

# PIE Narrative Summary



## PIE - Student Services: Financial Aid Unit

### 2021-22

**Contact Person:** Manuel Cerda

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**Summary of Notable Achievements:** Continued and enhanced the hybrid in person and virtual service model as we transitioned out of the COVID pandemic. Due to the COVID flexibility on verification from the department of education, the operation shifted its priorities on supporting targeted efforts as well as offering high touch specialized service to students in order to assist with maximize students resources.

#### Achievements:

1. Increased the percentage of students that filled out the Financial Aid Applicant from 61% in 2020-2021 to 62% in 2021-2022. Increased the number of students receiving a CCPG fee waiver from 58% in 2020-2021 to 64% in 2021-2022. Increased the number of students receiving a Pell grant from 28% in 2020-2021 to 32% in 2021-2022. The ratio of enrolled students receiving funds has increased and is higher than pre-pandemic years.
2. Expanded and strengthened Inreach/Outreach targeted efforts both Virtual and In Person .
  - Hosted two virtual Cash for College events during Fall 2020 and Spring 2021. 253 students and families served .
  - Conducted 254 total workshops/presentations aimed at providing students, parents and community members Financial Aid awareness and Application assistance. 33 of those events were conducted off campus.
  - Targeted calls, emails and mailings to 9,231 students that were enrolled for Fall or Spring that had not filled out a FAFSA/CADAA Application
  - Call campaign - contacted 876 students by phone that had been disqualified for aid due to federal satisfactory academic progress but would otherwise be potentially eligible. Calls to inform and provide assistance on navigating through the appeal process in order to regain federal aid eligibility
3. Successfully implemented a financial aid fraud prevention process with collaboration with IT, and Admissions in order to mitigate and close to eliminate Federal Aid fraud at MtSAC. We Developed an effective fraud identification process to put a hold and stop over 1,234 potential fraudulent financial aid disbursements. With the assistance of a campus-wide fraudulent application committee developed a formal process to identify, report and mitigate fraudulent financial aid activity.
4. Developed a Financial Aid student service model to incorporate both in person and virtual assistance. Including in person computer lab support, Financial Aid After hours on Mondays to support students virtually from 5:00 pm to 10:00 pm and successfully lead virtual Cash for College events.
5. Relaunched the Federal Workstudy program for students. Key staff from both the career placement department and financial aid resigning made it challenging to re-implement . The program was not offered during in 2020 due to COVID but the team worked diligently to implement and enhance the program and were able to place 39 students in a federal workstudy job on campus during the 2021-2022 academic year.
6. Awarded and disbursed over \$24.4 million in Federal HEERF emergency awards to 18,451 students using a three method approach. Batch- based on FAFSA/CADAA Application, Online Self Application for students and faculty and staff referral process. Referral process method allowed is to refer to the students to other resources such as basic needs, as needed.

**Program Planning for Retention and Success:** Continue to review policies and procedures to ensure compliance and best practice. The area of focus will be the Return of Title IV procedures as it is highly regulated and more likely to be included in audit findings.

- Review and analyze to determine what's working effectively and areas of improvement with the implemented FA Success lab and Financial Aid Liaisons with Special Programs .
- Collaborated with the Engage and Reconnect efforts in order to best assist students that may have ceased enrollment due to COVID related reasons
- Ongoing discussions on internal/external conditions that may impact our student population and explore ways to better serve our students and their families.
- Continue to cross-train and develop staff so that they have the resources needed to perform their job duties and confidently assist students and campus community.

**Program Planning for Equity:** The department submitted its equity goals that included using data analysis to review the number of students applying for financial aid, being awarded financial, disqualified due to SAP standards and disaggregating by race/ethnicity in order to inform us of equity gaps and/or processes that are disproportionately impacting students in order enhance our processes and help eliminate equity gaps

**External and Internal Conditions Analysis:** Continued changes in federal and state regulations specifically related to flexibilities and around continued COVID Pandemic; Executive Orders from the Community College Chancellors Office and Governors Office; Continued state budget cuts specifically to the BFAP SFAA annual budget for 2021-2022. Federal and state emergency COVID Pandemic continues creating an unstable environment effective the ability to plan accordingly.

Internal Conditions- Work from home order for the entire 2020-2021 academic year. Slowly transitioning back to in person towards the end of the year. No in person student support.

