

Faculty Senate Student Equity Committee

Date: April 14, 2011
Time: 1:00-2:00pm
Location: 1415-01 (Social Science Division Conference Room)

Committee Members:

Chris Lamm, Faculty Senate Student Equity Committee Chair; Faculty/Social Science Division: Child Development & Educational Studies Dept.
Sean Chamberlin, Faculty/Natural Sciences Division: Oceanography
Adela López, Faculty/Social Science Division: Ethnic Studies Department
Carolyn Facer, Faculty/Mathematics & Computer Sciences Division: Math Dept.
Jose Miranda, Faculty/Technology & Engineering Division: Automotive Dept.
Stewart Kimura, Counseling/Matriculation
Pilar Ellis, Manager of the International Student Center
Mark Greenhalgh, Dean of Mathematics & Computer Science Division
Chuck Helms, Classified Representative/Skills Center
Joe Molina, ICC Representative (Latina Leadership Network)
Maria Duque, A.S. Representative

Resource People: Dr. Vurdien, Ken Meehan, Toni DuBois, Scott McKenzie, Lily Espinoza, Johnwilly Osuji

Present: Carolyn Facer, Adela Lopez, Jose Miranda, Pilar Ellis, Chuck Helms, Joe Molina, Maria Duque, Chris Lamm

Guests/Resource People: Greg Ryan, Financial Aid; Lily Espinoza, Cadena/Transfer Center

Semester Meeting Schedule:

• March 10 • ~~March 24~~ • April 14 • April 28 • May 12

Next Meeting: **Thursday, April 28, 2011 from 1-2pm in Room 1415**

Focus for Today's Meeting:

Conversation with Greg Ryan, Director of Financial Aid

Practice of the Committee is to invite new key people to a meeting to have them share their vision and concerns. We never did this with Greg and **Financial Aid is key in the discussion of Student Equity.**

- Identify successes
- Identify roadblocks
- Identify vision for what an "ideal" Financial Aid Center would look like
 - design of space
 - location
 - privacy for students
 - accessibility
 - personal contact
 - awareness of services
 - policies within Center to eliminate roadblocks ("thinking outside the box")

Fullerton College Student Equity Plan - Page 5:

Objective: Improve information about availability of financial aid, both public and private

Activities: #2: Incorporate financial aid information into the orientation process.
#3: Target financial information to specific populations such as Veterans, AB540 students, EOPS, and DSS.

#4: Support AB540 students by sponsoring scholarships, enhancing informational resources, and by having staff in Admissions and Records help process students. [meet with each program director for update]

Discussion/Questions that have come up during the committee exploring the issues:

- Students do not receive financial aid to buy books at the beginning of the semester
- The interaction of staff is not "user friendly" - This is often one of the first places students have an opportunity to engage with the campus.
- **Information and process is primarily on-line.**
 - Student/family understanding of the process in general and of specific application forms can be a major roadblock for access of services for students
- **Enormous amount of students moving through the Financial Aid "Center"**
 - Difficult to provide the needed supports under the physical space constraints, staffing constraints, in-house policy constraints, state/federal constraints.
 - Location is disconnected from Student Services
 - Environment is not inviting, private, etc. (need to provide a comprehensive Center)
 - Need to provide the Center with enough Staff to bring back the personal contact (be sure that staff is knowledgeable regarding the cultural and language context of the students being served).
 - Need to be able to disseminate information to campus including faculty regarding the services and processes for students (faculty need to help in this mentor process)

Meeting Notes

Welcome Greg!

Handouts from Greg:

• **Statistics regarding various Financial Aid opportunities:**

- Federal Pell Grant, Academic Competitiveness Grant (ACG), eliminated the Federal (?)
FFEL sub(Foundation Loan Program), only one now is the Direct Loan Program, ACG2, Student Educational Opportunity Grant,(SEOB), CAL Grant B, CAL Grant C, Board of Governor's Grant (BOGG), Federal Work Study, etc.
- Financial Aid is available in the form of grants, scholarships, work-study and student loans. Students normally receive one or more types of funds.
- **Vision:** Process applications as efficiently and quickly as possible.
- **Mission Statement:** The mission of the Financial Aid Department is to provide information and financial aid support to all eligible students attending Fullerton College. We are devoted to the educational needs of all individuals in the community and the varying specific educational needs of our students.
- **Motto:** "Financial Aid and You: Working Together for Student Success"
- **Eligibility Criteria/Discussion:**
 - All students apply using the Free Application for Federal Student Aid (FAFSA)
 - All applications are checked against multiple systems (DHS, SSA, Selective Service, NSLDS, etc.). If there is any conflict, the student must resolve the discrepancy with the FAO before an award is made.

