

# Assessment Report- 4 Column



## Student Services - Student Financial Services

**Contact Person(s):** Sandra Martinez

**Program Review report submitted:** Spring 2017

**Mission Statement:** The Student Financial Services Department at Moreno Valley College takes a student-centered approach towards providing professional and personalized service through resources and assistance with educational expenses in order to ensure student success and achievement of their educational/career goals.

### Annual Updates

#### 2017 - 2018

**Highlights and Accomplishments:** : The total number of students served in your program/department

AY 2017-2018 PROGRAM	NUMBER OF STUDENTS AWARDED	TOTAL AMOUNT AWARDED
BOGW- Board of Governors Fee Waiver	9,255	\$ 15,177,265.00
Pell-Federal Pell Grant	3284	\$ 10,138,101.21
Cal Grant B & C	805	\$ 1,004,179.00
SEOG	597	\$ 370,027.00
FTSS-Full Time Student Success	554	\$ 439,500.00
Federal Direct Loans	263	\$ 974,091.00
AB134 Dreamer Funding	83	\$ 36,944.00
CCCG-Community College Completion Grant	49	\$ 73,500.00
Institutional and Outside Scholarships	85	\$ 89,020.50
<b>TOTAL</b>	<b>14,975</b>	<b>\$28,302,627.71</b>

The number of faculty and staff in your program/department

Position	Staffing Level 17/18	Anticipated Staff Needs for 18/19
Administration	2	2
Classified Staff PT	0	1
Classified Staff FT	3	7
Vacant Classified Staff	3	0

Positions not funded	1	0
Total FT Permanent Staff	8	10

**Major Developments and Changes:** The major developments and changes in your department should include staffing changes, new procedures/initiatives, etc.

-Increased number of completed Financial Aid files by 101.31% from 1,525 in the previous academic year 2016/17 to 3,070 total files completed in the first deadline of the 2017/18 Academic year. Meeting the first deadline of the Academic year allows students access to view provisional award sooner and receive disbursements for any eligible aid within the 1st week of the term.

-Added an Assistant Director to the Organizational Structure of the Student Financial Services Department in order to oversee, manage, transmit and reconcile disbursement records of all financial aid funding sources assigned: Federal, State, Local and Institutional, for disbursement to students for the college. The Assistant Director will share in administrative/leadership responsibilities for the college by developing and overseeing office procedures for the day-to-day operations of the program in order to remain in compliance with federal and state regulations.

-Developed policies and procedures for the implementation and award of the new Community College Completion Grant funds in the amount of \$73,500.

-Increased the amount of RCCD Foundation scholarship applicants by 27% from 184 in previous academic year to 234.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p><b>SAO # 1</b> - Dream-Act- Improve outreach to student's eligible for Dream Act  <b>Goal Status:</b> Active  <b>Assessment Cycle:</b> 2017 - 2018  <b>Start Date:</b> 07/01/2017  <b>Inactive Date:</b> 06/30/2018  <b>Activity_v4:</b> -Dream Act Activities: Added Student Application workshops, trained staff, staff has remained up to date on the new eligible grant programs. Internal collaboration in Student Services to provide better services to the students.</p>	<p><b>Direct: Institutional Research or Other Data</b> - collect data from the Dream Act Workshop sign in and roster  <b>Performance Target (Required)*:</b>  We will increase our Dream Applicants from the prior year by 10%.</p>	<p><b>Semester Assessed:</b> 2016-2017  <b>Performance Target Met?:</b> Yes  Dream Act Applicants increase from 345 to 386 in the 16/17 Academic Year with an increase of 12% (07/01/2017)  <b>Name and Contact Information :</b> Sandra Martinez</p>	
<p><b>SLO#1</b> - An increased number of students will receive their grant funds in the first disbursement of the academic year.</p>	<p><b>Direct: Statistical Data (Institutional Research)</b> - We will compare 2016-17 number of students to 2017-2018 number of students that receive</p>	<p><b>Semester Assessed:</b> 2017-2018  <b>Performance Target Met?:</b> Yes  Number of completed Financial Aid files increased by 101.31% from 1,525 in the previous academic year 2016/17</p>	

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p><b>Goal Status:</b> Active</p> <p><b>Assessment Cycle:</b> 2017 - 2018</p> <p><b>Start Date:</b> 07/01/2017</p> <p><b>Activity_v4:</b> -Increase the number of students processed for first deadline of the academic year:</p>	<p>their funds by the first disbursement of the academic year.</p> <p><b>Performance Target (Required)*:</b> 10% increase</p>	<p>to 3,070 total files completed in the first deadline of the 2017/18 Academic year. (06/30/2018)</p> <p><b>Name and Contact Information :</b> Sandra Martinez 951-571-6267 Sandra.Martinez@mvc.edu</p> <p><b>Notes/Reflections:</b> Meeting the first deadline of the Academic year allows students access to view provisional award sooner and receive disbursements for any eligible aid within the 1st week of the term and allowing student more resources in order to complete term successfully.</p>	