ANNUAL PROGRAM REVIEW

NAME OF PROGRAM/DEPARTMENT/SERVICE AREA: **FINANCIAL AID OFFICE**

NAME OF PERSON SUBMITTING THIS REVIEW: Barbara Cormack

DATE OF SUBMISSION: 10/14/11

MANAGEMENT AREA (check one):

- ☐ **Administrative Services**
- ☐ **Instruction**
- ☒ **Student Services**

ASSESSMENT OF PAST PROGRESS

Describe your progress on your previous year's objectives:

Objective 1:
Use federal FSA Assessment tools to verify we are in compliance in the areas of:

- Return of Title IV Funds
- Institutional Eligibility
- Consumer Information
- Default Prevention & Management

Summary of Progress:
During the 2010-11 year, the Financial Aid Office did not have sufficient staff hours available to pursue this objective.

We spent time instead learning and beginning to implement the new federal and state regulations required for 2011-12. See the Appendix for the extensive list of federal changes taking place for 11-12 and for two Special Alerts showing state changes.

Connection to results from assessment of student learning and/or other plans:
One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Be in compliance with federal and state regulations**". This objective falls under that goal. It also falls under Goal 1.1 of the FRC Strategic Plan: **To achieve the institutional capacity necessary to fulfill the College's mission, the College will implement processes and allocate resources to ensure effectiveness in completing its activities and maintaining compliance with legal requirements.**

Resources/Budget Used:
Existing budget and staff (Director)
Other Student Services and Instructional Staff Time for connecting.

Objective 2: **Improve knowledge of FRC faculty and staff regarding Federal Financial Aid regulations** **Connection to results from assessment of student learning and/or other plans:** One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Join with others to create a campus-wide environment that leads to student success through use of an integrated system, stream-lined and shared procedures and collegial relations with other departments and faculty**". This objective falls under that goal. It also falls under Goal 1.1 of the FRC Strategic Plan: **To achieve the institutional capacity necessary to fulfill the College's mission, the College will implement processes and allocate resources to ensure effectiveness in completing its activities and maintaining compliance with legal requirements.**	**Summary of Progress:** Roster compliance pretty much held its ground beginning Fall 2010 with faculty turning in the majority of census rosters on time. **Resources/Budget Used:** 1) Existing budget and staffing. 2) Faculty Time for Connecting 3) Other Student Services Staff Time for Connecting

Objective 3: Complete our initial BANNER 7 implementation and implement BANNER 8	**Summary of Progress:** We worked with Mike Cummiskey of SIG in July 2010 to check our Financial Aid Module setup and to gain the knowledge needed to implement other key pieces of the BANNER Financial Aid system. We still did not have sufficient person hours to actually implement everything we learned about but we made progress. Even though we were not able to add a fifth position to the department to give us a functional tech, we did realign the staff after a retirement took place in December 2010. One of the now two Financial Aid Specialists (Cheryl) has taken responsibility for much of the technical processing we perform weekly with the federal government. With the other data custodians on campus, Barbara and Cheryl did conduct the necessary financial aid testing for BANNER 8 and took part in the campus upgrade that happened in April, 2011.

Connection to other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Provide an efficient and accurate delivery of financial assistance for students**". This objective falls under that goal. It also falls under Goal 3.3 of the FRC Strategic Plan: **The College will enhance and maintain currency in technology usage and applications in support of student, faculty, and staff efficiency and operational effectiveness.**	**Resources/Budget Needed:** 1) Existing budget and staffing

Objective 4: **Improve students' self-sufficiency regarding financial aid and financial matters.**	**Summary of Progress:** Kandi, Alyia and our student workers have continued to improve how we provide information to students and prospective students about Financial Aid. We have also teamed up with Admissions & Records to work with students on their overall knowledge of MyFRC and the status checking and activities it allows them to perform on their own. The "how to" document we created for students for MyFRC is included in the Appendix. Also in the Appendix are our Traffic Counts which continue to go down. Hopefully this decrease reflects an increase in students' abilities to check their status on MyFRC. Lastly, one section of the spring 2011 student exit survey is in the Appendix, showing the degree of satisfaction students had with financial aid. Our overall rating is 90% Satisfied or Very Satisfied. Unfortunately, we were not able to pilot a focus group.
Connection to other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Provide exemplary service to students**". This objective falls under that goal. It also falls under Goal 2.2 of the FRC Strategic Plan: **The College will support coursework, programs and services that promote the "whole student" to bring success and civic**	**Resources/Budget Needed:** 1) Existing budget and staffing.

engagement to its diverse student population while promoting self-sufficiency.

