

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Financial Services

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Academic Year: 2015-2016

I. Student Services Area Overview

1. Mission Statement

The Student Financial Services Department of Norco College is committed to providing financial assistance to a diversified student population to help students in attaining their educational and professional goals. Student Financial Services student-centered employees provide professional knowledge and personalized service to ensure that lack of funds is not a barrier to students in pursuit of their educational objectives (2015).

2. Philosophy Statement

The Norco Student Financial Services Department is dedicated to providing quality customer service and financial assistance to all students in need of financial resources in support of achieving their educational goals.

3. Summary

- Promoted the new Board of Governors Fee Waiver changes by providing an information booth during college hour.
- Facilitated the use of Prep-Talk to conduct online financial aid workshops.
- Promoted educating students and staff about financial aid through our Annual Financial Aid Awareness event which has been successful.
- Maintained compliance with federal, state and institutional regulations in providing information, intake of documents, processing, and awarding students.
- Promoted financial aid awareness to students and for the dissemination of the Department of Education required consumer information.
- Assisted students with completing the FAFSA and DREAM ACT applications and other documents to ensure a timely disbursement of funds to students.
- Processed and awarded all financial aid applications according to the Federal and State guidelines.

- Disbursed funds accordingly to eligible students which includes the following programs: PELL, SEOG, Cal Grant, Full-time Student Success Grant, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans.
- Facilitated the process of awarding financial aid to students transferring from Norco to Riverside City College or Moreno Valley College.
- Provided deferments for non-resident students.
- Collaborated with other departments and student support services to assist students to become successful.

4. Strengths

- The Academic Works Scholarship software has enhanced the external and internal scholarship application process and the submission of recommendation letters to increase scholarship applicant numbers.
- Services offered by Student Financial Services department enhance and encourage student recruitment and retention, and support the goals for student success. The department offers open lab hours to assist students with completing the FAFSA/DREAM Act applications.
- Student Financial Services staff participates in personal and professional development, and training to remain current with changing Federal and State regulations.
- Program is in compliance with Federal Aid Regulations and funds are disbursed within 7 days of the start of the Fall and Spring semester to eligible students.
- A bi-lingual and multicultural Student Financial Services staff provides quality services to meet the financial needs of a diverse student population. Qualified trained staff presents to special student populations such as: Veterans, Foster Youth, Disability Resource Center, Career and Technical, Student Activities, Summer Advantage, and Extended Opportunities Programs and Services. Staff has also provided financial aid information to High School students during visitations and also to students enrolled in English as Second Language (ESL) courses.
- The Student Financial Services team awards approximately \$28 million in financial aid packages to a diverse student population including: Pell, BOGW, FSEOG, Cal Grants, Full-time Student Success Grant, Federal Work Study, Chafee Grant, AmeriCorps, Scholarships, and Direct Loans in a timely manner.
- Streamlined the transmittal process to improve efficiency and accuracy with the utilization of a customized excel template.

5. Students Served

During the 2015-2016 academic year, Norco College served over 15,100 students, providing daytime, evening, and online course offerings. Norco College also serves a diverse student population. The Student Financial Services staff served students at the front counter and provided assistance with completion of documents, FAFSA and DREAM Act applications, general questions, disbursement concerns, and Satisfactory Academic Progress Appeals.

The number of student contacts in the Student Financial Services department from July 1, 2015 through June 7, 2016 was 15,146.

(This number does not include phone contacts, email requests and faxed documents from students.)

Additional students served by the SFS informational booth and workshops providing FAFSA/DREAM ACT and other information:

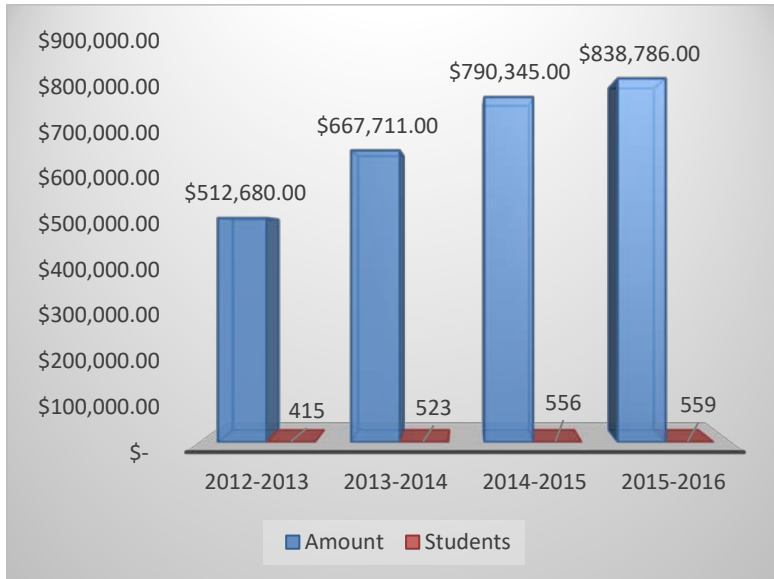
	Count of Students
BOGW Updates Booth	116
Online workshop Prep Talk/ Workshops	457
Financial Aid Awareness Day	548
Totals	1,121

Number of students Awarded During 15/16 academic year:

*Amounts reflect from July 1, 2015 through June 7, 2016

Academic Year: 2015-2016 Program	Number of Students Awarded	Total Amount Awarded
PELL	3,080	\$13,083,813.09
SEOG	361	\$294,796.91
LOANS	190	\$676,382.00
CAL GRANT*	568	\$848,384.00
BOG WAIVER	13,970	\$11,698,292.00
CHAFEE	12	\$47,500.00
SCHOLARSHIPS	137	\$118,731.68
FWS	119	\$378,640.00
FTSS	392	\$178,810.00
AMERICORPS	1	\$5,550.00
TOTAL		\$27,330,889.68

*The Cal Grant recipient’s numbers increased significantly from 2011/2012 academic year to 2015/2016 academic year.



