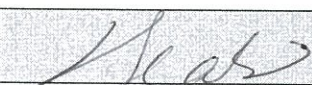


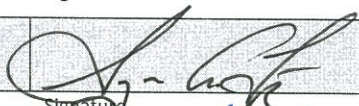



IMPERIAL VALLEY COLLEGE SERVICE AREA PROGRAM REVIEW

DATE:	2/10/2014
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DEPARTMENT/PROGRAM:	Financial Aid
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PREPARED BY:	Lisa Seals	
	Name	Signature

AREA DEAN/DIRECTOR:	Sergio Lopez	
	Name	Signature

AREA VICE PRESIDENT:	Todd Finnell	
	Name	Signature

IMPERIAL VALLEY COLLEGE MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

I. PROGRAM/DEPARTMENT DISCRPTION (include Vision; Mission; Services-
Functions; Funding Sources Statement)

Financial Aid Office Mission Statement: The Financial Aid Office at Imperial Valley College is comprised of a team of dedicated professionals committed to supporting student success by providing assistance with educational expenses to all eligible students. We strive to provide students and their families with courteous and efficient service while complying with all federal and state regulations as well as college policies. We encourage teamwork, cooperation, and innovation as well as continual professional development.

Funding sources: District (11001-931-6460) and Categorical (BFAP 15201-931-6460)

II. SERVICE AREA OUTCOMES (use the attached form to identify outcomes, methods,
assessment process, results, decisions & recommendations)

1. Outcome #1: Students will successfully complete the on-line FAFSA

Est. Completion Date: 6-30-2014 Way(s) to assess: Federal report comparing number of FAFSA completed by students attending IVC.

2. Outcome #2: Financial Aid students will demonstrate knowledge and understanding of Satisfactory Academic Progress (SAP) standards.

Est. Completion Date: 6-30-2015 Way(s) to assess: Providing education of SAP policy in different formats will lead to students having a better understanding of the Satisfactory Academic Progress standards for financial aid.

3. Outcome #3: Financial Aid students will demonstrate knowledge of courses required to complete their program of study within maximum timeframe standards.

Est. Completion Date: 6-30-2014 Way(s) to assess: Students who are required to submit a Student Education Plan Review at 60 or more degree applicable units will be better prepared to complete their programs within maximum timeframe standards.

III. DATA (use data pertinent to your program/department; include qualitative and
quantitative data; survey-evaluation results; and other relevant data to assess
program/department effectiveness)

FAFSA Data as of 1213 (see Table 1 attached)

Financial Aid Lab Stats 2013 (see Table 2 attached)

2013 Survey Results (attached)
2012-13 FA Processing Stats (attached)

- IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

The FAFSA Data table clearly indicates the continued increase in applications since 2008-2009. For many years this meant longer back-logs in financial aid processing. In recent years, changes were made to the financial aid process such as elimination of 100% verification of files that reduced processing time. Another change which reduced processing times during summer months is our "Don't Delay" campaign to encourage students to apply earlier in the award year. Comparing the 2011-12 vs. 2012-13 FA Processing stats shows that processing time has been reduced and files are being processed in a timely manner.

The Financial Aid Office conducted their second student survey this past year. Unfortunately there was a problem with a few of the questions on our first survey which forced students to provide answers to all questions even if they had previously indicated the topic did not apply to them. This makes comparisons between the 2 years difficult, despite this problem, responses continue to be mainly positive regarding services offered by Financial Aid.

Increasing the number of students who successfully complete the FAFSA remains a top priority of the Financial Aid Office. The Financial Aid Lab Stats shows a reduction in the number of students served, however the number of applications has remained steady. We would expect that more and more students will start completing the FAFSA through use of their own technology at home or through personal mobile devices.

- V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)

We continually review, evaluate and adapt our processing policies and procedures in order to reduce the amount of time between student completion of all institution application requirements and the awarding of financial aid. The Financial Aid office is in the process of implementing auto-packaging and full use of Banner Self-Service in order to reduce processing time and facilitate faster delivery of aid to students. Secretarial support is crucial in this effort as it is our secretary that updates and maintains our website and forms, manages all electronic communication with students, and provides several other support functions to staff and

students. Financial Aid was able to fill this crucial position with categorical BFAP funds which are expected to be reduced in the coming year. District funding at 50% or more will most likely be required to help keep this position funded.

This past year, the Financial Aid Office has assumed responsibility for certification of Veteran's benefits. Staff is currently being cross-trained and we will continue to seek ways to improve service to our Veteran population.

The FAFSA completion focus has switched to financial aid awareness both on campus for existing students and to high school students through our outreach efforts with the Imperial County Partnership for Higher Education. Financial aid awareness includes the maintaining of financial aid through successful completion of a college program or goal.

Financial Aid will continue to conduct surveys to monitor student satisfaction with services offered.

- VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

See Table

**SERVICE AREA PROGRAM REVIEW
PROCESS IMPROVEMENT OPPORTUNITIES**

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DISEM:01012500 Financial Aid
<i>Opportunities for:</i>
PROCESS #1: Auto-packaging
Work efficiencies: Utilize the Banner system to replace manual processes
Cost reductions: Reduce manual staff time on functions that can be performed electronically. Reduce number of phone calls, in-person inquiries, faxes and paper form handling
Contributions to student enrollment &/or success: This would allow faster processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems.
Supports Institutional Goal and Objectives:2.3
PROCESS #2: SAP Calculations
Work efficiencies: Utilize the Banner system to replace manual processes and fully utilize auto-packaging capabilities
Cost reductions: Reduce manual staff time on functions that can be performed electronically.
Contributions to student enrollment &/or success: This would allow faster processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems.
Supports Institutional Goal and Objectives: 2.3
PROCESS #3: Student Employment Process
Work efficiencies: Distribute Student Employment (a non-Financial Aid program) duties to HR department.
Cost reductions: Reduce staff time to process non-financial aid program
Contributions to student enrollment &/or success: This would allow more resources to processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems.
Supports Institutional Goal and Objectives: 2.3

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)		INSTITUTIONAL GOAL(S) (Check all that apply.)
1	<p style="text-align: center;">PAST PROGRAM GOAL #1</p> <p>Identify Program Goal from Last Program Review: Workstudy and Student Employment Process - Distribute Workstudy and Student Employment duties to appropriate departments and allow for faster processing</p> <p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: This year we were able to distribute a portion of work-study placement activities such as interviews and completion of paperwork to the actual students and supervisors. This contributed to faster processing and facilitated the intended objectives of the Workstudy program by helping to prepare students for future job searching activities. Due to personnel issues in the HR department we were unsuccessful in moving the Student Employment program over to that department and they were unable to accept the responsibility of maintaining student employment documentation for all student employees.</p>	<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

2	<p style="text-align: center;">PAST PROGRAM GOAL #2</p> <p>Identify Program Goal from Last Program Review: Student Self-Service - Improve Student Self-Service to be easier to navigate and allow students to complete and submit forms electronically</p> <p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: With the assistance of IT, we were able to modify the Student Self-service menus to make navigation easier for students, but we have not yet reached the point of allowing students to complete and submit forms electronically. This will be part of the goals for the coming year as part of the auto-packaging process.</p>	<p style="text-align: center;">INSTITUTIONAL GOAL(S)</p> <p><input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>
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3	<p style="text-align: center;">PAST PROGRAM GOAL #3</p> <p>Identify Program Goal from Last Program Review: SAP Calculations - Use Degreeworks and Banner to automatically calculate SAP</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input checked="" type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: Financial Aid Officers spend a large portion of their time manually calculating SAP prior to awarding a file. Auto/reliable SAP calculations would reduce awarding time significantly. This particular project requires significant IT resources which we have been working toward, it appears we will be actively working with SIG to accomplish this goal before the end of the 13/14 FY.</p>	<p style="text-align: center;">INSTITUTIONAL GOAL(S)</p> <p><input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>
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Comments:

FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS <small>(Describe future program goals. List in order of budget priority.)</small>	INSTITUTIONAL GOAL(S) <small>(Check all that apply.)</small>
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1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
	<p>Identify Goal: Auto-packaging of Financial Aid Awards</p> <p>Objective: Reduce manual staff time on functions that can be performed electronically by Banner. This would allow faster processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems.</p> <p>Task(s): 1. Set up Banner system 2. Develop new internal workflows and processes 3. Train Staff 4. Communicate new processes to students. Secretarial support is crucial in this effort as it is our secretary that updates and maintains our website and forms, manages all electronic communication with students, and provides several other support functions to staff and students. Financial Aid was able to fill this crucial position with categorical BFAP funds which are expected to be reduced in the coming year.</p> <p>Timeline: 14/15 Award year: March 2014 through June 2015</p>	<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
EXPENSE TYPE	FUNDING TYPE	BUDGET REQUEST
	RESOURCE PLAN <small>(Check all that apply.)</small>	

<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input type="checkbox"/> Categorical Specify: <input checked="" type="checkbox"/> General Fund	<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input checked="" type="checkbox"/> Staffing	<input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input checked="" type="checkbox"/> Student Services <input type="checkbox"/> Technology	\$64,000
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2	FUTURE PROGRAM GOAL #2 Budget Priority #2		INSTITUTIONAL GOAL(S)
Identify Goal: Banner SAP Calculations			<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: Utilize the Banner system to replace manual processes and fully utilize auto-packaging capabilities			
Task(s): 1. Schedule SIG consulting project 2. Set-up Banner 3. Train Staff 4. Implement new process to facilitate auto-packaging			
Timeline: 14/15 Award year: May 2014 through June 2015			
EXPENSE TYPE <input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	FUNDING TYPE <input type="checkbox"/> Categorical Specify: <input type="checkbox"/> General Fund	RESOURCE PLAN (Check all that apply.) <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing <input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input type="checkbox"/> Technology	BUDGET REQUEST \$ _____