Increase levels of Federal Fraudulent student financial aid applications causing the department to monitor data and student behavior to determine and limit funding fraudulent students

**Critical Decisions Made by Unit:** Managers and staff participate in committees, meetings, conferences, and training to be appraised of latest regulatory changes and monitor conditions and trends. Continue open dialogues and discussions of information sharing to strengthen staff members' knowledge base and comfort level.

- Developed an effective fraud prevention process without creating hurdles for students to access the financial resources needed.
- Once staff slowly began to work back on campus- financial aid management in collaboration with the staff made the decision to proceed with support in person over the counter and continue to host student appointments remotely using Zoom.

**Contributors to the Report:** Manuel Cerda

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## 2. Assessment Plan - Narrative



### PIE - Student Services: Financial Aid Unit

#### Unit Goal Description: Increase the number of FAFSA and CA Dream Act Applications

Increase the number of Financial Aid FAFSA and California Dream Act Application (CADAA) by a total of 5% of the total number of credit enrolled students for each academic year. Currently 63% of all credit enrolled students for the 2021-2022 academic year fill out a FAFSA or CADAA, our goal for the 2022-2023 aid year is 68%

**Status:** Active

**Goal Year(s):** 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Goal Entered:** 06/21/2017

#### Report directly on Goal

##### *1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Reporting Year:** 2021-22

09/14/2022

**% Completed:** 25

The Financial Aid Office, led by the Outreach/Inreach Team, focused on targeted campaigns during the 21-22 aid year to increase the number of FAFSA and CA Dream Act application submissions from students enrolled in credit courses. We have queried students enrolled in fall 2022 but no application on file every week. Each week we do the following:

- Email all students on the list (excluding F1, noncredit, and special admit students) informing them they are enrolled but have not applied for FA; offer our hands-on in-person workshops and our FA after hours workshops for specialized support
- Of those we query, we also identify subgroups that we target, for example, Good SAP and CA residents, etc.
- We also have sent a postcard (see attached) to over 8,000 students enrolled in fall 2022 but no financial aid application on file as of 8/12/22, these postcards went out on 8/15; the postcards were specifically stating "do not get dropped".
- Our two hourly staff have also completed a call campaign the first week of August to call students enrolled in fall 2022 but no app on file.

**Related Documents:**

[Targeted Efforts Overview.xlsx](#)

[Summer22\\_Targeted Efforts.xlsx](#)

**Reporting Year:** 2019-20

07/15/2020

**% Completed:** 50

We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students. Our efforts are reflecting favorable results with overall increase in funds processed and received for Pell Grant (12.8%) and Cal Grant (23.2%). However, number of applications received for CADAA may have increased slightly but FAFSA number leveling out. Additional analysis will be performed to identify resources and/or strategies needed to progressively meet this ongoing goal.

**Related Documents:**

[Mt\\_SAC\\_FA\\_Program\\_1920\\_Board\\_Info\\_Report\\_v2\\_2020\\_06\\_22.pdf](#)

[FA\\_Success\\_Lab\\_Log\\_1920.docx](#)

**Reporting Year:** 2020-21

03/27/2019

**% Completed:** 50

# PIE - Student Services: Financial Aid Unit

We have a increased FAFSA applications from 40,000 to 55,000  
Continuous effort to increase application to 100%

**Reporting Year:** 2018-19

05/30/2018

**% Completed:** 0

The upcoming funding formula proposed from the Chancellor's Office integrates completion of FAFSA/CA Dream Act applications as a key factor; financial aid will need support to advocate for all students to submit FAFSA or CA Dream Act to ensure most funding as possible. There will be less emphasis on processing the manual BOG fee waiver application.

## Resources Needed

**Request - Full Funding Requested** - Physical space, furniture and technology equipment: computers/tablets, etc. (Active)

**Describe Plans & Activities Supported (Justification of Need):** Permanent Computer Lab to provide hands-on, one-on-one assistance to guide students through the process of applying and receiving financial aid. Students not only receive one-on-one assistance from a staff member but they will gain the necessary knowledge to navigate their FA portal and have the confidence to be self-reliant with the financial aid process. Currently we have a small space utilizing laptops that need to be connected, disconnected and put away daily. Having a more permanent lab with permanent stations will allow form us tom more effectively host hands on workshops for those students that we target based on data analytics. FAFSA/CADAA completion workshops, Verification/ To Do items completion workshops, SAP Appeal workshops, BankMobile activation support can be hosted at the lab.