Objective 5: **Continue our outreach activities to Plumas County high school students.**	**Summary of Progress:** In 2010-11 we again worked collaboratively with FRC Outreach, TRIO, Upward Bound and the county's high schools to insure the high school seniors receive the information they need to finance their post-high-school education. Kandi has assumed the lead position in the Financial Aid Office for our outreach, including being the county's resource person for Cash 4 College.
Connection to other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Serve as primary source of financial aid education for high school students and dislocated workers in Plumas County**". This objective falls under that goal. It also falls under the Mission: "**The College serves as a community, cultural, and economic leader encompassing all communities that lie within the District…"** and Vision "**Nourish the Communities – As a member of our communities, we take pride in affirming an active partnership in improving the quality of life and economic development in our area.**" of the college.	**Resources/Budget Needed:** 1) Existing budget (both BFAP and Cash for College)and staffing for Financial Aid's part in this collaborative effort. 2) FRC Outreach Staff Time 3) TRIO Staff Time 4) Upward Bound Staff Time

CURRENT YEAR PROGRESS AND OBJECTIVES (FISCAL YEAR 2011-12)

What objectives and tasks will you take on for this year? (You may continue objectives from the prior year.) Are your allocated resources sufficient given your objectives?

Objective 1: **Continue to implement the many federal and state changes taking place in 2011-12 and 2012-13. Renew both federal and state participation agreements during 2011-12.**	**Action Plan (include who is responsible):** We are currently staggering under the volume of new and changed regulations. Key plans: 1. Barbara is working with Derek, Karen, Leslie, Brian, Malia and Mick to comply with the disclosure and reporting requirements for Gainful Employment regulations. 2. Barbara is working with Linda Vaughn

	and Karen Pierson to revise the Satisfactory Academic Progress policy and appeal forms to fit the new federal regulations. 3. FRC's Net Price Calculator will be launched in the next couple of weeks. 4. Barbara will spearhead the renewal of the federal participation agreement that must be submitted by December 31, 2011. 5. She will also spearhead the renewal of the state participation agreement that will be submitted spring 2012.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Be in compliance with federal and state regulations**". This objective falls under that goal. It also falls under Goal 1.1 of the FRC Strategic Plan: **To achieve the institutional capacity necessary to fulfill the College's mission, the College will implement processes and allocate resources to ensure effectiveness in completing its activities and maintaining compliance with legal requirements.**	**Resources/Budget Needed:** 1. We have taken advantage of upwards of 26 webinars in the last 5-6 months sponsored by the Chancellor's Office, US Department of Education, NASFAA (national financial aid association) and others in an attempt to get and stay current. We will continue to take advantage of training opportunities offered via webinars, regional workshops and state and federal conferences. 2. Existing budget and staffing for Financial Aid, other Student Services staff and Instructional staff.

Objective 2: **Work with others to enhance the Financial Aid Satisfactory Academic Progress procedures and to communicate information about Financial Aid SAP to the college community at large.**	**Action Plan** (include who is responsible)**:** We have formulated a Financial Aid Satisfactory Academic Progress committee (Karen Pierson, Linda Vaughn and Barbara) that has taken on the responsibility for setting the financial aid SAP policy, updating the appeal forms and reviewing the appeals. This committee will also communicate the Financial Aid SAP Policy to other staff and the faculty at FRC so that we all can work in together to improve student success.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Join with others to create a campus-wide environment that leads to student success**	**Resources/Budget Needed:** Existing budget and staffing for Financial Aid and other Student Services staff.

through use of an integrated system, stream-lined and shared procedures and collegial relations with other departments and faculty". This objective falls under that goal. It also falls under Goal 1.1 of the FRC Strategic Plan: **To achieve the institutional capacity necessary to fulfill the College's mission, the College will implement processes and allocate resources to ensure effectiveness in completing its activities and maintaining compliance with legal requirements.**	

Objective 3: **Work with SIG to improve our BANNER setup and to do a process analysis of our processes and procedures.**	**Action Plan** (include who is responsible)**:** Barbara has hired SIG (Financial Aid Consultant Laurie Neil) for December through May of 2011-12. The goal of this consultation contract is to optimize system and procedural efficiency for the FRC financial aid office. Laurie will not only advise us regarding changes to make, she will take responsibility for making the changes in the system and training the staff how to use the improved procedures.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Provide an efficient and accurate delivery of financial assistance for students**". This objective falls under that goal. It also falls under Goal 3.3 of the FRC Strategic Plan: **The College will enhance and maintain currency in technology usage and applications in support of student, faculty, and staff efficiency and operational effectiveness.**	**Resources/Budget Needed:** Using encumbered 2010-11 carry-over of existing funds.

Objective 4: **Improve our service to students by looking at how we provide information to students and whether or not they 'get it'.**	**Action Plan** (include who is responsible)**:** Late summer 2011 Alyia launched an FRC Financial Aid Facebook page. Our goal with this page is to improve how we provide information to students about financial aid in general and how they can check the status of their own financial aid in particular. Alyia continues to update and monitor the Facebook page and our webpages. Alyia's report on Facebook is in the

	Appendix. Kandi has contacted SIFE and ASFRC to suggest a joint project to hold focus groups through which our office can learn what is and what is not working regarding our communication to students. We are trying to turn the corner to the 'new reality' of less "hands on" customer service and more self-service through Facebook and MyFRC.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Provide exemplary service to students**". This objective falls under that goal. It also falls under Goal 2.2 of the FRC Strategic Plan: **The College will support coursework, programs and services that promote the "whole student" to bring success and civic engagement to its diverse student population while promoting self-sufficiency.** **This objective also connects to the student services student learning outcome #3. A listing of the Student Services Student Learning Outcomes is in the Appendix.**	**Resources/Budget Needed:** Existing budget and staffing.

