring. These staffing changes resulted in temporary reduction in productivity levels due to on-boarding and natural learning curve of new staff and promoted staff. Staffing changes present minor compliance issues due to learning curve, which occurs with the training of new staff.

In addition, realignment of Lake County Campus Financial Aid staff is not complete due to lingering financial uncertainties surrounding fiscal responsibility without funding allocation changes within the district.

b) Technology - Using current software for Processing
The Department of Education sets minimum technology standards for hardware and software to facilitate the administration of Title IV aid. The technology standards are updated regularly. We are current and in compliance with the most recent technology standards for financial aid processing. Although our database is compliant, the Financial Aid Office lacks crucial support of electronic resources needed for accurate and regular program administration. The lack of support lies within the areas of programming and data gathering. Both tasks assume advanced knowledge of Colleague functionality which is not past of most staff's knowledge base as WCC Financial Aid does not have its own Financial Aid Analyst. The automation of reports and processes essential to the functioning of the Financial Aid Office would dramatically increase the department's effectiveness as it relates to quality customer service to students. Without additional IT support, the Financial Aid Department risks staff overload/burn-out when workloads increase with no additional resources and the department is not properly able to assess its effectiveness when it is not able to gather enough pertinent data to measure this appropriately.

The Financial Aid Office provides services in English, and Spanish.

The Financial Aid Office is responsible for promoting financial aid awareness to current and prospective students and for the dissemination of the Department of Education required consumer information. The Financial Aid Office offers and promotes workshops, on and off campus to include high school students, incoming and new students, and continuing students. The Financial Aid office supports community involvement and offers the I Can Afford College and Cash for College events on campus. Students have available online services through WebAdvisor, MyCampus portal and Financial Aid TV. Students are provided a school email address and communication to students from the Financial Aid office is emailed to the student's school email address.   The Financial Aid Office provides electronic fund transfer to their bank account or a BankMobile Vibe account/MyYuba card.

The Financial Aid Office strives to improve the delivery of services to students, and is committed to student success, but currently struggles to maintain service levels to students. Recent changes to support student success include:

•Current student outreach in 2017 continues to build on the foundation began in 2016-17 with the addition of more money management topics, a.k.a. "brown bag" sessions, in support of student's financial wellness. Anecdotally, students indicate a desire to better understand their personal finance matters.
•Re-established area high school relationships continue to flourish, and success was seen at this year's Cash for College event when an area high school sent all students to WCC's Cash For College event to receive assistance with 2018-19 FAFSAs.
•The redesigned Federal Work Study program continues to remain transparent and supportive of student and WCC campus needs. The 2017-18 year brought an unforeseen challenge in this program with a required non-federal match; and despite the

numerous difficulties resulting from such, remains on target to expend funds appropriately according to federal regulation and has exceed student and campus expectations.

• Implementation of online Satisfactory Academic Progress (SAP) tool for increased education of the WCC campus community as it relates to the impact of academic progression on financial aid eligibility. This tool allows for detailed student tracking, and will be incorporated in with the SAP Appeal process. The 2017-18 award year included the mandatory completion of the "Key Components of the SAP Appeal Process" online financial aid counseling session. Per analytics used to measure the success of this tool, students who review the material within this online tool are completing this session with passing scores within two attempts. The tool is now a valuable resource students may use to not only get to know the SAP policy in more detail, but also allow him/her to calculate SAP by using specific academic record information.

•While the AcademicWorks application portal for students enhanced the student experience, staff and other campus partners who take part in the application evaluations and determination of award recipients continue to experience minor to major difficulties using the software to expedite application evaluation. The online AcademicWorks software remains to be unsupported fully by IT. The lack of support results in manual review of applications increasing the amount of time needed between application deadline and receipt of application by review committees.

•The college's cohort default rate continues to be a monitored to ensure compliance with federal regulations. For the first time in two years, WCC's official cohort default rate was below the required threshold of 30%. Edfinancial Services, Inc. continues to assist our college's previous loan borrowers with management of loan repayment by way of frequent contact to delinquent borrowers.

List of Staff and Titles:

Kimberly Reed, Director of Financial Aid
Rebecca Reyes, Financial Aid Fiscal Support Technician
Mariela Vargas-Rivera, Financial Aid Technician
Victoria Ferrell, Financial Aid Technician
Stanley Silsby, LCC Financial Aid Technician

WCC - two work study students
LCC - one work study student

Program Mission Statement: The mission of the Financial Aid Office is to make education financially accessible to eligible applicants by closing the gap between individual resources and college costs.