**Lead:** Jenny Phu

**What would success look like and how would you measure it?:** Increase in number of applications and reduction in the number of phone calls and students waiting in line. The idea is to teach students how to navigate the financial aid and student portal to be self sufficient. This will essentially translate to higher volume of federal and state financial aid funds being processed and disbursed to students for educational assistance.

We will measure the number of students receiving assistance and identify whether these students completed the application and whether they received aid or not.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 25000

**On-Going Funding Requested (if applicable):** 5000

**Total Funding Requested:** 30000

**Related Documents:**

[FASL Survey Results.pdf](#)

[FA\\_Success\\_Lab\\_Log\\_1920.docx](#)

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2019-20

07/16/2020

**% Completed:** 25

For 19-20, we created an improvised lab (10 laptops), referred to as the Financial Aid Success Lab, that allowed us to assist students one-to-one in completing a financial aid application and/or financial aid related requirements. We were able to service 11,271 students from 09/04/19 through 03/13/20. We surveyed student response and satisfaction with the Financial Aid Success Lab. Survey results showed students preferred the Financial Aid Success Lab service over traditional over-the-counter service. Please refer to Related Document: "Financial Aid Success Lab Survey Results".

**Related Documents:**

[FASL Survey Results.pdf](#)

**Request - Full Funding Requested** - 2 additional full-time Inreach/Outreach specialist (Active)

**Describe Plans & Activities Supported (Justification of Need):** Since the targeted efforts during the 2021-2022 aid where highly successful in increasing the number of FAFSA/CADAA applications and student receiving PELL or CCPG per students enrolled, increasing the these two additional resources will allow us to continue with the targeted high-touch specialized

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support and therefore continue to increase our application and Pell and CCPG recipient numbers.

**Lead:** Manuel Cerda

**What would success look like and how would you measure it?:** Increased per student FAFSA/CADAA Applications and increase in PELL grant and CCPG recipients.

Measured annually by our internal Systems team and reported annually during the June Board Financial Aid report.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 200000

**Total Funding Requested:** 200000

## Map to Goals and College Themes

Old College Goals 2018

**G2** - Ensure fiscal stability and effective use of resources.

**G5** - Ensure access, equity, and completion of educational goals for all current and future Mt. SAC students.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

**Ongoing/Multi-Year Goal** - Increase number of applications for financial aid, scholarships, and Veterans.

**Ongoing/Multi-Year Goal** - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners in order to increase applications and increase the number of students receiving CCPG Fee waivers and Pell grants

**Ongoing/Multi-Year Goal** - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

PIE - Student Services: VP Analysis & Summary

**Ongoing/Multi-Year Goal** - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

**Ongoing/Multi-Year Goal** - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

**Ongoing/Multi-Year Goal** - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

**Ongoing/Multi-Year Goal** - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

**Ongoing/Multi-Year Goal** - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

## Unit Goal Description: Increase Inreach/Outreach Efforts

Increase Inreach/outreach efforts to include analyzing data in order to determine where the need is most in order to increase Applications, and the number of students receiving a CCPG Fee Waiver and a Pell Grant. Continue to increase the collaboration with other departments in order to meet students needs where the students feel more comfortable. Increase and continue to enhance our off campus efforts to include community events and high schools post COVID in person limitations.

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21, 2022-23

**Goal Entered:** 06/21/2017

Report directly on Goal

### 1. Where We Make an Impact: Closing the Loop on Goals and Resources

# PIE - Student Services: Financial Aid Unit

**Reporting Year:** 2021-22

08/02/2022

**% Completed:** 25

During the 21-22 school year, outreach and inreach activities were conducted either online (remote) or in-person. While we did see a decrease in inreach and outreach activities due to the pandemic as many departments, offices, and local high schools were navigating logistically how to return in-person, the Outreach/Inreach Unit maintained a presence on- and off-campus. For 2021-2022, we served students in 254 workshops/presentations on-campus and community members in 33 workshops/presentations off-campus. Two days a year (Fall 10/09/2021 and Spring 2/12/2022) provide one-on-one assistance with completing financial aid application; FAFSA, California Dream Act, and CCPG Fee Waiver; total students, families, and friends served: Over 253 viewers tuned in for assistance with FAFSA/CA Dream Act application help. That is a total of 289 FA Inreach/Outreach Workshops serving students, families, and community members.