Objective 5: **Work with ETS, TRIO and Outreach as well as with the Plumas County Schools to improve our financial aid outreach activities to the county.**	**Action Plan** (include who is responsible)**:** Kandi is planning a mid-fall meeting with the key offices that offer FRC outreach so they can coordinate and plan how to best use our combined resources in these challenging times. We want to be sure the county's high school seniors and their families have the knowledge they need to navigate the financing of higher education. We also participate in the annual College & Career Fair each fall. Alyia's report on the 2011 Fair is in the Appendix.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office	**Resources/Budget Needed:** Existing budget and staffing for Financial Aid and other Student Services staff.

stipulated in the Spring 2010 Program Review is to "**Serve as primary source of financial aid education for high school students and dislocated workers in Plumas County**". This objective falls under that goal. It also falls under the Mission: "**The College serves as a community, cultural, and economic leader encompassing all communities that lie within the District…"** and Vision "**Nourish the Communities – As a member of our communities, we take pride in affirming an active partnership in improving the quality of life and economic development in our area.**" of the college.	

NEXT YEAR'S NEW OBJECTIVES (FISCAL YEAR 2012-13)

What objectives and tasks will you take on for next year? (You may continue objectives from the prior year.) Will your allocated resources be sufficient given your objectives?

Objective 1: Implement the revised federal regulations for verification of FAFSAs.	**Action Plan (include who is responsible):** Kandi and Cheryl will review the new regulations and seek out training for the revised regulations for verification that will start with the 2012-13 award year.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Be in compliance with federal and state regulations**". This objective falls under that goal. It also falls under Goal 1.1 of the FRC Strategic Plan: **To achieve the institutional capacity necessary to fulfill the College's mission, the College will implement processes and allocate resources to ensure effectiveness in completing its activities and maintaining compliance with legal requirements.**	**Resources/Budget Needed:** Existing budget and staffing

Objective 2: **Create a default management plan and begin analysis of FRC's default data.**	**Action Plan** (include who is responsible)**:** Barbara will work with Karen Pierson and Brian Murphy to analyze the data of FRC students who default, to seek insights as to how we can reduce the default rate.

	Barbara will also work with Karen and other student service staff to create a default management plan for the college.
Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Join with others to create a campus-wide environment that leads to student success through use of an integrated system, stream-lined and shared procedures and collegial relations with other departments and faculty**". This objective falls under that goal. It also falls under Goal 1.1 of the FRC Strategic Plan: **To achieve the institutional capacity necessary to fulfill the College's mission, the College will implement processes and allocate resources to ensure effectiveness in completing its activities and maintaining compliance with legal requirements.**	**Resources/Budget Needed:** Existing budget and staff.

Objective 3: **Work with other student services offices that offer forms of financial assistance for students to create financial services for students that are more seamless.** **Connection to results from assessment of student learning and/or other plans:** One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Provide an efficient and accurate delivery of financial assistance for students**". This objective falls under that goal. It also falls under Goal 3.3 of the FRC Strategic Plan: **The College will enhance and maintain currency in technology usage and applications in support of student, faculty, and staff efficiency and operational effectiveness.**	**Action Plan** (include who is responsible)**:** Barbara and Kandi will work with other student service staff to explore the creation of more seamless financial services for students. **Resources/Budget Needed:** Existing budget and staffing.

Objective 4: **Improve our service to students by looking at how we provide information to students and whether or not they 'get it'.**	**Action Plan** (include who is responsible)**:** Kandi and Alyia will continue to work with our student customers to seek input to improve our communications.

Connection to results from assessment of student learning and/or other plans: One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Provide exemplary service to students**". This objective falls under that goal. It also falls under Goal 2.2 of the FRC Strategic Plan: **The College will support coursework, programs and services that promote the "whole student" to bring success and civic engagement to its diverse student population while promoting self-sufficiency.**	**Resources/Budget Needed:** Existing budget and staffing

Objective 5: **Work with ETS, TRIO and Outreach as well as with the Plumas County Schools to improve our financial aid outreach activities to the county.** **Connection to results from assessment of student learning and/or other plans:** One of the goals of the Financial Aid Office stipulated in the Spring 2010 Program Review is to "**Serve as primary source of financial aid education for high school students and dislocated workers in Plumas County**". This objective falls under that goal. It also falls under the Mission: "**The College serves as a community, cultural, and economic leader encompassing all communities that lie within the District…"** and Vision "**Nourish the Communities – As a member of our communities, we take pride in affirming an active partnership in improving the quality of life and economic development in our area.**" of the college.	**Action Plan** (include who is responsible)**:** Kandi will continue to work with others to improve our outreach to Plumas County. **Resources/Budget Needed:** Existing budget and staffing

NEXT YEAR BUDGET CHANGE REQUESTS (FISCAL YEAR 2012-13)

Please provide rationale for budget *changes* (attach budget request sheets for entire annual budget).