Cal Grant Awarded

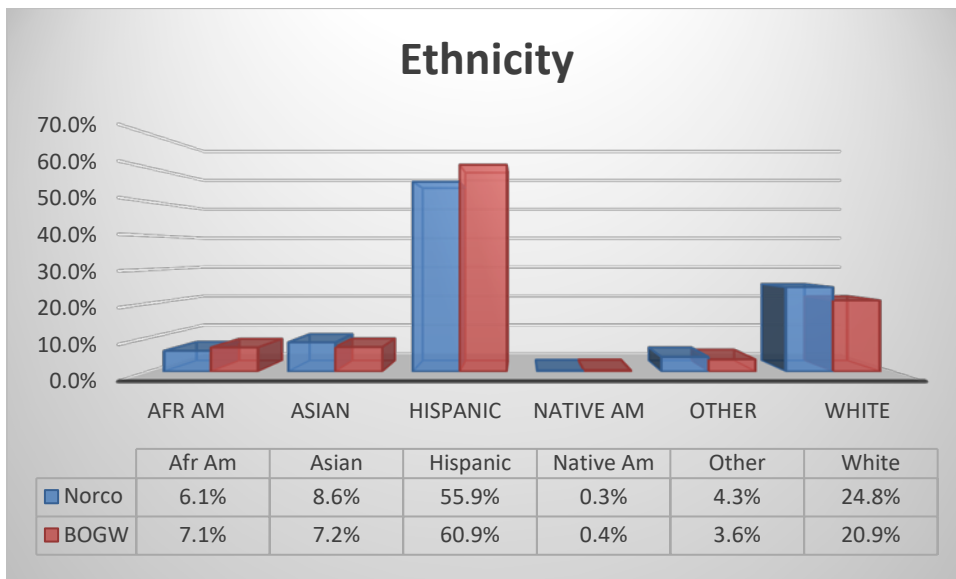
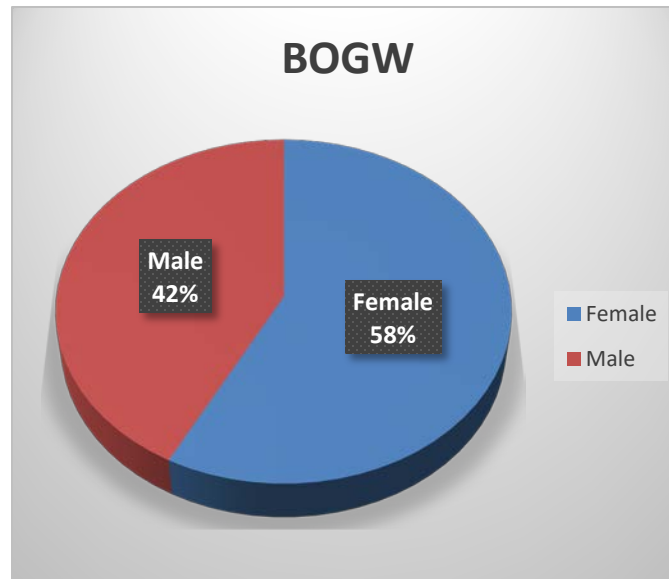
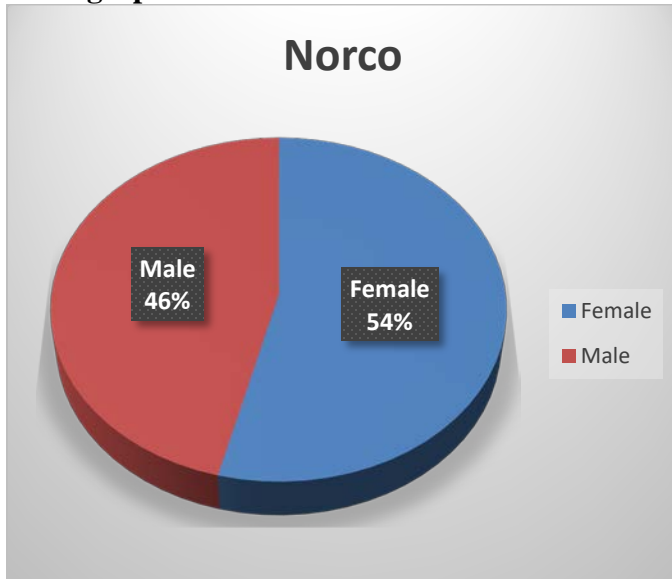
Year	Students	Amount
2012-2013	415	\$ 512,680.00
2013-2014	523	\$ 667,711.00
2014-2015	556	\$ 790,345.00
2015-2016	559	\$ 838,786.00

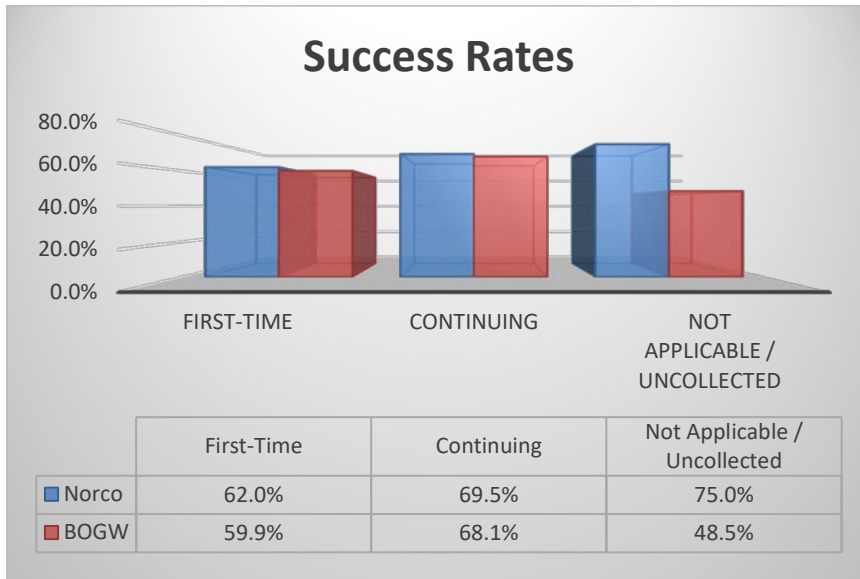
Board of Governors Waiver (BOGW): Students Eligible –Norco College

The purpose of the following reports is to reveal the demographic background, success rates, and persistence of students that participate in the Board of Governors Waiver (BOGW) at Norco College.

Spring 2015 was the term used to obtain demographic background data (race, gender, and ethnicity) and enrollment counts.