Industry Trends and Program Data Analysis : The Financial Aid Office continues to make every effort to achieve Student Access and Retention. This is achieved through extensive outreach activities throughout the community and by providing current students with the tools needed to be self-reliant.

According to the staffing model indicator available through the National Association of Student Financial Aid Administrators (NASFAA), which is based on number of aid applicants and number/types of financial aid programs administered, the Financial Aid Office is currently understaffed. Additional staff is desperately needed to improve the customer service provided to students. Additionally, recent changes to state and federal financial aid program administration compound our staffing issues through increased regulation, new financial aid programs, and anticipated changes to funding allocation methodology.

Financial Aid disbursed to students during the 2017-16 award year as of 3/26/2018:

Federal Pell Grant $3,237,372.00   (1298 students)
Federal SEOG Grant $ 128,800.00   (322 students)
Federal Work Study $ 107,311.00   (58 students)
Cal Grants $ 433,015.00 (342 students)
FT Stdt Success Grant $ 196,000.00   (247 students)
Ca Coll Comp Grant $ 4,500.00   (6 students)
Ca Emrgcy Dreamer $ 15, 178.00   (50 students)
Scholarships $ 68,912.00 (59 students)
Other State Grants $ 136,450.00   (445 students)
BOG Fee Waivers* $2,217,223.00   (3106 students)
*tuition waived

The number of students applying for financial aid has increased since 2013-14, and the student financial special circumstances will dramatically increase in the coming years due to the use of prior-prior year income on federal financial aid applications. All special circumstance applications are manually processed. Financial Aid does not have a 'Cap' on the number of students they can serve. All processes are evaluated annually to promote streamlined processing and timeliness to allow staff to be most productive; however, proper IT support is lacking in the area of annual set up of the FA module. Staffing is a critical concern to meet the demands of delivering funds to eligible students in a timely and efficient manner. Unduplicated student enrollment for 2017-18 reported is 6,175, with approximately 3,134 students receiving financial aid, resulting in 53% of WCC student's receiving financial aid disbursements.

The student to staff ration in financial aid is 4,571 students to two staff, with multiple programs. Staff caseload numbers are inappropriate for the level of detail needed to complete an award package. The attention to detail cannot be compromised because of the work overload. The institutional liability in audits and student financial aid is not to be compromised. Financial Aid staffing levels must be increased to align with the vision and short- and long-term goals of the college and district. The growing demands of student financial needs and program requirements must be supported with sufficient staffing to maintain program vitality. Providing timely financial aid disbursements is mission critical for student success. Reporting, reconciliation and fund retrieval must be timely and in accordance with program requirements to ensure Federal and State program vitality. Staffing changes must be responsive to regulatory changes to support the growing demand.

Supporting verification of numerous documents from various outside agencies is required to provide funding for students. Staff must keep up to date with changes in selective service registration, federal tax returns, eligible citizen requirements, non-citizen requirements, ability to benefit, high school graduation and GED specifics, among others. The Financial aid office has experienced increased responsibilities, as accountability for taxpayers' dollars are mandatory through more stringent reporting and tougher restrictions. Administrative reports are increasing, more data elements and tracking requirements now within the financial aid arena. Examples: Gainful Employment reporting, additional State and Federal reporting requirements, Management Information System (MIS) reporting along with each individual program accounting and documentation details necessary for auditing. Additional staffing is needed to meet the institutional needs and program requirements.

Satisfactory Academic Progress (SAP) policies were updated to reflect the updates with Federal regulations. The electronic process to evaluate each student's record at the end of each semester is stricter and evaluates the term activity plus the overall academic activity. If students do not meet SAP standards after a semester with 'warning' or probation, the student's financial aid funds are stopped. Students can petition, explaining circumstances and providing an educational plan. The number of student SAP petitions is approximately 350 plus reviews. The required maintenance, tracking, and coding of student petitions is required to insure students are on track and following the federal guidelines.

The Federal Student Loan Default Rate that is used as an indicator of the school's capabilities to administer the financial aid programs below the 30% threshold allowed by federal guidelines for the first time in over two years. The Financial Aid Office requires support from a third-party servicer to meet default management best practices per federal guidelines as internal resources are absent for this purpose. Currently, WCC has so few borrowers in the current cohort that the Department of Education uses an average rate calculation to determine our Cohort Default Rate, which also increases the rate. A default prevention plan was put into place at Woodland Community College, and is updated annually to address the high default rates. The Participation Rate Index appeal submitted in October 2016 was accepted successfully by the US Department of Education, and allows WCC to "reset" the number of years for which our cohort default rate is above 30% - although the most current rate was below the 30% threshold. No further sanctions and/or action is required by WCC at this time relating to cohort default rates.