Budget Request(s): Amount	Account Code	**Rationale** (include connection to other plans)**:**
$		
$		

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

1. Describe the current status of the Program/Depart/Service Area.

The Financial Aid Office has disbursed $1,585,755 of federal and state aid so far this year, with another $530,000 ready to disburse this week as second Pell disbursements. We have reconciled the 2010-11 year and reported the FISAP to the federal government and both the BFAP report and MIS data to the state, all due this time of year. The statistics for our 2010_11 year, in comparison to the 2008-09 and 2009-10 years are shown on the Disbursement Report found in the Appendix. Two highlights of the disbursement comparisons are the 13% increase from 09-10 to 10-11 in number of students receiving the Pell grant corresponding to a 17% increase in the Pell dollars. The other highlight worth mentioning is the small decrease in unsubsidized student loans.

2. Explain significant issues and/or changes that have occurred since the last comprehensive review.

With the retirement from our department that occurred in December 2010, we have reorganized the department. We currently have two Financial Aid Specialists and one Financial Aid Technician whereas we previously had one Specialist and two Technicians. The goal of this change was to more correctly reflect the volume of regulatory and technical/transmission requirements shouldered by our department in addition to the processing of student files and performance of customer service.

We have moved to a "counter model" of customer service even though we currently do not have a counter. Only one staff member is available at a time to see students, which allows the rest of the staff to process files and attend to their other reconciliation, transmission or regulatory responsibilities.

The Financial Aid Office is staggering under the volume of changes in state and federal regulations that have taken effect for the 2011-12 year. Depending on what occurs in the Congress and state legislature over the next 2-3 months, we may face additional changes for 2011-12 or for 2012-13.

3. Briefly explain significant changes expected during the upcoming year.

We will be working with SIG over the next few months to analyze and improve our processes and to fine tune our use of the BANNER system. The goal of the SIG consultation is to create a very efficient department.

Also, at some point over the next year, we will be moving into our new space in the old library. We look forward to then having a counter for our "counter model" of customer service and to all staff members having offices for the often very private conversations we have with students and parents.

APPENDIX

Attach supporting documents as appropriate. Please see Instructions for examples of supporting documents per Management Area.

Documents "attached":

1- CCCSFAAA Federal Issues List
2- CSAC Special Alert – Senate Bill 70
3- CSAC Special Alert – Deadline for CA License Examination Reporting Requirement
4- My FRC Information
5- Financial Aid Traffic Counts
6- Student Exit Survey Spring 2011 Student Satisfaction Question
7- Facebook Report
8- Student Services Student Learning Outcomes
9- College & Career Fair Event Report
10- Comparison of Financial Aid Disbursements

The Financial Aid 2012-2013 Budget Proposal is a separate document being sent along with this Annual Program Review. Please note that the Budget Proposal includes 4 worksheets.

Chancellor's Office – Student Financial Aid Programs
Joint Segmental and All Directors Training Conference
March 15-16, 2011
Doubletree Hotel - Sacramento, CA

Session #1 – CCCSFAAA Federal Issues Discussion

Summary of October 29, 2011 Program Integrity Regulations

High School Diploma	• Develop procedures/systems to check diploma validity if the Secretary or the college has reason to believe the diploma is not valid • DOE populates FAFSA with a list of NCES high schools
ATB – 6 units	• Develop procedures to allow 6 units of successful college work in place of an ATB test • Change Consumer Information
ATB Tests	• Test administrators must be certified • Publisher must describe accommodations for disabled students • Test administrator must report to publisher nature of disability and accommodation • Test scores must be submitted weekly to publisher

SAP	• SAP review encouraged every term to allow for "warning"
	  o Warning is one term only
	• Redefines warning period and probation – probation = appeal granted and aid restored
	  o Probation is for one payment period only OR for length of academic plan (maximum understood as one academic year)
	• Policies must clearly describe incremental pace of progress to 150%, how to regain eligibility (sitting out not an option), and how students are notified
	  o Cannot wait until student reaches 150% to make the determination
	• For programs of study that are one academic year or less in length, college must evaluate SAP at the end of each payment period
	• Transfer credits must count toward both attempted and completed units

Misrepresentation	• The institution, or any person or organization it has an agreement with, cannot make any substantial misrepresentation about the institution
Incentive Compensation	• Removes "safe harbors" for performance based compensation methods
State Authorization	• Clarifies role of the state in authorizing colleges o CCCs covered in state authorization • Requires that each state have a complaint process for responding to student complaints • Colleges must be legally authorized to offer postsecondary education in any state where distance education students reside.

Credit Hour	• Defines credit hour for all courses
Written Agreements	• Consortium agreements would have to be included in consumer information • Does not apply to public or non-profit institutions
Retaking Coursework	• Amends definition of fulltime to allow repeated coursework (passed course one and failed course until it is passed)
R2T4 – Modules	• Student considered to be withdrawal if does not complete all days scheduled for term • College must document all courses completed with a passing grade or demonstrate student completed payment period • If not a withdrawal Pell recalculations may still apply
R2T4 – Taking Attendance	• Clarifies when an institution must take attendance • If attendance is taken must use that as withdrawal date
Disbursing Federal Aid Funds	• Colleges must provide a way for Pell eligible students to purchase or obtain books and supplies no later than the 7th day of the payment period if funds could have been disbursed 10 days before the beginning of the payment period • Policy must be included in consumer information