**Related Documents:**

[21\\_22\\_Outreach\\_Inreach\\_Tracking.xlsx](#)

**Reporting Year:** 2020-21

06/07/2021

**% Completed:** 75

During the 20-21 school year, all outreach and inreach activities were conducted remotely via Zoom, Webex, Google Classroom, etc. While we did see a decrease in inreach and outreach activities due to the pandemic as many departments, offices, and local high schools were navigating logistically how to effectively conduct distance learning, the Outreach/Inreach Unit maintained a presence on- and off-campus. For 2020-2021, we served 4,780 students in 390 workshops/presentations on-campus and 4,870 community members in 43 workshops/presentations off-campus. That is a total of 433 FA Inreach/Outreach Workshops serving 9,650 students/individuals.

**Related Documents:**

[20-21\\_Outreach\\_Inreach\\_Tracking.xlsx](#)

**Reporting Year:** 2019-20

07/16/2020

**% Completed:** 50

During the 19-20 school year, we increased Inreach/Outreach activities. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events and 13,340 students/individuals served.

**Related Documents:**

[1920\\_FA\\_DATA\\_Inreach&Outreach\\_Activities.docx](#)

## Resources Needed

**Request - Full Funding Requested** - Student Services Program Specialist, Financial Literacy (Active)

**Describe Plans & Activities Supported (Justification of Need):** Prior year piece meal approach to Financial Literacy surveys tell us that students find these financial literacy workshops to be very useful and needed. Research also shows that financial wellness is not a too common topic among low SES communities, especially those who are on financial aid.

**Lead:** Rosario Esparza

**What would success look like and how would you measure it?:** Success will include evidence of 1000 students PLUS students participating in our bi-annual Financial Literacy hands-on events. Success will also be measured with minimal students traffic in the FA office inquiring about emergency funds.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 60000

**Total Funding Requested:** 60000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/07/2021

**% Completed:** 75

Participated in California Community College Chancellor's Office's Financial Literacy Pilot. For Fall 2020 partnered with Counseling Office to conduct 5 Financial Literacy workshops to Counseling 2 and Counseling 5 classes. Throughout semester communicated

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to participating students Financial Literacy educational emails each week.

For winter, 2021, partnered with Counseling to conduct 2 Financial Literacy workshops to Counseling 5 classes.

Partnered with Title V Financial Literacy Faculty Coordinator, Lisa Amos, to support the financial literacy efforts assigned through the Title V grant.

Need for a permanent employee or temporary/hour employee Student Services Program Specialist to dedicate to Financial Literacy initiatives and expand the program on campus and work with the assigned Title V Financial Literacy Faculty Coordinator.

**Reporting Year:** 2019-20

07/16/2020

**% Completed:** 0

Participated in California Community College Chancellor's Office's Financial Literacy Pilot. For Fall 2019 partnered with Counseling Office to conduct 3 Financial Literacy workshops to Counseling 2 classes. Throughout semester communicated to participating students Financial Literacy educational emails each week. Need for a permanent employee or temporary/hour employee Student Services Program Specialist to dedicate to Financial Literacy initiatives and expand the program on campus.

**Reporting Year:** 2018-19

05/30/2018

**% Completed:** 50

This item continues to be part of the New Resource Allocation process.

**Reporting Year:** 2016-17

03/22/2018

**% Completed:** 0

With continuous federal and state regulatory changes, FA is mandated to ensure all students are aware of budgeting and financial literate. Having a full-time program specialist overseeing this area will get Mt.SAC on track and in compliance.

**Completed -** Rehire 1 FA Specialist Position to support FA Inreach/Outreach. This is a vacant position due to Erica Morales resignation in March 2020. (Active)

**Describe Plans & Activities Supported (Justification of Need):** This is an essential position as demonstrated in our student survey and increase in our inreach/outreach activities and events in a short period of time.