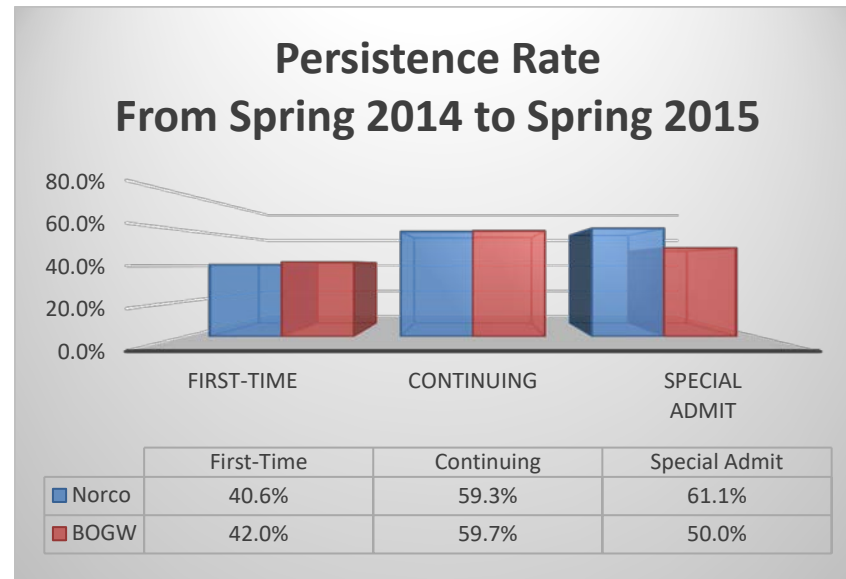
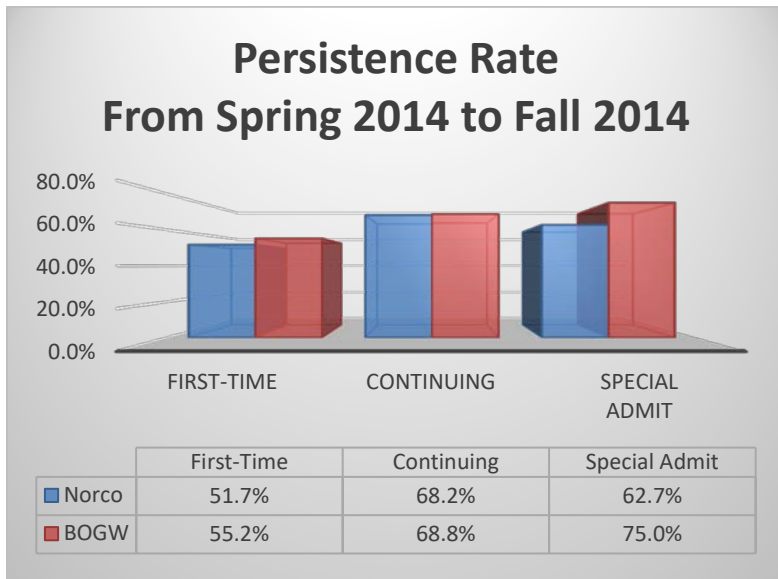
Demographics:





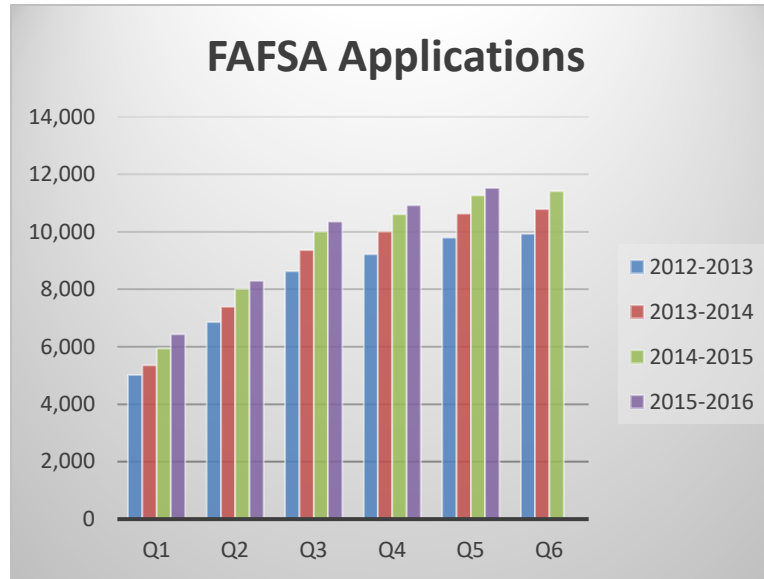
The success chart examines the success rate of students in Spring 2015.

The term persistence charts examine the persistence of students from Spring 2014 to Spring 2015:



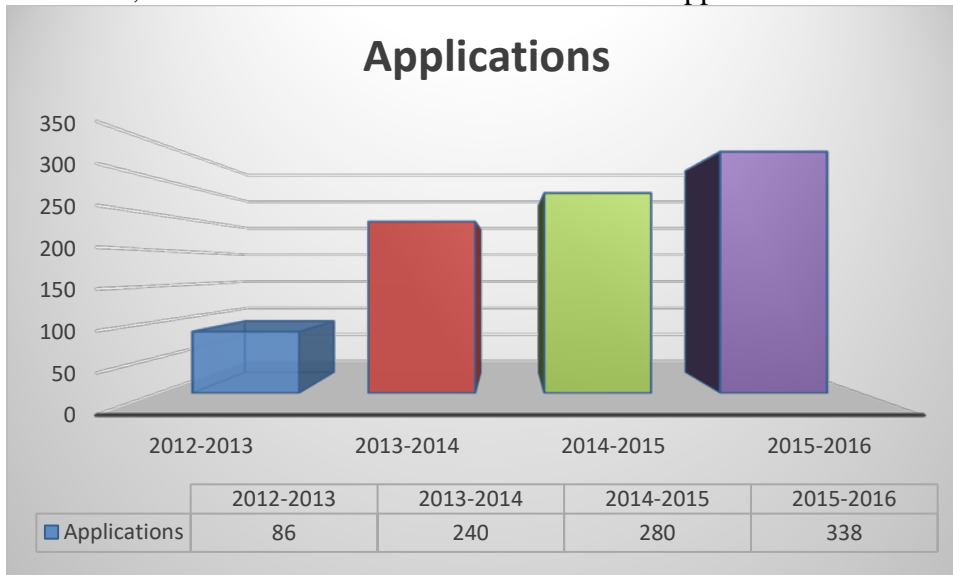
FAFSA Applications:

	2012-2013	2013-2014	2014-2015	2015-2016
Q1	5,025	5,350	5,946	6,431
Q2	6,859	7,395	8,013	8,292
Q3	8,634	9,368	10,005	10,353
Q4	9,220	10,010	10,617	10,925
Q5	9,799	10,629	11,273	11,524
Q6	9,932	10,791	11,411	N/A



DREAM Act Application:

For 12/13, Student Financial Services received 86 applications.
 For 13/14, Student Financial Services received 240 applications.
 For 14/15, Student Financial Services received 280 applications.
 For 15/16, Student Financial Services received 338 applications.