Verification	• Applies to subsidized programs
	• 30% ceiling eliminated
	• Elimination of standard verification items
	• DOE to publish list of possible verification items each year
	• Only those items indicated on the ISIR need to be verified (unless the institution believes other information in inaccurate)
	• Requires all ISIR data changes to be submitted even if no change to EFC
	• Changes to all non-dollar items and any single dollar item of $25 or more must be submitted to CPS
	  ○ Changes could result in additional items requiring verification – must have valid ISIR prior to disbursement
	• Verification must be done before PJ
	• College <u>may</u> require updating of marital status and dependency status throughout the year regardless of whether selected for verification
	  ○ Not allowed to go from independent to dependent
	  ○ Over-ride ability not ready until 2012-13
	• Verification of income includes ISIR income data imported from IRS if filer changed data after import

Gainful	• Must gather and report for one year academic training programs

Employment Reporting Requirements	that lead to certificates or other non-degree recognized credentials, and prepare students for gainful employment in a recognized occupation: o Information to identify the student and college o Name and CIP code of the program completed o Name, CIP code, and date the student completed the program o The amounts the student received from private educational loans and institutional financial plans. o Whether the student matriculated to a higher credentialed programs at your college or, if available, evidence transferred to a higher credentialed program at another institution o For each CIP program, the total number of students enrolled in the program at the end of the award year and indentifying information for those students • For each program cover under this section the institution must disclose the following information to prospective students in promotional materials and on its website (home page and links): o The occupations (names and SOC codes) the program prepares the student for, along with links to O*NET o On-time completion rate for each program o The cost of the program (COA) o Placement rate for students completing each program o The median loan debt incurred by students who completed the program during the last three years • Institutions must notify ED at least 90 days before the first day of class when it intends to offer a new program that leads to gainful employment in a recognized occupation

CALIFORNIA STUDENT AID COMMISSION

SPECIAL ALERT

Update of the California Student Aid Commission

April 29, 2011 **GSA 2011-14**

TO: **Financial Aid Administrators**

FROM: **Catalina G. Mistler** Catalina G. Mistler
Chief, Program Administration & Services Division

CONTACT: **Program Administration & Services Division**
Phone: (888) 294-0153
Fax: (916) 464-8002
E-mail: schoolsupport@csac.ca.gov

SUBJECT: **Senate Bill 70**

On March 24, 2011, Senate Bill (SB) 70 was chaptered into California law amending sections 69432.7, 69432.9, and 69433.6 of the California Education Code (CEC). SB 70 also added section 69433.2 to the CEC. These changes will affect Cal Grant students and institutions beginning with the 2011-12 academic year.

The Legislative Counsel's Digest for SB 70 describes the changes to the Cal Grant Program as follows:

> Existing law, the Ortiz-Pacheco-Poochigian-Vasconcellos Cal Grant Program (Cal Grant Program), establishes the Cal Grant A and B Entitlement Awards, the California Community College Transfer Cal Grant Entitlement Awards, the Competitive Cal Grant A and B Awards, the Cal Grant C Awards, and the Cal Grant T Awards under the administration of the Student Aid Commission, and establishes eligibility requirements for awards under these programs for participating students attending qualifying institutions.
>
> Existing law sets forth the maximum household income and asset levels for participants in the various grant programs under the act. These maximum levels are set forth as they were adopted by the commission for the 2001-02 academic year, but have been annually adjusted based on the percentage change in the cost of living as defined in a specified provision of the California Constitution.
>
> This bill would provide that the maximum household income and asset levels applicable to a renewing applicant would be the greater of the adjusted household income and asset levels or the maximum household income and asset levels at the time of the renewing recipient's initial Cal Grant award, as specified.

State of California
Edmund G. Brown Jr.
Governor

For more information you may contact us at:
California Student Aid Commission, Program Administration & Services Division
P.O. Box 419028, Rancho Cordova, CA 95741-9028 (888) 294-0153 Fax: (916) 464-8002
Website: www.csac.ca.gov E-mail: schoolsupport@csac.ca.gov

This bill would impose additional requirements, except as specified, on qualifying institutions, requiring the commission to certify by October 1 of each year the institution's latest 3-year cohort default rate as most recently reported by the United States Department of Education. The bill would provide that an otherwise qualifying institution that did not meet a specified 3-year cohort default rate would be ineligible for new Cal Grant awards at the institution.

This bill would require the Legislative Analyst's Office to submit a report to the Legislature by January 1, 2013, on the implementation of the 3-year cohort default rate provisions of the act, as specified.

The bill would specify that financial need, for the purposes of the act, would be determined to establish both an applicant's initial eligibility for a Cal Grant award and a renewing applicant's continued eligibility using federal financial need methodology, as prescribed.

The bill would also require participating institutions, beginning in 2012, to annually report to the commission enrollment, persistence, and graduation data, as well as job placement, salary, and wage information for undergraduate programs, as specified.

California Student Aid Commission (Commission) staff is establishing procedures to implement the new requirements for renewal Cal Grant recipients and qualifying institutions. To provide some initial guidance and basic information, the Commission has prepared the enclosed "Frequently Asked Questions for Institutions" document, which will be posted to the Commission's website. The Commission will provide periodic updates to the Frequently Asked Questions for Institutions.