**Lead:** Rosario Esparza

**What would success look like and how would you measure it?:** Increase in Inreach/Outreach events on and off campus. Increase in community events and high school workshops to promote financial aid programs and applications.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**Total Funding Requested:** N/A

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/07/2021

**% Completed:** 100

We have successfully rehired 1 FA Specialist-Community Engagement position to support FA Inreach/Outreach efforts.

**Reporting Year:** 2016-17

08/25/2017

**% Completed:** 25

This item has been funded by Student Equity; would like to request district funding for more permanency. Item has been part of New Resource Allocation in the past.

**Request - Full Funding Requested -** District or SEAP funding to support Cash for College events (Active)

**Describe Plans & Activities Supported (Justification of Need):** Due to COLA, health benefit and salary increases, BFAP is completely used to cover salaries and benefits; the District needs to ensure that Cash for College operational costs are covered in order to ensure we continue to provide students and families the support needed to fund their college expenses. Staff that assists with the event from outside the financial aid office are not allowed to be compensated with the Chancellors Office BFAP-SFAA budget therefore we are requesting funding to fund Financial Aid staff's overtime and non-financial aid staff compensation. Also requesting funding for all other event related expenses.

**Lead:** Rosario Esparza

**What would success look like and how would you measure it?:** Increase awareness of financial resources available for students and parents. Increase number of Financial Aid applications. Will be measured through event surveys and annual applicant count per students attending



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**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 50000

**Total Funding Requested:** 50000

## Map to Goals and College Themes

Old College Goals 2018

**G4** - Sustain effective participatory governance and decision-making to ensure that the direction of the College is well informed and collectively implemented.

**G5** - Ensure access, equity, and completion of educational goals for all current and future Mt. SAC students.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

**Ongoing/Multi-Year Goal** - Increase number of applications for financial aid, scholarships, and Veterans.

**Ongoing/Multi-Year Goal** - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners in order to increase applications and increase the number of students receiving CCPG Fee waivers and Pell grants

**Ongoing/Multi-Year Goal** - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

PIE - Student Services: VP Analysis & Summary

**Ongoing/Multi-Year Goal** - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

**Ongoing/Multi-Year Goal** - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

**Ongoing/Multi-Year Goal** - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

**Ongoing/Multi-Year Goal** - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

**Ongoing/Multi-Year Goal** - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

## Unit Goal Description: Compliance/Efficiency

Maintain federal, state, and local compliance while implementing efficient and effective processes to best assist students and continue maintaining our federal and state programs participation. The college is participating in efforts that are challenging to implement as well as upholding federal compliance.

LAEP workstudy program, Competency Based Education (CBE), Bachelors degree program, and the Chancellors office course exchange program (CVC)

**Status:** Active

**Goal Year(s):** 2015-16, 2016-17, 2017-18, 2018-19, 2020-21, 2021-22, 2022-23

**Goal Entered:** 06/21/2017

## Resources Needed

**Request - Full Funding Requested** - Transfer Cash for College Budget from BFAP to Student Equity/District Funding (Active)

**Describe Plans & Activities Supported (Justification of Need):** Required hands-on financial aid assistance for families through BFAP funding. Due to COLA, health benefit and salary increases, BFAP is completely used to cover salaries and benefits; the District needs to ensure that Cash for College operational costs are covered in order to ensure compliance with CO's BFAP categorical funding.

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**Lead:** Jenny Phu

**What would success look like and how would you measure it?:** We will be in compliance with CO's BFAP categorical funding requirements. We will also be able to benefit from the increase of inreach/outreach activities and support our students and community.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 50000

**Total Funding Requested:** 50000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2019-20

07/16/2020

**% Completed:** 0

For the 2019-2020 academic year, the Financial Aid Office conducted two Cash for College Events (one in Fall 2019 and one in Spring 2020). For fall 2019, the total event attendees were 386 (92% HS Seniors), an increase from 196 total event attendees in fall 2018. For spring 2020, the total event attendees were 227 (72.52% HS Seniors), an increase from 137 total event attendees in spring 2019. The total cost to execute our fall 2019 event was \$13,965.63. The total cost to execute our spring 2020 event was \$15,933.44. With additional funding we are able to increase community marketing, resources and hospitality during the event for our attendees, community, and volunteers.