SLO Assessment Summary: Student Learning Outcomes (SLOs)
Overview of Assessment Plan (including assessment methods and timelines):
Summary of Assessment Results (include supporting data in appendices)
Planned improvement/changes (resulting from assessment) and proposed timelines:

Future Goals and Program Direction: External Contributing Factors:
There are a number of external off-campus factors that have influenced and will continue to influence the manner in which the College provides Financial Aid services.

Local Socio Economics:
Increased unemployment and/or under employment has changed the need of the population that we serve.
The cost of living in the area has caused the continuous reassessment of the college's standard cost of attendance.

State Socio Economics:
The current State Budget provided additional funding opportunities for our students (e.g. California College Completion Grant

and increases to Cal Grant awards). This will result in an increase in workload for financial aid staff.
Legislative changes affect the reporting, eligibility and requirements for state programs will result in reporting increases, new aid program administration, possible aid program changes (e.g. consolidation of some aid programs for students), and anticipated reinstatement of loan processing for WCC students. Also affected is the requirement for a student to complete a FAFSA or Dream Act application to apply for financial aid.

Federal Socio Economics:
Re-authorization – every 4 to 6 years Congress reviews everything in relation to student
aid. The dramatic change in our government due to the current presidential election will result in changes to the Title IV aid programs as a major shift in our political climate takes hold.
The status of the economy directly affects how the legislature views and deals with student aid programs from the funding to the requirements.
The Department of Education sets minimum technical requirements in order to enforce reporting, processing and communication changes.
Annual changes to the application, the online processing of the data, and the reporting to the Department of Education have created a necessity for frequent and extensive training.

External On-Campus Factors:
The College and the District are undergoing tremendous change at all levels, and these changes are significantly influencing and impacting the Financial Aid Program. They are as follows:
•   Realignment of Lake County Campus. Although this project is considered complete, there are lingering issues due to realignment, including fiscal spending and allocations to support the WCC (including LCC) financial aid operations. Due to a few factors, the LCC Financial Aid Office has lost 1.0 FTE over the past few years, and no allocation adjustments have been made to accommodate for these losses. The LCC, and inherently WCC, financial aid offices feel the added stress and workload placed on other folks to compensate for the lack of staffing adjustment needed.
•   New BOG academic standards have increased workload for financial aid staff. Manual processes were developed to monitor BOG fee waiver eligibility due to new academic requirements for eligibility. Additionally, we learned of a name change to the fee waiver program, which increased our workload dramatically as we check to verify each resource offered by WCC is updated timely and supports the goal of the State of California Community College Chancellor's Office.

Internal Factors:
•   Continual changes and updates to the Colleague software impact the dynamics and interactions within the office and campus.
•   Changes in software updates constantly require the staff to take time to double check processes and reports.
•   Need for training – the staff is required to constantly be adaptive and proactive is the complexity of the delivery system and the constant changes to regulations and procedures.
•   Issues with integration and campus realignment – A lot of our processing depends on the data and processing of other areas. This integration is critical to understand and the importance of relating key data elements is ongoing.
•   Increased coordination within the Financial Aid Offices – processes must be scheduled to prevent overriding alternate processes.
•   Increased coordination with the District Office Business Services, IT, HR, and Payroll - in order to meet deadlines and process funds.
•   Increased enrollment and the number of students applying for aid limits individual time spent with students.
•   The required use of technology has changed the roles among the Financial Aid Staff.

Program Strengths:
•   Bilingual & multicultural staff who can offer a sense of support and understanding. Good customer service, which is evident by the low number of complaints.
•   Applications are processed, disbursements are made as scheduled, and reporting deadlines are met.
•   Capable and flexible - able to work under constant changes.
•   Welcoming environment.
•   Ethical staff and dedicated staff.
•   Staff acts as liaisons for our students with other offices.
•   Knowledgeable and resourceful staff.

Program Weaknesses:
•   Need more space to provide privacy for the staff to assist students.
•   Need additional staff for community services and administrative duties.

- Need for re-location to provide a confidential / semi private lobby.
- Lack of opportunities to conduct staff training.

