

## 2011-12 Student Services Program Review Evaluation Summary

### Program: Student Financial Services (SFS)

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MPC has federal, state, and private funds to assist their students. Federal funds are Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (SEOG), Federal Work-Study, and three types of Federal Family Educational Loan Programs, (Stafford Subsidized Loan, Stafford Unsubsidized Loan, and the Parent's Loan for Undergraduate Students (PLUS)). State funds are Board of Governors Fee Waivers A, B, and C, and the Cal Grant Program. Private funds include MPC District Grant in Aid, Orr Estate Grant, several scholarships that are donated to the school and three short-term emergency loan programs.

The purpose of student aid is to provide access and choice for students, who, without such assistance, would not be able to attend an institution of higher learning. The purpose of MPC's financial aid is to provide monetary assistance for students to further their education, but who cannot do so without such assistance. All students must apply for financial assistance by submitting appropriate application forms to SFS.

#### Strengths

- SFS website & Student Portal is a dynamic resource for students and staff
- Interdepartmental cross training (rotation every 3 years)
- Collaboration w/ Foundation to increase additional number of donors and scholarships for students
- Use of results from Student Satisfaction Survey to adjust timeline of when files are completed and award letters are sent out

#### Areas to Address

- Identify other ways to increase collection of SFS Student Satisfaction Survey
- Re-evaluate Goals and Objectives that are ambitious but yet attainable and align with Action Plans
- Use of data to support trends and drive planning assumptions
- Not adequate to provide more staff support and services to Marina Education Center

#### Trends

- Increase of students applying completing FAFSA and applying for financial aid
- Increase in Federal Work-Study students
- Increase of information available on SFS website and Student Portal
- Increase in State & Federal Regulatory changes
- Increase program level research and data collection

#### Goals

- Maximize SFS electronic technology (MPC student e-mail, SFS website, SIS, FAMS, student portal)
- Support MPC retention efforts (partnerships/collaboration with other Student Services areas)
- Develop and implement and integrated Outreach Plan for Student Services
- Work IRD to support SFS data collection

#### Summary

A Student Services Program Review was conducted for SFS in the Spring of 2011 and prior to that it was completed in Spring 2009. The following table indicates that SFS outreach activities and deliveries of services (on-line and in person) have coincided with a steady increase in the number of students receiving various types of financial aid awards at MPC.

Types of Financial Aid	2008-09	2009-10	2010-11
BOGFW	2659	3051	3474
Grants	1371	1740	1779
Loans	271	326	325
Scholarships	192	179	141
Work-Study	112	90	121

Note: # indicates # of students receiving award

Despite staffing shortage, changes in federal & state regulations, technical limitations, and budgetary constraints, SFS has been able to serve students in the most efficient and professional manner possible.