*293% increase in applications from 12/13 to 15/16 academic year.

II. Assessing Outcomes

1. A. 2014-2015 Assessment Plan and Objectives for Student Services Area: Student Financial Services

Objectives:

- Students will learn the new external scholarship application process in Academic Works.
- High School seniors will learn the financial aid application process to increase their potential financial aid award
- The number of students defaulting on student loans will be reduced by Student Financial Services staff providing adequate loan counseling and following up with students who are delinquent on their loan repayments.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Students will learn the new external scholarship application process in Academic Works	As a result of students participating in a workshop, students will learn how to apply for an external scholarship (SLO).	Scholarships provide financial support for students to help meet the costs of obtaining a college education and help to increase student achievement, persistence, and success. The student learning	90% of students who attend the scholarship workshop will demonstrate their ability to apply for an external scholarship by scoring 75% or higher on post-test.	A pre-test and post-test will be completed by students to assess their knowledge of applying for an external scholarship.	Goal was met. As a result, to the pre and post-test 85% of students gained knowledge of where to locate information about applying for Scholarships. 97% of students obtained knowledge of the different kinds of scholarships which are	Review academic works to improve the process and scholarship training workshops. Continue to provide students with scholarship notebooks to help them organize their scholarship information. Promote more scholarship awareness events and information on campus. Increase the marketing	B) Moved to Strengths The Academic Works Scholarship software has enhanced the external and internal scholarship application process and the submission of recommendation letters to increase scholarship applicant numbers.

			outcome will also increase student's knowledge of college resources dedicated to student success.			available for Norco College students through the use of Academic Works.	efforts of Academic Works' scholarship application process. Review current methods, including pre and post-test questions, to ensure scholarship information is clear and understandable. Create an outline to help students understand the requirements of the scholarship essay.	
2.	High School seniors will learn the financial aid application process to increase their potential financial aid award	As a result of students participating in the Summer Advantage session on Financial Aid, high school seniors will learn the financial aid application process at Norco College to increase their potential financial aid award. (SLO)	Federal student aid funds provide financial support for students to help meet the costs of obtaining college education and help to increase student achievement, persistence, and success.	80% of high school seniors who participate in the financial aid session will demonstrate their ability to apply for financial aid by scoring a 75% or higher on posttest.	A pre-test and post-test will be completed by students to assess their knowledge of applying for financial aid.	Goal was met. As a result, to the pre and post-test. 91% of Summer Advantage Students learned how to apply for Financial aid at Norco College scored 100% and 92% of Summer Advantage Students demonstrated their knowledge of completing the financial aid process at Norco College	Continue to provide financial aid workshops during the first week of summer advantage for incoming high school students to increase their knowledge with the Financial Aid process. Provide Summer Advantage students with folders containing the financial aid information needed to apply	A. Continued/Modified The Summer Advantage Financial Aid sessions to high school seniors will continue to increase FAFSA/DREAM ACT applications.

						to increase their potential financial aid award scored 100%		
3.	The number of students defaulting on student loans will be reduced by Student Financial Services staff providing adequate loan counseling and following up with students who are delinquent on their loan repayment.	As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Default management services, the number of students defaulting on their loans will decrease. (SAO)	In promoting follow-up loan counseling Student Financial Services is offering effective ongoing communications with students and providing support for student success.	75% of students in the delinquency stage will be returned to good status. Monitor the North Star default management report for the number of delinquent students returned to good status. Compare the school's cohort default rate from last year to the current year for any change.	Data from North Star management reports will be utilized to review the number of student loans in the delinquency stage, the number of student loans returned to good status. Compare Norco College's cohort default rate from last year to the present.	Goal was not met. As of June 1, 2015, based on the current report received by North star default Management Services, the percentage of students returned to good status is 60%. No student borrowers have defaulted during this reporting period.	Student Financial Services will implement a financial literacy tool to assist students with understanding the importance of financial counseling and planning.	A. Continued/Modified Student Financial Services staff will continue to utilize North Star Default Management service and The Financial Literacy Tool - "Money Management"

II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)

<p>Outcome</p>	<p>Evidenced and detailed (Describe how you used outcome data for programmatic modifications)</p>
<p>As a result of students participating in a workshop, students will learn how to apply for an external scholarship (SLO).</p>	<p>The number of students who applied for internal and external scholarships in 2015-2016 was 246. To improve the internal and external scholarship application and process for students, the submission of recommendation letters was simplified in 2015-2016 and external scholarships were added to the database.</p>
<p>As a result of students participating in the Summer Advantage session on Financial Aid, high school seniors will learn the financial aid application process at Norco College to increase their potential financial aid award. (SLO)</p>	<p>Student Financial Services will continue to provide Financial Aid sessions to High School students in the Summer Advantage Program. New Financial Aid changes will be updated and added to the sessions to provide accurate information.</p>
<p>As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Default management services, the number of students defaulting on their loans will decrease. (SAO)</p>	<p>Student Financial Services will continue to utilize North Star Default Management Services. Enhance services with telephone calls and support to students in past-due status.</p>

II.2.A. 2015-2016 Assessment Plan for Student Services Area: Student Financial Services

Objectives:

- Increase student’s knowledge of the new FAFSA and DREAM application timeline.
- Increase students’ knowledge of the new changes to the BOG waiver and how the changes affect their BOG waiver eligibility.
- The number of students defaulting on student loans will be reduced by Student Financial Services staff providing adequate loan counseling and following up with students who are delinquent on their loan repayments.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Increase student’s knowledge of the new FAFSA and DREAM application timeline.	SLO As a result of students attending the FAFSA/Dream workshop, they will learn the new application timelines.	1a- By providing educational opportunities 2a-Innovative approach to learning	90% of students who attend the workshop will demonstrate their knowledge of the new FAFSA/Dream application timeline by scoring 75% or higher on post - test.	A pre-test and post-test will be completed by students to assess their knowledge of the new FAFSA and DREAM timeline.	Goal was met. A total of 448 students completed surveys. Post-tests revealed 95% of students increased their knowledge of the new FAFSA and DREAM ACT application timeline and updates.	Utilize Prep-Talk online workshops to maximize outreach efforts to students. Update workshops with new Financial Aid changes.
2.	Increase students’ knowledge of the changes to the BOG waiver and how the	SLO As a result of receiving information of the BOG Changes, Students will learn how the	1a- By providing educational opportunities 2a-Innovative approach to learning	90% of students who are provided the information of the BOG changes will learn the new standards and new BOG waiver	A pre-test and post-test will be completed by students to assess their knowledge of the new BOG	Goal was met. A total of 116 students completed the surveys. Post-tests revealed 87% of students	Created customized Norco College brochures to promote the BOG waiver changes and the new appeal

	changes affect their BOG waiver eligibility.	new changes affect their BOG eligibility.		eligibility by scoring 75% or higher on post-test.	waiver changes.	increased their knowledge of the BOG waiver changes.	process. Collaborate with Matriculation, ASNC, and Admissions and Records to notify students of the potential loss of BOG waiver.
3.	The number of students defaulting on student loans will be reduced by Student Financial Services Staff providing adequate loan counseling and following up with students who are approaching delinquent loan status.	SAO As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Default Management Services, the number of students defaulting on their student loans will decrease.	1a- By providing educational opportunities 2a-Innovative approach to learning	75% of students approaching the delinquency stage will be returned to good status. Monitor the North Star Default Management report for the number of delinquent students returned to good status. Compare the school's cohort default rate from last year to the current year for any change.	Data from North Star Management reports will be utilized to review the number of delinquent student loans returned to good status. Compare the school's cohort default rate from previous years to the current year to track any changes.	Goal was not met. As of May 2, 2016, based on the current report received by North Star Default Management Services, the percentage of students returned to good status is 41%. No student borrowers have defaulted during this reporting period.	Student Financial Services will continue the use of North Star Default Management services and enhance communications with telephone calls to past-due students.

II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis

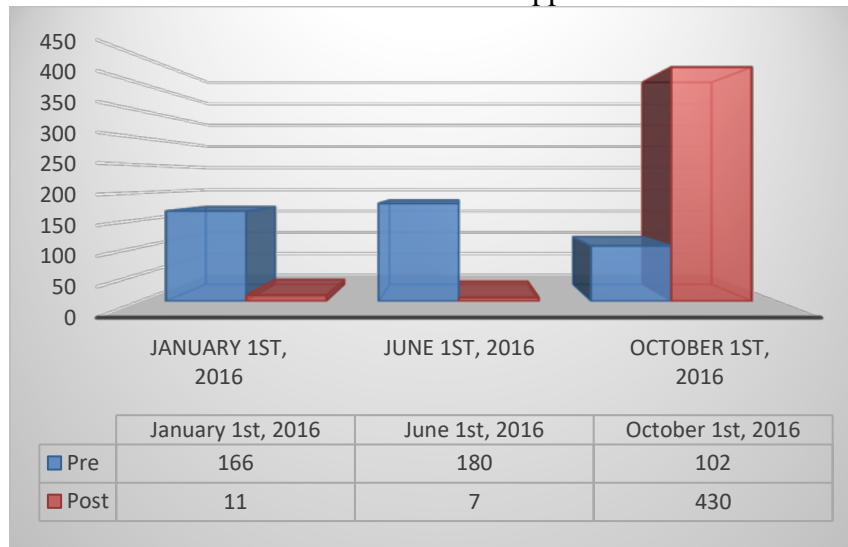
SLO/SAO #1: As a result of students attending the FAFSA/Dream workshop, they will learn the new application timelines.

Findings/Data Analysis

A pre and post-test containing three questions was completed by students to assess their knowledge of the new FAFSA and DREAM ACT application timeline. The post-test revealed 448 students increased their knowledge by 95%.

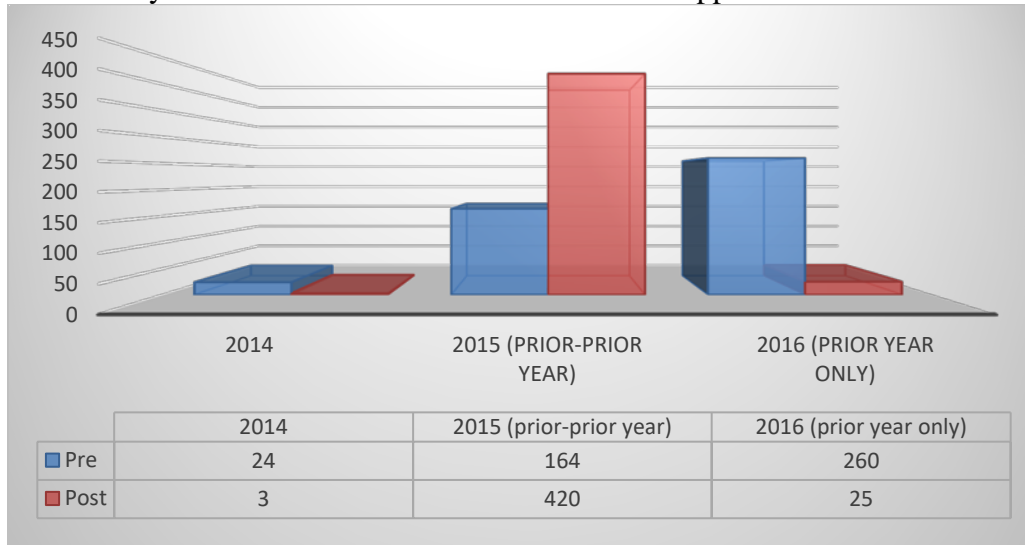
Question #1:

When will 17/18 FAFSA and DREAM applications be available?