Program Goals and Areas for Improvement:
- Perform an evaluation and reorganization of departmental duties.
- Increase campus communications in order to educate faculty and staff about the services and opportunities available to our students through the financial aid office.
- Increase student in-reach efforts such as financial aid workshops on various topics.
- Increase off-campus placement opportunities for work study students in the Community.
- Ensure the financial aid information on the Internet is timely and accurate.
- Continue to improve internal processes to better serve students.
- Meet program compliance and maintain administrative capability
- Secure proper staffing to support program vitality.

High Priority Resources needed
1) Enlarge the Financial Aid office in building 700 utilizing the current Financial Aid Hub and Student Information areas. The office needs to expand facilities to accommodate future staffing increases.
With an increase in financial aid programs in the California Community College system, several state assembly bills on the table or recently passed affecting the workload in the financial aid office, etc., there is an increasing need to boost staffing resources to maintain current customer service levels and compliance standards. To accommodate these staffing needs, the financial aid facilities are in need of enlargement.
If the Financial Aid office were enlarged by enclosing the current Financial Aid Hub and Student Information area, it would allow the increase in "back office" space needed to increase staffing by two, possibly, three, individual office spaces.

2) Request an additional Financial Aid Technician to support student growth and intrusive student service delivery. This FA Technician would be responsible for a portion of student award determination along with current technicians, internal/external scholarship administration, basic aid program reconciliation, and outreach with community and local High Schools. This technician would also be the primary FA Technician responsible for the administration of the federal student loan program and primary reconciliation of such.
An additional Financial Aid Technician would assist in the staff to student ratio to ensure quicker packaging, awarding, and disbursing of financial aid funds to students, promote financial well-being among current students to complement loan borrowing, and support maintenance of new and anticipated financial aid programs. This position is anticipated to meet critical support needs in areas of student access and retention, as well as afford compliance with increasing and ever-changing state and federal regulations.

Medium Priority Resources needed:
1) Request a Senior Financial Aid Technician to meet State and Federal program compliance for maintaining Financial Aid payments, BankMobile reconciliation of student accounts, award letters, electronic communication with students and review of students who are not progressing according to Financial Aid Satisfactory academic progress standards. This technician would be responsible for intermediate level department reconciliation, issue resolution for banking issues, SAP Appeal review and determination, training and QA of FA Technicians, and other FA Technician support functions.
Timeliness of FA processing is key to successful FA delivery to our students. Processing of FA applications and determination of awards can be timely only when our technicians are knowledgeable and supported. This position will provide this much-needed support.

2) Request a half-time IT Support Technician dedicated to the Financial Aid Office to bridge the gap between electronic resources and compliance requirements/manual internal processes. This support technician would be responsible for electronic form implementation, annual new year setup, Ellucian self-service implementation (if added), financial aid report development, and other miscellaneous processes and communication with the IT department.
A dedicated IT support staff for the FA Office is critical to the often times immediate response required to state and federal regulation changes - programming, as well as the plethora of data gathering needed to quickly prepare necessary reports for internal (college departments) and external (federal and state government agencies) compliance requirements.

3) Request to add a part-time counselor dedicated to the FA Office to support intrusive student service delivery. The FA Counselor would be primarily responsible for review of SAP Appeal decisions with students, contacting students who are terminated from FA programs at target calendar times, responding to student inquiries regarding lack of eligibility.

Students complain they are not informed about their termination status despite our efforts to contact them via email with regular updates to FA information. Currently, the FA Office does not have adequate resources to contact students individually regarding FA status and/or lack of eligibility. The FA Counselor could increase student satisfaction with the FA Office by increasing our direct communication processes.

Feedback (Validation Team Use ONLY) : Request a Senior Financial Aid Technician

Request an additional Financial Aid Technician

Relocate the Financial Aid office

Request a half-time IT Support Technician

Request to add a part-time counselor

Are you ready to submit your final program review?: Yes

Recommendation: Financial Aid Senior Technician

Request a Senior Financial Aid Technician to meet State and Federal program compliance for maintaining Financial Aid payments, BankMobile reconciliation of student accounts, award letters, electronic communication with students and review of students who are not progressing according to Financial Aid Satisfactory academic progress standards. This technician would be responsible for intermediate level department reconciliation, issue resolution for banking issues, SAP Appeal review and determination, training and QA of FA Technicians, and other FA Technician support functions.

Recommendation Priority: 2. Medium Priority

Year(s) Requested: 2016-2017, 2017-2018

Request Date: 10/16/2013

Supporting Evidence : Timeliness of FA processing is key to successful FA delivery to our students. Processing of FA applications and determination of awards can be timely only when our technicians are knowledgeable and supported. This position will provide this much needed support.