Additional information regarding the implementation of SB 70 requirements will be provided in Cal Grant Operations Memos as needed. If you have any questions regarding this Special Alert, please contact the Commission's School Support Services Branch, at (888) 294-0153 or by e-mail at schoolsupport@csac.ca.gov.

Enclosure: Frequently Asked Questions for Institutions

Working together to effectively promote education beyond high school!

CALIFORNIA STUDENT AID COMMISSION

SPECIAL ALERT

Update of the California Student Aid Commission

July 28, 2011 **GSA 2011-26**

TO: **Financial Aid Administrators**

FROM: **Catalina G. Mistler** Catalina G. Mistler
Chief, Program Administration & Services Division

CONTACT: **Program Administration & Services Division**
Phone: (888) 294-0153
Fax: (916) 464-8240
E-mail: schoolsupport@csac.ca.gov

SUBJECT: **Deadline for California License Examination Reporting Requirement**

This Special Alert serves as a reminder of the upcoming **September 1, 2011**, deadline for institutions to submit information to the California Student Aid Commission (Commission) on where to access California license examination passage rates for graduates of specified certificate and undergraduate programs. Noncompliance with this requirement may affect an institution's status as a "qualifying" Cal Grant participating institution.

Assembly Bill 2086 which became effective on January 1, 2011, redefines "qualifying institutions" to include the requirement that institutions must provide an access point for prospective and current students to view the institution's license examination passage rates. Passage rates provided must be for the most recent available year and be for graduates of its undergraduate programs leading to employment for which passage of a California licensing examination is required. Please refer to Grant Policy Bulletin (GPB) 2011-01, dated June 16, 2011, which provides more detail on the law change and requirement.

In effect, if an institution offers a certificate or degree in a particular field in which the graduate would need to take a California State licensing exam to work in that field, the institution must provide information on where to access the California license examination passage rates of these graduates if that data is electronically available through the Internet Web site of a California licensing or regulatory agency.

To comply with the law change, institutions must submit at least one of the following to the Commission:

- A printed copy of your institution's Web site page which contains the specified link(s).

State of California
Edmund G. Brown Jr.
Governor

For more information you may contact us at:
California Student Aid Commission, Program Administration & Services Division
P.O. Box 419028, Rancho Cordova, CA 95741-9028 (888) 294-0153 Fax: (916) 464-8240
Website: www.csac.ca.gov E-mail: schoolsupport@csac.ca.gov

- A printed copy of a centralized enrollment Internet Web site page which contains the specified link(s).
- A copy of the published document(s) which contains the access information to the appropriate California licensing or regulatory agency Web site(s).
- If your institution does not offer undergraduate programs leading to employment for which passage of a state licensing examination is required, please specify this in writing to the Commission.
- If a qualifying institution offers a specified undergraduate program for which passage of a California licensing examination is required, but the data is not available through a California licensing or regulatory agency's Web site, the institution must notify the Commission of this in writing.

Mail the required information to:

California Student Aid Commission
Program Policy and Development Branch
Attention: Shaunda Davis
P.O. Box 419028
Rancho Cordova, CA 95741-9028

If you have questions regarding this Special Alert, please contact Shaunda Davis at (916) 464-6467 or at sdavis@csac.ca.gov.

Working together to effectively promote education beyond high school!

Feather River College

My FRC Information

STEPS TO LOG IN TO YOUR STUDENT PORTAL:

1. Go to: www.frc.edu
2. Click on "My FRC" located on right, top of page
3. Key in your 9 digit User ID (Student ID 900XXXXXX)
4. Key in your 6 digit PIN (All numeric)
   If you have forgotten your PIN, click on "Forgot PIN?"
5. **New Students:** Your temporary PIN is your 6 digit date of birth (MMDDYY)
6. **PIN Expire:** Create a permanent 6 digit PIN (Something you will remember)
   First time users: Create a security question (To use if you forget your PIN number, case sensitive)

To check the status of a financial aid refund or to print out all financial aid received:

- Click on **Student** tab
- Click **Student Account**
- Click **Account Detail for Term**
- Select a Term, click submit
- Scroll to the bottom of page
- Click **Statement and Payment History**
- In the description look for **Refund-Automatic**
- Your refund check will be ready to pick up in Admissions & Records the following Thursday from the Post Date.
- Click file, and print to print out statement of payment history.

To check the status of your financial aid file, or if your refund is not posted to your student account:

- Click **Financial Aid** tab
- Click on **Eligibility**
- Click on **Student Requirements**
- Select Award Year 2011-2012
- Click Submit
- If the status does not have received and satisfied click on the **Source Term Instructions** on the right side of the screen

Financial Aid Traffic Counts	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
August	533	908	1895	1249	1029
September	329	744	993	792	677
October	212	459	722	376	
November	134	208	356	299	
December	79	155	250	172	
January	433	652	833	859	
February	306	506	465	446	
March	159	442	443	443	
April	215	370	246	153	
May	161	347	225	378	
June	98	159	146	159	
July	89	253	231	139	
TOTALS	2748	5203	6805	5465	

The table below shows the proportion of student respondents for each level of satisfaction by area. The areas are sorted in descending order by the total proportion of students who are either very satisfied or satisfied.