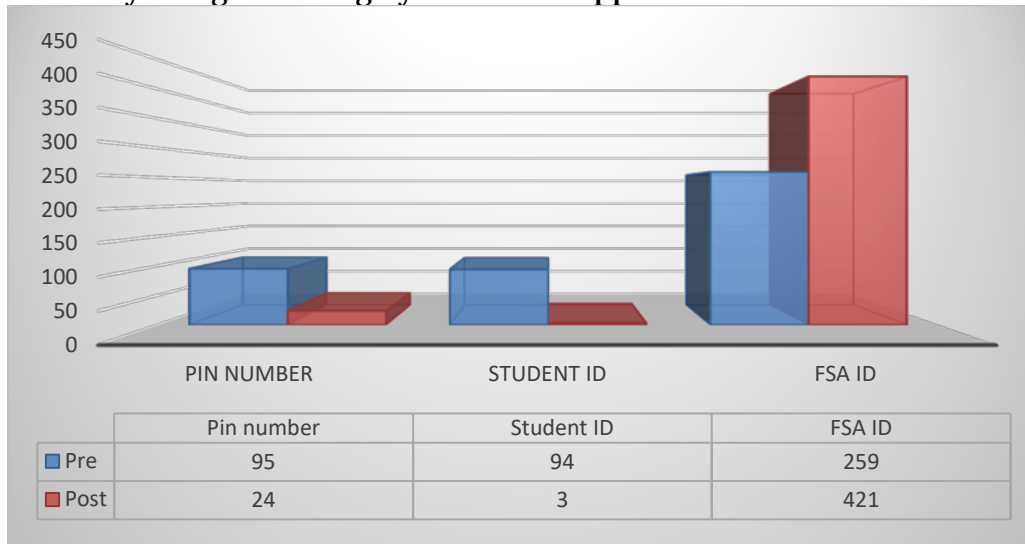
Question #2:

Which tax year will the 17/18 FAFSA and DREAM applications be based on?



Question #3:

How do you log in and sign your FAFSA application?



Improvement Recommendations

Student Financial Services will update workshops with new Financial Aid changes. Utilize Prep-Talk online workshops to maximize outreach efforts to students.

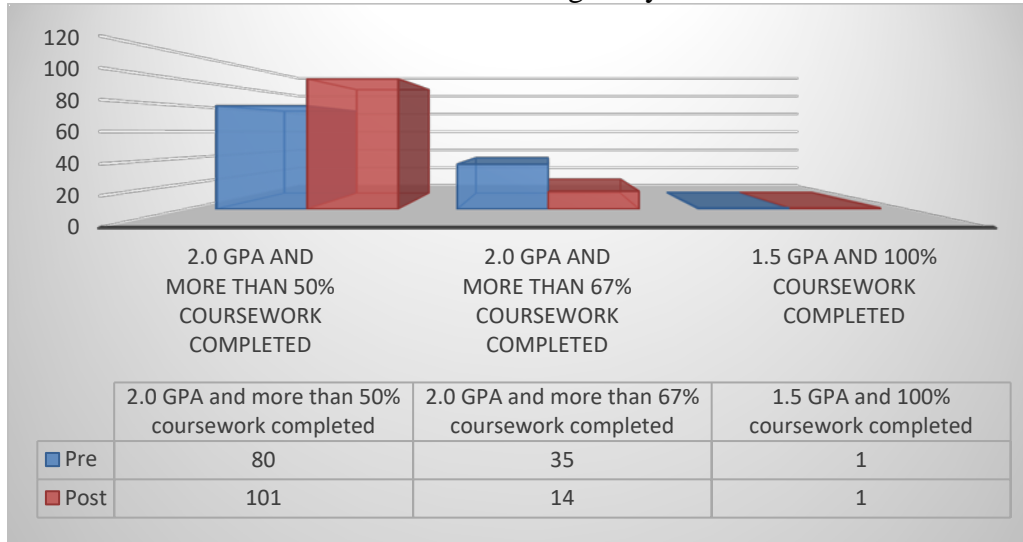
SLO/SAO #2: As a result of students receiving information of the BOG changes, students will learn how the new changes affect their BOG eligibility.

Findings/Data Analysis

A pre and post-test containing three questions was completed by students to assess their knowledge of the new BOG waiver changes. The post-test revealed 116 students increased their knowledge by 87%.

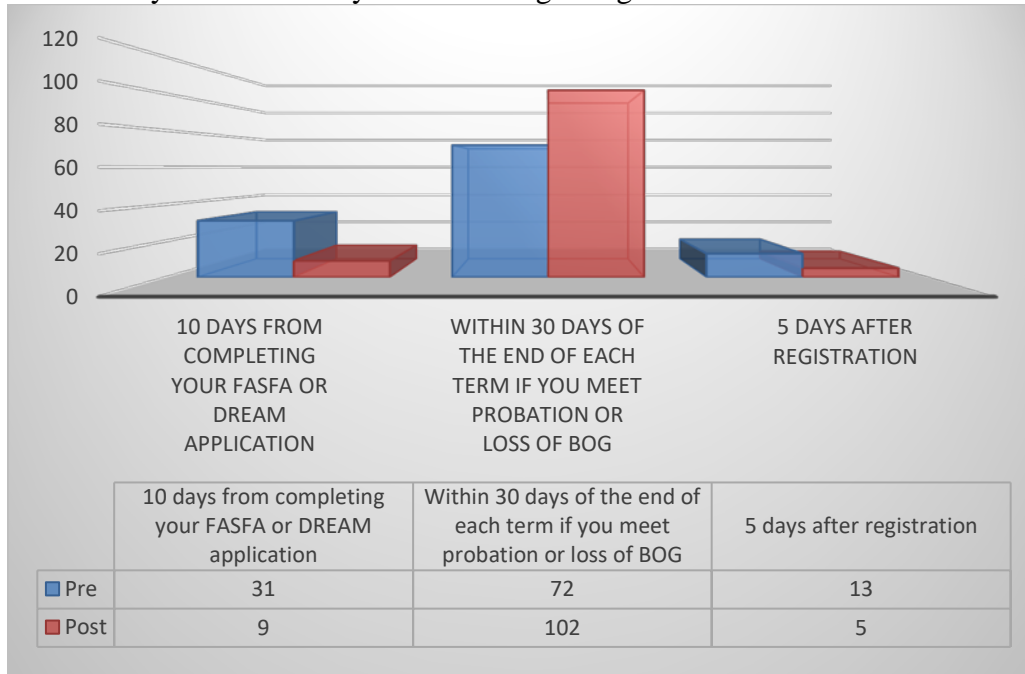
Question #1:

What are the standards to maintain BOG eligibility?