**Reporting Year:** 2016-17

08/25/2017

**% Completed:** 100

Funds were provided by Student Equity; due to change in FAFSA timeline, we are now required to conduct 2 Cash for College events; each event costs around \$25,000 due to need to cover overtime pay for staff. If Student Equity funding needs shift, then this funding needs to be supported by BFAP and District.

**Completed - Financial Aid Systems Technician (Active)**

**Describe Plans & Activities Supported (Justification of Need):** Financial Aid work is very technical in nature being very dependent on systems; a systems technician assigned specifically in financial aid can ensure upkeep of systems setup and adhoc reporting for compliance and efficiency.

**Lead:** Chau Dao

**What would success look like and how would you measure it?:** Hiring of a qualified staff member who can assist with systems needs of the financial aid office.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 90000

**Total Funding Requested:** 90000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2018-19

05/30/2018

**% Completed:** 100

This item continues to be requested as part of the New Resource Allocation. It is slated to be part of the July 2018 phase.

**Completed - Funding has already been secured with the Chancellor's Office for Program Coordinator, Veterans position. Added notation here to ensure documentation for archive purposes. (Active)**

**Describe Plans & Activities Supported (Justification of Need):** Programming - academic/social support for student Veterans on campus

Continuous rapport with campus community and Veterans Resource Center

Assistance with VA certifications to reduce wait time

**Lead:** Chau Dao, Director, Financial Aid, Scholarships, and Veterans

**What would success look like and how would you measure it?:** Increase programming for student Veterans with increased engagement from Veterans community on campus. Also, assistance with VA certifications so that student Veterans do not

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experience any wait time to receive notification of their benefits; more timely reporting of all things VA.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**Total Funding Requested:** 0

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2019-20

07/19/2020

**% Completed:** 100

Veterans Program Coordinator has been hired during the 2019-2020 academic year and has already demonstrated favorable results in the VRC with increased number of students traffic, activities, applications and certifications.

**Reporting Year:** 2019-20

07/15/2020

**% Completed:** 100

We recruited and hired a full-time coordinator for VRC to support Veterans students and provide guidance to academic, wellness and community building programs that support the academic and personal success of student Veterans and their families. We are showing progress in number for certifications, applications and active participation and interests in the VRC.

## Map to Goals and College Themes

Old College Goals 2018

**G2** - Ensure fiscal stability and effective use of resources.

**G5** - Ensure access, equity, and completion of educational goals for all current and future Mt. SAC students.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

**Ongoing/Multi-Year Goal** - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

**Ongoing/Multi-Year Goal** - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

**Ongoing/Multi-Year Goal** - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

PIE - Student Services: VP Analysis & Summary

**Ongoing/Multi-Year Goal** - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

**Ongoing/Multi-Year Goal** - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

**Ongoing/Multi-Year Goal** - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

**Ongoing/Multi-Year Goal** - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

**Ongoing/Multi-Year Goal** - Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

**Ongoing/Multi-Year Goal** - Policies: SS-6 Policies: Review, update and/or create college board policies administrative procedures, and departmental protocols to ensure currency, equity, and compliance with state and federal mandates.

**Ongoing/Multi-Year Goal** - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

**Ongoing/Multi-Year Goal** - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth,

# PIE - Student Services: Financial Aid Unit

technological trends, and future needs for students and staff.

**Ongoing/Multi-Year Goal** - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

## Unit Goal Description: Informed Staff

Ensure Financial Aid staff is well trained and informed on current and upcoming Federal and State policy, regulatory requirements and best practices in administering aid in order to help student maximize their financial resources.

Attend ongoing National, State and local conferences and trainings to help staff stay informed.

**Status:** Active

**Goal Year(s):** 2015-16, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Goal Entered:** 06/21/2017

### Report directly on Goal

#### *1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Reporting Year:** 2019-20

05/30/2018

**% Completed:** 100

This will be an ongoing goal and mandatory requirement as part of Mt. SAC agreement to participate in Title IV federal aid funding.

**Reporting Year:** 2017-18

03/22/2018

**% Completed:** 25

Enhance training to staff for more focused and tailored results. With the needs to respond to federal and state regulatory changes, this is set in place to be on track.

## Map to Goals and College Themes

Old College Goals 2018

**G2** - Ensure fiscal stability and effective use of resources.

**G3** - Provide professional development that advances the contribution of College personnel in achieving the College mission.

