

Student Financial Services; Financial Aid; Calif Promise; Calif College Promise Grant and all grants for Community Colleges and Federal Direct Loans.

2019 Program Review

MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

Program Analysis

Internal Strengths

1. What strengths does the analysis of student data reveal?

Student Financial Services strength is in success of the department to advance student files and produce refunds for students prior to the first day of each semester.

2. Are there specific aspects of the program that are exemplary or could serve as a model?

Utilizing Ellucian/ Datatel in a more efficient processes has enabled the financial aid staff to focus on the needs of reaching students to apply and following up with students in a more personal way.

3. What do others see as the program's strengths?

Efficiency; access; availability of front staff to all students with any question.

4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?

SSLO # 1 we have added Satisfactory Academic Progress workshops for ALL students that have fallen into an Appeal required status. These workshops provide education and face to face knowledge for students who have reached a disqualification status.

Internal Weaknesses

5. What gaps are observed by reviewing the student data?

There is always a desire to increase the number of students who should apply for any type of aid. Every year it is a struggle to reach students who believe they do not qualify for aid but are not aware of all the types of aid available.

6. What disproportionate gaps need to be addressed?

NA

7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)

Add a full-time In-reach/ Out-reach financial aid staff to continuously provide knowledge to students through presentations at Guidance classes; High Schools and

8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?

Obtaining data for students and the outcomes is a challenge because the data is a total of students and no individually on how a student learned more of the financial aid process.

External Opportunities

9. Where are potential opportunities for expansion, improvement, or new program development?

Cash for College / In-Reach events Loan Presentations at Guidance and Study Skills classes Ellucian Live CCCSFAAA / CASFA Conferences & Trainings

10. What are some industry or disciplinary trends that could enhance the program?

Reaching students through emails alone. Texting would enhance communication with students. Finding ways to connect through some additional Social Media. Connecting with County Services Outreach to High Schools In-reach to On Campus students through ASMJC events and classes ie: Guidance; Study Skills

External Threats

11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?

Federal and State regulations are continuously changing. Staying in compliance each new bill that is passed and how to comply with each new regulations requires staff to be able to resource and report on how to manage each change. There is a day to day need to collaborate with IT and implement changes to the Ellucian system .

12. What are some current industry or disciplinary trends that could have a negative impact on the program?

When bills are passed to implement funds to a specific categorized student population, there is also some decisions that must be made quickly on how the department will interrupt the details of the bill and then work with IT to make and implement the funding for start to the refund to the student.

13. What other obstacles does the program face?

Communicating to all areas; from the VP’s, President, all Deans and then do professional classified staff that see students on a daily basis. The fast changes and making sure the information is clear on all levels.

Goal Setting and Activities

Goals

Program Goal	Mission Alignment	Area of Focus
1. Increase the number of FAFSA/CADAA by reducing the Applications that are incomplete and cannot be funded.	Innovative Education	Student Support
2. Continue with Ellucian System Upgrade/increases efficiency	Workforce Needs	Program Design
3. Loans Per AB 19 regulations. Offering loans Fall 2019.	Values	Student Support
4. Develop strong Financial Literacy program and communication to students.	Programs / Services based on Scholarship of Teaching and Learning	Internship/Service Learning
5. Compliance updates; Staff trainings; webinars	Equity	Professional Development

Activities

Activities	In Support of Goal #	Outcome or Deliverable
Cash for College / In-Reach events	Goal #1	Through community outreach and college events, staff from Student Financial Services will communicate to students and perspective students the importance of filing a CADAA or FAFSA each and every year.
. Loan Presentations at Guidance and Study Skills classes	Goal #3	Following AB 19 state regulations, Student Financial Services will set-up and implement a New Loan program. Hiring one Loan Specialist and allowing students to also have a loan option to assist with their

CCCSFAAA / CASFA Conferences & Trainings Goal #5 personal and educational financial needs. All staff will be encouraged to attend trainings: CCCSFAAA; CASFA; Ellucian Live; FSA and local Region V meetings. Keeping all staff updated on trainings and educating staff on new grants, compliance issues is critical to the functioning of the financial aid department.

Resource Requests

Category	Request	Activity #	Estimated Cost
Prof. Devel.	Cash for College / In-Reach events	7	4000
Prof. Devel.	Loan Specialist: Presentations with Guidance and Study Skills classes	2	2000
Prof. Devel.	Staff Trainings / CCCSFAAA/ Ellucian/ FSA & CASFAA	3	2000
Equipment	Copy machine front lobby. Scanners for new Soft docs system	1	6000
Equipment	Loan Specialist office or cubie	4	5000
Equipment	Trainings	7	4000
Personnel	In-reach or Out-reach full time employee.	7	40000
Facilities	N/A	NA	NA