Plan of Action

Staffing - Technical/Clerical - Submit request via Program Review process for ranking within PRVT (Active)

Budgetary Impact: TBD

Timeline/Responsible Party: As soon as possible/Director of Financial Aid

Location: Woodland Community College - All

Perkins Eligible: No

Recommendation: Enlarge Financial Aid Office

Enlarge the Financial Aid office in building 700 utilizing the current Financial Aid Hub and Student Information areas. The office needs to expand facilities to accommodate future staffing increases.

Recommendation Priority: 3. High Priority

Year(s) Requested: 2016-2017, 2017-2018

Request Date: 10/16/2013

Supporting Evidence : With an increase in financial aid programs in the California Community College system, several state assembly bills on the table or recently passed affecting the workload in the financial aid office, etc., there is an increasing need to boost staffing resources to maintain current customer service levels and compliance standards. To accommodate these staffing needs, the financial aid facilities are in need of enlargement.

If the Financial Aid office were enlarged by enclosing the current Financial Aid Hub and Student Information area, it would allow the increase in "back office" space needed to increase staffing by two, possibly, three, individual office spaces.

Plan of Action

Facilities - Discuss space usage with student services and VP. (Active)

Budgetary Impact: None.

Timeline/Responsible Party: Immediately/VP or Dean of Student Services

Location: Woodland Community College - All

Perkins Eligible: No

WCC - Financial Aid Program Recommendations

Recommendation: Financial Aid Technician

Request an additional Financial Aid Technician to support student growth and intrusive student service delivery. This FA Technician would be responsible for a portion of student award determination along with current technicians, internal/external scholarship administration, basic aid program reconciliation, and outreach with community and local High Schools. This technician would also be the primary FA Technician responsible for the administration of the federal student loan program and primary reconciliation of such.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2016-2017, 2017-2018
Request Date: 10/16/2013
Supporting Evidence : An additional Financial Aid Technician would assist in the staff to student ratio to ensure quicker packaging, awarding, and disbursing of financial aid funds to students, promote financial well-being among current students to complement loan borrowing, and support maintenance of new and anticipated financial aid programs. This position is anticipated to meet critical support needs in areas of student access and retention, as well as afford compliance with increasing and ever-changing state and federal regulations.

Plan of Action

Staffing - Technical/Clerical - Submit request via Program Review process for ranking within PRVT. (Active)
Budgetary Impact: Commensurate with other FA Technicians at the same pay range/step.
Timeline/Responsible Party: As soon as possible/Director of Financial Aid
Location: Woodland Community College - All
Perkins Eligible: No

Recommendation: Financial Aid IT Support Technician

Request a half-time IT Support Technician dedicated to the Financial Aid Office to bridge the gap between electronic resources and compliance requirements/manual internal processes. This support technician would be responsible for electronic form implementation, annual new year setup, Ellucian self-service implementation (if added), financial aid report development, and other miscellaneous processes and communication with the IT department.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2016-2017, 2017-2018
Request Date: 10/20/2016
Supporting Evidence : A dedicated IT support staff for the FA Office is critical to the often times immediate response required to state and federal regulation changes - programming, as well as the plethora of data gathering needed to quickly prepare necessary reports for internal (college departments) and external (federal and state government agencies) compliance requirements.

Plan of Action

Staffing - Technical/Clerical - Submit request via Program Review process for ranking within PRVT. (Active)
Budgetary Impact: TBD
Timeline/Responsible Party: As soon as possible/Director of Financial Aid
Location: Woodland Community College - All
Perkins Eligible: No

Recommendation: Financial Aid Counselor

Request to add a part-time counselor dedicated to the FA Office to support intrusive student service delivery. The FA Counselor would be primarily responsible for review of SAP Appeal decisions with students, contacting students who are terminated from FA programs at target calendar times, responding to student inquiries regarding lack of eligibility.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2016-2017, 2017-2018
Request Date: 10/20/2016
Supporting Evidence : Students complain they are not informed about their termination status despite our efforts to contact them via email with regular updates to FA information. Currently, the FA Office does not have adequate resources to contact

WCC - Financial Aid Program Recommendations

students individually regarding FA status and/or lack of eligibility. The FA Counselor could increase student satisfaction with the FA Office by increasing our direct communication processes.

Plan of Action

Staffing - Technical/Clerical - Submit request via Program Review process for ranking within PRVT. (Active)
Budgetary Impact: TBD
Timeline/Responsible Party: As soon as possible/Director of Financial Aid
Location: Woodland Community College - All
Perkins Eligible: No