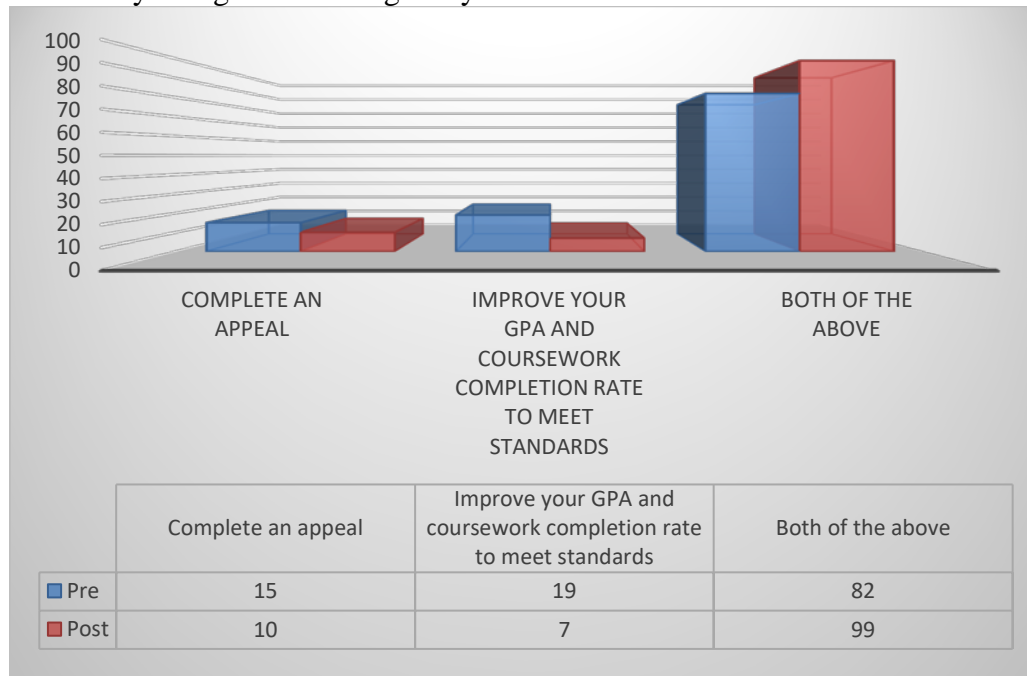


Question #2:

When will you be notified you are no longer eligible for BOG?



Question #3:
How can you regain BOG eligibility?



Improvement Recommendations

Student Financial Services will create customized Norco College brochures to promote the BOG waiver changes and the new appeal process. Collaborate with Matriculation, ASNC, and Admissions and Records to notify students of the potential loss of BOG waiver.

SLO/SAO #3: As a result of Student Financial Services staff providing loan counseling and tracking delinquent students with the use of North Star Default management services, the number of students defaulting on their student loans will decrease.

Findings/Data Analysis

As of May 2, 2016, based on the current report the percentage of students returned to good status is 41%. According to the last cure report received by North Star Default Management Services providing an update on delinquency outreach, 16 of the 39 borrowers in delinquency status have been re-instated to satisfactory repayment status. No student borrowers have defaulted during this reporting period and 23 student borrowers are delinquent on repayment of their student loans.

Cure Report for Norco College

¹ Number of Borrowers	Current Status (As of date May 2, 2016)											
	³ Cured	⁴ Defaulted	² Days Delinquent									
31-46			47-76	77-106	107-136	137-166	167-196	197-226	227-270	271-360	361+	
39	16	0	0	1	5	6	3	2	3	2	1	0

¹ **Number of Borrowers:** The number of unique borrowers with delinquent loans during the month of outreach (31 to 270 days past due)

² **Days Delinquent:** The number of unique borrowers whose loans, as of the date of the report, remain in a delinquent status even with outreach services.

³ **Cured:** The number of unique borrowers whose loans, as of the date of the report have moved from a delinquent status to a current status due to forbearance, deferment, payments made, etc.

⁴ **Defaulted:** The number of unique borrowers whose loans, as of the date of the report, have moved from a delinquent status to a defaulted status

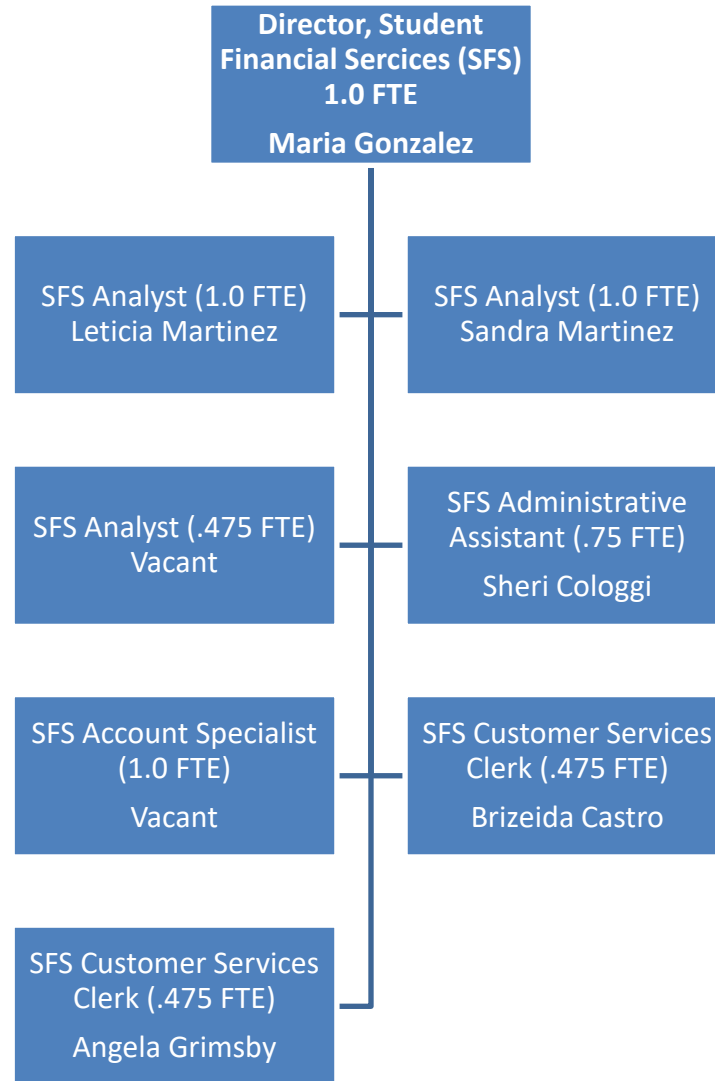
Norco College’s 3-year official cohort default rate (CDR) for 2011 was **15.7%**, and the official cohort default rate for 2012 was **15.2%**. The draft cohort default rate for 2013 is **2%**. The draft cohort default rate for Norco College has significantly decreased for the reason that Norco College’s cohort rate is no longer calculated a

Improvement Recommendations

Student Financial Services will continue the use of North Star Default Management services and enhance communications with telephone calls to past-due students.

