Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Financial Aid Office

**Principal Author(s):**

Greg Ryan

**Manager:**

Albert Abutin

**Submission Date:**

11/25/2024 2:31:53 PM

**Author Signature:**

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| Electronically signed by Gregory Ryan on 11/18/2024 6:20:49 PM |

**Manager Signature:**

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| Electronically signed by Albert Abutin on 11/25/2024 2:31:53 PM |

# Part 1: Review of Data

1. **List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?**

As of academic year 2015/2016, the Direct Stafford Loan program has been automated. Every eligible student who has completed a Direct Stafford Loan Request Form through studentforms may request a specific loan amount, up to the maximum based on their grade level and status (dependent/independent). The student logs into myGateway, completes the Direct Stafford Loan Request Form in our Student Forms portal, and completes the Entrance Counseling and Master Promissory Note on studentaid.gov. Once completed and verified, the loan aid is awarded and disbursed to their BankMobile refund selection. Once a student drops below 6 units or exits Fullerton College, an Exit exam requirement is posted in our system and a notification is sent out to the student. The student must complete this Exit exam on studentaid.gov

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

The FAO consistently provides outreach services, as requested, to many different organizations both on campus and in the community. We work with other departments on campus, faculty and staff to provide services and presentations requested. We provide in-person and virtual presentations, informational sessions, booths, and workshops. For example, we recently provided financial aid basics presentation for our new Student Advocates, Teacher Pathways program and EOPS students along with an off-campus visit for presentations and workshops at Gilbert High School. The Outreach team also provided one-on-one financial aid support with applications and next-steps presentations during JumpStart and START events for incoming students. During the 23-24 academic year, the Outreach team serviced 9,268 individuals and had 130 scheduled events.

Outreach continues to expand its efforts as needs change throughout the campus, in the community, and federal regulations are constantly evolving. We will continue to work with other departments on campus, community organizations, and local districts, as requested to ensure proper information is circulating to our current and prospective students and their families. Outreach is also working on bringing back Financial Literacy and Wellness workshops, which were provided prior to the pandemic, in an effort to expand on services.

We have two staff members dedicated to outreach and request support from other Financial Aid Technicians as needed to accommodate requests as best as possible. These staff members also have a 4,000+ caseload of students, handle Default Prevention, Federal Loans, Financial Literacy and Wellness, enrollment management, file auditing, and have designated phone, counter, and computer lab shifts. As we look to provide effective outreach to students, we would like to assemble a team of staff members that are responsible for outreach which would preferably consist of one Financial Aid Technician and two to three Financial Aid Specialists. This way. The Financial Aid Specialists would be known as the “face” of the FAO and would make a friendlier transition from outreach to the front counter.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

Here are the updated Statistics for Cal Grant and SSCG:

Statistics –

Cal Grant A,B and C (FAFSA and CADAA)

Aid Year Number of Awards Offered Number of Awards Paid Number of awards paid Variance Amount of Awards Paid

2023-2024 2,650 2,043 $3,056,883

Student Success Completion Grant (FAFSA and CADAA)

Aid Year Number of Awards Offered Number of Awards Paid Number of awards paid Variance Amount of Awards Paid

2023-2024 1,421 1,417 $5,693,341

FC24 Pell Amount Offered

Race/Ethnicity Count Percentage

Asian 891 8.4%

Black/African American 626 5.9%

Filipino 255 2.4%

Latina/o/x 6937 65.1%

Am. Indian/Alaskan 71 0.7%

Pacific Islander 41 0.4%

Other Non-White 2 0.02%

White 1525 14.3%

Unknown/Not Stated 300 2.8%

Grand Total 10648 100.0%

FC24 Pell Paid Amount

Race/Ethnicity Count Percentage

Asian 470 8.6%

Black/African American 334 6.1%

Filipino 134 2.5%

Latina/o/x 3613 66.1%

Am. Indian/Alaskan 49 0.9%

Pacific Islander 22 0.4%

Other Non-White 2 0.04%

White 681 12.5%

Unknown/Not Stated 159 2.9%

Grand Total 5464 100.0%

FC24 Promise Amount Offered

Race/Ethnicity Count Percentage

Asian 2326 10.9%

Black/African American 1150 5.4%

Filipino 706 3.4%

Latina/o/x 13062 61.3%

Am. Indian/Alaskan 135 0.6%

Pacific Islander 99 0.5%

Other Non-White 5 0.02%

White 3211 15%

Unknown/Not Stated 598 2.8%

Grand Total 21292 100.0%

# Part 2: Additional Resource Request Reasoning and Support

**We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**