- Approximately 50% of students are selected for Verification.
- Must meet Financial Aid Office (FAO) Satisfactory Academic Progress (SAP) which may be more stringent than the College's.
- There are many accountability requirements and regulations outside of the Financial Aid Office that need to be met.

Minimum 2.0 ("W" are also counted)

Government will pay to a certain point

Need to compile to eligibility criteria.

Process in place for petition (pass 75% of your units per semester)

Probation I → Probation II → disqualified

6,500 students disqualified (Federal)

BOGG may be eligible for SAP

SAP is getting more stringent - probation is now gone

Needs to see counselor if they have changed major -

30 units for remedial when they petition

When students drop out - the College and student are liable for the reimbursement

NO Shows - Oct. dropped 2 classes/still in other class

12-40 people every two weeks - get effected

- Disbursement: 50% first week; 50% in November
- June 30th is the date to get processed to receive your reimbursement the first week.
- The student and College are liable for no shows
- Most restrictions from State and Federal Level.
- District charge their budget.
- Proposal is to cut Pell Grant
- District determines the Disbursement Dates = 5th week of semester
 - Not in Fall.
- Dream Team AB540 -

• What's Worked:

- Adding FAFSA Labs
- Adding Financial Aid Workshops on a variety of topics.
- Re-activating financial aid e-mail address
- Re-launch for FA Office website
- FATV
- Social Networking: Facebook and Twitter
- Financial Aid Office Mailbox
- "Alpha" sort
- Having a dedicated and trained staff

• Continual Automation:

- All electronic forms in myGateway
- Petition process put on line
- Automatic Award Advance
- Pilot weekly disbursements
- On Line Policy

- Auto Package of non verified
- IRS Data Retrieval
- **Challenges:**
 - The "YOU" in our mission "Financial Aid and You" is critical
 - Instructors not clear on how changes effect eligibility (example: NS, SAP, and R2T4)
 - Timing of application process
 - Continually changing regulations
 - Automation
 - Increased demand for services
 - Difficulty in students obtaining the "correct" courses (maximum time frame)
 - Peak Periods and the specialized nature of financial aid
 - Audits
 - FERPA (?)
 - Time

Roadblocks -

- Sometimes applications are processed but can't get into classes.
- We have to process all applications - 30,000 applications last Fall.
- Limited Staffing:
 - 7 financial aid technicians
 - 2 front counter staff (not FA technicians)
 - 1 administrative assistant
 - Director
- Open enrollment -
 - State Chancellor states in code - 5th week of semester (CHANGE)
- FAFSA Guided Assistance Labs
 - Morning and afternoon session **only** now;
 - Offered evening labs in the past; however, maybe 1-2 students showed and MOE hours were used and that short staffed the Monday/Tuesday day sessions).
- Figure out a way (strategy) to get the students who NEED the workshops to attend.

Brainstorm Ideas/Suggestions:

- From a student point of view
 - More education for students regarding process
 - Go to high schools with a program (package)
 - initiate rather than respond.
 - discuss with EOPS collaborative opportunities
 - Need to make students more aware
 - Need a Mentor System to alleviate so many things that can be roadblocks or disqualify students
 - Need a one-stop shop: a Center with space for computer kiosks, gather, read, be mentored.

- Internships to help with staffing crisis?
 - Used individuals from a OC Youth agency last summer. The agency paid them. We will be using them again this summer.
- Physical Structure of the FA Office:
 - Create a Center that has community gathering space, computer kiosks, meeting space and well as the "traditional" office space.

College Application Process

- Identify priority deadlines in order to receive funds by a certain date
- FC application - walk-through steps - for funding - (check with Albert)

Outreach to high schools/community:

- 3 staff for high school/community "outreach"
 - will send someone when requested
 - not sure how proactive (?)
- "in-reach" - go into FC classes when requested
- EOPS: outreach as well.
- I can afford college Kiosk's at the Malls
- Link to College website - BE user friendly
 - Have kiosks available
 - Transfer Center has computers that students can use for financial aid applications (computers were purchased by financial aid office)m

Staff Development

- Create a support system to provide some sort of intervention (challenges)
- Faculty/Staff need to be more aware how our actions effect students eligibility

Book Loans

- Award advances
- Because of government regulations, the FA office has been successful in changing the District policy for disbursement of financial aid funds from the 5th week to the 5th Day. This will help students obtain their books by the end of the first week of classes.