III. Needs Assessment

1. Staffing Level



2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration	1	1	1	1	1	1	1
Classified Staff FT	4	3	3	3	3	6	6
Classified Staff PT	1	1	1	1.5	1.5	3	3
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time	1	1	1	0	0	0	0
Total Full Time Equivalent Permanent Staff	5.5	6	6	5.5	5.5	9	9
Short Term Staff	0	0	0	0	0	0	0
Student Workers	4	7	7	8	8	8	8

3. Improvement Areas

The lack of efficiency from the Financial Aid Office has been affected due to adequate staffing. For example,

- Lack of dedicated Financial Aid IT staff to assist with system updates, changes, reporting, and technical assistance.
- The number of FAFSA/DREAM ACT applications has increased significantly from 2012 to 2015 by approximately 2,000.
- The amount of Cal Grant awards has increased from 2012 to 2015 by an estimated \$326,106. New regulations are moving the fiscal year reconciliation and fall and spring reconciliations to earlier dates. The workflow will require additional and manual monitoring of the Cal Grant awards.
- The new Board of Governors Waiver (BOGW) regulations have also impacted workloads.
- In the 2015-2016 academic year, an additional grant (Full-Time Student Success) was implemented which added additional awarding and reporting requirements.

4. Staff Needs**NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)**

<p align="center">List Staff Positions Needed for Academic Year 2016-2017 Please be as specific and as brief as possible when offering a reason. Place titles on list in order (rank) or importance.</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1. Student Financial Services Officer (Full Time) <u>Reason:</u> This position is required to ensure rigorous compliance with all regulations and the annual audit. The SFS officer transmits PELL, SEOG, Cal Grant, Direct Loans, Scholarships, and AmeriCorps for disbursement and posting to each student's account. Manages COD records, PELL reconciliation and resolve conflicts with COD records and Department of Education.</p>	N	\$115,868
<p>2. Student Financial Services Customer Clerk (part-time increased to full-time) <u>Reason:</u> The increase is required due to the increased workload of the number of students served and the increase in the number of FAFSA and DREAM Act applications. For 2015-2016, over 15,100 students received assistance at the SFS counter. This number does not include phone contacts, email requests and faxed documents.</p>	I	\$82,714
<p>3. Student Financial Aid Analyst (Full-Time) <u>Reason:</u> This position is needed due to increased student Financial Aid population to monitor the changes in regulations, to implement changes, and assist the Financial Aid office with disbursement processing and procedural updates. The number of FAFSA and DREAM Act application has increase significantly. This position is needed to assist and ensure that special programs are in compliance.</p>	N	\$103,570
<p>4. Student Financial Services Outreach (Full-Time) <u>Reason:</u> The Outreach position can assist and track the at-risk student population, foster youth, Dreamers, Veterans, etc. and also provide support for students on probation for federal aid and BOG dismissal students, which is critical for student success.</p>	N	\$94,674
<p>5. Auxiliary Business Services Book-Keeper (Full-Time) <u>Reason:</u> Position of a dedicated DISTRICT Auxiliary Business Services bookkeeper is needed to distribute financial aid grants, maintain appropriate files and records, prepare reconciliation and assist with the transmittal processes (FATP) to ensure the colleges are compliant with Federal regulations. Note: This position is being requested by all 3 colleges.</p>	N	\$103,570

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position, please be sure to mention that linkage.

6. Technology++ Needs Not Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure ?	How many users served ?	Has it been repaired frequently ?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification										
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position, please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

<p align="center">List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.</p>	<p align="center">Total Cost of Request</p>
<p>1. <u>Reason:</u></p>	
<p>2. <u>Reason:</u></p>	
<p>3. <u>Reason:</u></p>	
<p>4. <u>Reason:</u></p>	
<p>5. <u>Reason:</u></p>	
<p>6. <u>Reason:</u></p>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p align="center">List Professional Development Needs for Academic Year 2016-2017</p> <p>Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. FSA - Federal Student Aid Conference <u>Reason:</u> Provides training on Federal and state regulatory changes, compliance issues, and innovations in technology specifically for Financial Aid.</p>	\$1,700	2	\$3,400
<p>2. NASFAA - National Association of Student Financial Aid Administrators <u>Reason:</u> Provides training by DOE, Best Practices in Financial Aid, Regulatory Updates, and Technology updates and training.</p>	\$1,600	2	\$3,200
<p>3. CCCSFAAA – California Community College Student Financial Aid Administrators Association <u>Reason:</u> Provides regulatory updates, best practices in Financial Aid, compliance issues, and training to assist in promoting student access and success.</p>	\$2,000	2	\$4,000
<p>4. CASFAA - California Association of Student Financial Aid Administrators <u>Reason:</u> Provides state regulatory changes and updates for compliance issues, and best practices in Financial Aid.</p>	\$1,000	2	\$2000
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: Student Financial Services

9. SAFETY NEEDS *not* covered by current budget

<p align="center">List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Surveillance Camera <u>Reason:</u> Security required for SSV building. Currently there are no security gates to provide safety. The camera can act as a deterrent.</p>	\$1200	1	\$1200
<p>2. Remote Locks for Doors <u>Reason:</u> For better security, the remote locks can provide additional safety to employees.</p>	\$200	3	\$600
<p>3. Panic Button <u>Reason:</u> In case of an emergency, panic buttons can be used to secure safety.</p>	\$300	2	\$600
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

9. OTHER NEEDS not covered by current budget

<p>List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Reason:</p>			
<p>2. Reason:</p>			
<p>3. Reason:</p>			
<p>4. Reason:</p>			
<p>5. Reason:</p>			
<p>6. Reason:</p>			

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration

2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement:
 - ***2b – Provides support and encouragement through application of emerging technologies.***