	Very satisfied		Satisfied		Dissatisfied		Total w/	Unfamiliar
Category	Count	%	Count	%	Count	%	opinion	/ No
Learning Center	45	64%	25	36%	0	0%	70	23
Library	48	63%	28	37%	0	0%	76	23
Extended Opportunity Services and Programs (EOPS)	26	62%	16	38%	0	0%	42	36
Student Services	26	42%	36	58%	0	0%	62	27
Overall FRC experience	40	49%	41	50%	1	1%	82	23
Tutoring	26	50%	25	48%	1	2%	52	30
Career Center	22	50%	21	48%	1	2%	44	31
Disability Services (DSPS)	28	72%	10	26%	1	3%	39	41
Computer access	50	66%	24	32%	2	3%	76	22
SSS TRIO	22	58%	15	39%	1	3%	38	42
Internet access	44	55%	33	41%	3	4%	80	21
Gym and athletic fields	31	61%	18	35%	2	4%	51	32
CalWorks	8	35%	14	61%	1	4%	23	52
Campus diversity	32	44%	37	51%	4	5%	73	24
Admissions	38	46%	39	48%	5	6%	82	22
Quality of education in your major	37	46%	39	48%	5	6%	81	24
New Student Orientation	26	46%	26	46%	4	7%	56	34
Faculty	35	42%	42	51%	6	7%	83	22
Sense of belonging at FRC	39	48%	36	44%	6	7%	81	23
Staff	37	48%	34	44%	6	8%	77	27
Bookstore	43	53%	31	38%	7	9%	81	21
Financial aid	31	45%	31	45%	7	10%	69	27
Preparation for continuing study at a 4 year institution	28	39%	34	48%	9	13%	71	27
Fees	25	31%	42	52%	14	17%	81	23
Preparation for work/career	24	38%	28	44%	12	19%	64	28
Academic advising	29	37%	35	44%	15	19%	79	21
Food services	27	41%	24	36%	15	23%	66	25
Counseling	28	41%	25	36%	16	23%	69	26
Course offerings	21	25%	42	50%	21	25%	84	21
Parking	13	19%	33	47%	24	34%	70	26
Residence Halls	7	26%	10	37%	10	37%	27	43
Housing	7	23%	10	33%	13	43%	30	35

The following unedited comments were submitted by respondents in regard to above satisfaction levels.

Question: Please provide comments that you would like to share on any of the above rankings.

- Would like access to more summer courses such as math and beginning backpacking.
- I think communication could be improved within the staff. I have received conflicting messages in the past. Also, there have been a few times where the staff is a little on the rude side.
- I love FRC.

- My only dissatisfaction is the limited disabled parking at the top of the hill and the young kids taking the spots with someone elses plaques leaving the ones in need with nowhere to park.
- FRC is a great school. The staff is friendly and very helpful. They are never too busy to help students.
- Over the past 2+ years, FRC has somewhat become a second home to me.
- i'm satisfied with my education at frc because of the teachers i've had but the materials in some of the corses needs be more challenging and i would have been happier if organic chemestry had been offered while i was here
- FRC gave opportunities that are scarse in other big city colleges.
- It would be nice to see healthier, whole food options offered to eat rather that beat up bandannas
- The Cafeteria is just terrible, the food is very unhealthy, there are way more junk food offerings than any type of healthy foods, this is a place of high learning and health should be a factor.
- I am grateful to be a student here at FRC.
- the learning center is not just a room with computers,Joan,Billy and Jenette are invaluable to all students. To have them and Gretchen,Beth and lori there too is fantastic. We need to talk to them for help along with the room it comes in.

Question: Please use the space below to make comments/recommendations/observations about any other processes or services at FRC.

- Great time at FRC
- counselors should follow students more closely. they screw some people over because they stick students in classes they don't want to take or have no business taking for their major. those students then end up working their sophomore year to catch up in credits and transfer.
- The AOM degree is important and I am very sad that it may not be offered in the future.
- Awesome School. Thanks for all the great support.
- FRC is a great place for a first time college to attend. Everyone is friendly and helpful. The food cost is very low, just perfect for a college student.
- Someday I'd like to obtain fulltime employment at FRC.
- I think you need a transportation plan for campus. People use a variety of modes of transportation (walk, wheelchair, electric carts, cars for convenience and cars for the disabled, horses) and there are only a couple of routes to get around campus. Congestion on the road to the top needs addressing, even after library construction is finished. I think those golf carts should stay off of the long path from parking to library and take the road for motorized vehicles. That path isn't wide enough. Also, I'm shocked at how many people get someone to drive them to the top of campus instead of walking. That's a small road and everyone's in a hurry between classes.
- i would have liked to be able to major in bio-chemestry
- The dorms are disgusting they are very expensive and there are a lot of broken things. I dont live there but every time I go there to visit friends I am appalled at the conditons especially for the amount of money that they pay. Its terrible.

- I feel that having the learning center and all the help in it is so benificial I can't imagine not having trio and the learning center all in one. This will not be good for the students.
- I think i said it all in my answers

Facebook Report

September 2011

The Financial Aid Department created a Facebook page Summer 2011, to implement media advertising as a way of notifying current and potential students of upcoming financial aid information and events. Facebook has also been used to post links and notifications about upcoming scholarships, changes/updates made to the Student Portal, updates regarding the revised SAP policy, reminders about FAFSA, and other related notifications. This is also a way for students to ask general questions about financial aid.