**G4** - Sustain effective participatory governance and decision-making to ensure that the direction of the College is well informed and collectively implemented.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

**Ongoing/Multi-Year Goal** - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners in order to increase applications and increase the number of students receiving CCPG Fee waivers and Pell grants

**Ongoing/Multi-Year Goal** - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

**Ongoing/Multi-Year Goal** - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

**Ongoing/Multi-Year Goal** - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

PIE - Student Services: VP Analysis & Summary

**Ongoing/Multi-Year Goal** - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

**Ongoing/Multi-Year Goal** - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

# PIE - Student Services: Financial Aid Unit

**Ongoing/Multi-Year Goal** - Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

**Ongoing/Multi-Year Goal** - Policies: SS-6 Policies: Review, update and/or create college board policies administrative procedures, and departmental protocols to ensure currency, equity, and compliance with state and federal mandates.

**Ongoing/Multi-Year Goal** - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

**Ongoing/Multi-Year Goal** - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

## Unit Goal Description: Mitigate Potential fraud

Ongoing review/enhancement of policy and procedures to mitigate fraud - internally/externally checks and balance. Collaborate with other departments around campus to analyze data on an ongoing basis in order to identify trends and take corrective precautionary actions to mitigate and ultimately prevent financial aid fraud.

**Status:** Active

**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Goal Entered:** 06/05/2018

### Report directly on Goal

#### *1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Reporting Year:** 2019-20

07/15/2020

**% Completed:** 25

We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.

## Resources Needed

**Request - Partial Funding Requested** - Support from administration with ethics training for department staff; support with changes to policy and procedures in processing of financial aid applications. Also support from IT to enhance security to ensure tighter control. (Active)

**Describe Plans & Activities Supported (Justification of Need):** Ethics training for all financial aid staff and other department who work closely with financial aid such as Student Services departments and Athletics. Institute this type of training on an annual basis.

Continue to review and enhance policy and procedures to mitigate potential fraud.

Institute a quality control review process where percentage of staff work are checked for accuracy.

Institute a policy that all FA staff must provide all possible conflict of interest in writing for each aid year.

**Lead:** Jenny Phu

**What would success look like and how would you measure it?:** Staff members will gain the necessary knowledge and confidence to support all students and the Mt. SAC community without any ill-defined situations. Continuous training and information sharing will provide staff clear understanding of regulatory requirements to prevent any potential fraud.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 10000

**Total Funding Requested:** 10000

## Map to Goals and College Themes

# PIE - Student Services: Financial Aid Unit

Old College Goals 2018
<b>G1</b> - Expand and support innovation in teaching, learning, support, and management within the College.
<b>G2</b> - Ensure fiscal stability and effective use of resources.
<b>G4</b> - Sustain effective participatory governance and decision-making to ensure that the direction of the College is well informed and collectively implemented.
<b>G5</b> - Ensure access, equity, and completion of educational goals for all current and future Mt. SAC students.
PIE - Student Services: Financial Aid, Scholarships & Veterans Manager
<b>Ongoing/Multi-Year Goal</b> - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

## Unit Goal Description: Increase the number of Pell Grant and Promise Grant Fee Waiver recipients

Due to the recent student centered funding formula- The colleges general apportionment's supplemental allocation will be calculated based on the number of students receiving a Pell grant and/or tuition covered by the California Promise Grant Fee Waiver.

The goal is to increase the percentage of credit enrolled students receiving a Pell grant from 34% to 39% by the end of the 2022-2023 academic year and number of students covered by a California Promise Grant fee waiver from 63% to 68% by the end of the 2022-2023 academic year

**Status:** Active

**Goal Year(s):** 2021-22, 2022-23

**Goal Entered:** 10/12/2021

<b>Report directly on Goal</b>
<b>1. Where We Make an Impact: Closing the Loop on Goals and Resources</b>
<b>Reporting Year:</b> 2021-22
<b>% Completed:</b> 100
TBD
09/14/2022

## Map to Goals and College Themes

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager
<b>Ongoing/Multi-Year Goal</b> - Increase number of applications for financial aid, scholarships, and Veterans.
<b>Ongoing/Multi-Year Goal</b> - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners in order to increase applications and increase the number of students receiving CCPG Fee waivers and Pell grants
<b>Ongoing/Multi-Year Goal</b> - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.