We currently have 47 people who have 'liked' our Facebook page, most of which came from the event we held on campus during New Student Orientation in August 2011. We have created a flyer to advertise on campus our Facebook page with a barcode on it, this allows students to scan the barcode with their cell phone then it immediately takes them to our Facebook page so they can 'like' it.

Once someone likes a page on Facebook, they will continue to receive notifications from that page whenever new information is posted to it.

We will be advertising our Facebook page, and hosting other events during the 2011-2012 Academic year to notify students about financial aid and the services and information that are available to them.

Alyia Pilgrim

Student Services Student Learning Outcomes

1. Prospective students will learn about the unique opportunities and advantages available at FRC, and will make an informed decision to apply
    a. Number of prospective students who became applicants
    b. Number of students who report they were informed about the advantages of attending FRC
    c. Number of students who report they applied and enrolled at FRC due to these advantages
2. Students will demonstrate their ability to open the doors to education by learning how to access college resources, understanding their math and English needs, and using the tools available for self-registration
    a. Number of students who took advantage of college resources and who are satisfied with these resources
    b. Number of students who enrolled in the appropriate math and English course, and who subsequently completed these courses
    c. Number of students who registered themselves, and report no issues related to completing graduation requirements
3. Student will develop and demonstrate competency in handling their financial responsibilities by being aware of college expenses, free services and subsidies, how to fund unpaid balances, know their responsibilities in the process, be aware of annual timetables, and awareness of assistance resources for all.
    a. Accounts receivable will decline
    b. Student loan default will decline
4. Students will develop resilience and resourcefulness empowering them to persist in attaining academic and personal goals
    a. Retention rate
    b. Graduation rate
    c. Satisfaction with goal completion
5. Students will gain a sense of community and belonging by accessing available resources within the campus and community
    a. Students will report they are aware of community resources
    b. Retention and graduation rates
6. Student will explore transfer options, hone in and select institution and education plan, accomplish and actualize transfer goals
    a. Transfer rates
    b. Graduation rates
    c. Success after graduation

College & Career Fair Event Report

October 2011

FRC Financial Aid Department had a table set up at the College & Career fair September 20, 2011. We had information on the table about the FAFSA, Fund your Future catalogs, scholarship information, loan information. I had dozens of students stop and ask questions about financial aid, mostly pertaining to how to get financial aid. I handed out many catalogs, gave information and directed students to websites about scholarship information. There were about 35 students that stopped by the table for information, both high school and current FRC students.

There were questions about loans, and the pros and cons of loans, what to do if their parents make too much for the Pell, if there are other options to help pay for college. I discussed Federal Work Study, and more scholarship information. I encouraged students to get in contact with the financial aid departments at the colleges they were planning to attend to find out more specifically what each college or universities deadlines are. I also encouraged students that even though they may not be attending FRC, they may still contact our department if they had questions or needed help with financial aid.

Alyia Pilgrim

Comparison of Financial Aid Disbursements
2010-11 to 2009-10 to 2008-09

	2008-2009	2009-2010	08/09 - 09/10 % increase	2010-2011	09/10 - 10/11 % increase
FAFSA's received	1249	1496	19.78%	1723	15.17%

	2008-2009		2009-2010		08/09 - 09/10 % increase		2010-2011		09/10 - 10/11 % increase	
Aid Disbursed	Students	Dollars	Students	Dollars	Students	Dollars	Students	Dollars	Students	Dollars
Pell	461	$1,430,841	630	$2,153,362	36.66%	50.50%	716	$ 2,528,467	13.65%	17.42%
SEOG	66	$24,200	57	$20,797	-13.64%	-14.06%	76	$ 24,397	33.33%	17.31%
Cal Grants	74	$84,635	82	$97,375	10.81%	15.05%	76	$ 86,382	-7.32%	-11.29%
BOG Fee Waivers	930	$358,060	1125	$539,761	20.97%	50.75%	1184	$ 566,390	5.24%	4.93%
Student Loans - Subsidized	304	$938,662	405	$1,216,393	33.22%	29.59%	411	$ 1,247,853	1.48%	2.59%
Student Loans - Unsubsidized	191	$605,859	240	$682,954	25.65%	12.72%	225	$ 639,554	-6.25%	-6.35%
Parent Loans - PLUS	6	$32,760	22	$153,251	266.67%	367.80%	13	$ 86,161	-40.91%	-43.78%
Federal Work Study	30	$33,026	28	$24,770	-6.67%	-25.00%	14	$ 24,770	-50.00%	0.00%
Scholarships	99	$83,408	83	$102,288	-16.16%	22.64%	64	$ 82,036	-22.89%	-19.80%
ACG	16	$11,775	18	$14,300	12.50%	21.44%	14	$ 8,888	-22.22%	-37.85%
Chafee Grant	3	$15,000	3	$6,568	0.00%	-56.21%	1	$ 5,000	-66.67%	-23.87%
TOTALS		$3,618,226		$5,011,819		38.52%		$ 5,299,898		5.75%