3	FUTURE PROGRAM GOAL #3 Budget Priority #3		INSTITUTIONAL GOAL(S)
Identify Goal: Student Employment move to HR Department Objective: Distribute Student Employment (a non-Financial Aid program) duties to HR department. This would allow more resources to processing of student financial aid. Task(s): 1. Train HR staff 2. Communicate changes to internal staff and students Timeline: 14/15 Award year: May 2014 through June 2015			<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> Categorical Specify: <input type="checkbox"/> General Fund	FUNDING TYPE	RESOURCE PLAN <small>(Check all that apply.)</small> <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing <input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input type="checkbox"/> Technology
			BUDGET REQUEST \$ _____
TOTAL BUDGET REQUEST			\$ _____

1. How will your enhanced budget request improve student success?

This would allow faster processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems.

Comments:

INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

	ISLO(S) (Link SAO to appropriate ISLO(s).)
SERVICE AREA OUTCOMES (Describe learning outcomes.)	

SAO 1	SERVICE AREA OUTCOME #1	ISLO(S)
	Identify Outcome: Students will successfully complete the on-line FAFSA Measurable Outcome Summary: Completed FAFSAs increased 3.2% for 2012-13 over 2011-12 (see Table 1) <input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met Provide detail on any improvements/effectiveness and detail status on those not fully met: The Department is pleased with the overall number of applications being completed by students on-line and will continue to offer this service through the Student Services Computer Lab on campus.	<input type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input checked="" type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5

SAO 2	SERVICE AREA OUTCOME #2		ISLO(s)
	<p>Identify Outcome: Financial Aid students will demonstrate knowledge and understanding of Student Academic Probation policies.</p> <p>Measurable Outcome Summary: Reviewed data regarding content, success and completion of the SAP Workshop which became an on-line process beginning 2011-12. The data collected from Fall 2011 through Spring 2013 revealed that 70% of students who take the online SAP Workshop continue on to be disqualified in the next semester</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input checked="" type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: Given the SAP Workshop and Warning process does not appear to have the intended effect, the SAP Policy has been changed to Annual Evaluation. More emphasis will be placed on educating students on how to maintain SAP prior to the point of dropping below standards. New methods include Financial Aid TV custom videos to communicate our policies to students.</p>	<input checked="" type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input checked="" type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5	

SAO 3	SERVICE AREA OUTCOME #3		ISLO(s)
	<p>Identify Outcome: Financial Aid students will demonstrate knowledge of courses required to complete their program of study within maximum timeframe standards.</p> <p>Measurable Outcome Summary: Reviewed data regarding number of students who were required to submit a Student Education Plan review form at 60 or more degree applicable units. Although we have initial data indicating 585 students completed the SEP Review in 2011-12 and 914 for 2012-13, we will</p>	<input checked="" type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input checked="" type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5	

need more time to determine if in fact these students ever reach an MTF status which will tell us if the student exceeded Maximum Timeframe standards in the future.

Met

Partially Met

Not Met

Provide detail on any improvements/effectiveness and detail status on those not fully met: A few more years will be required to determine if completion of the SEP Review has any correlation to future success or non-success with program completion within Maximum Timeframe standards. We will compare results and in the future, procedures and student requirements will be modified in accordance with results.

FAFSA Data

Award Year	FAFSAs Processed	Percent Change
2006-07	6485	
2007-08	6689	3.1%
2008-09	7488	11.9%
2009-10	8438	12.7%
2010-11	9398	11.4%
2011-12	9699	3.1%
2012-13	10007	3.2%

**Financial Aid Lab
2013**

Month	Students served for Financial Aid	12-13 FAFSAs completed	13-14 FAFSAs completed
January	760	349	72
February	417	70	119
March	688	62	251
April	573	31	325
May	993	56	547
June	645	56	261
July	1131	0	492
August	1324	0	456
September	501	0	51
October	246	0	31
November	307	0	118
December	139	0	34
Total	7724	624	2757

1. How often do you access your IVC email account?

	Response Percent	Response Count
Daily <input type="checkbox"/>	34.5%	131
Weekly <input type="checkbox"/>	43.2%	164
Monthly <input type="checkbox"/>	13.2%	50
Never <input type="checkbox"/>	9.2%	35
answered question		380
skipped question		0

2. How often do you access your WEBSTAR account to view your financial aid information?

	Response Percent	Response Count
Daily <input type="checkbox"/>	9.7%	37
Weekly <input type="checkbox"/>	47.6%	181
Monthly <input type="checkbox"/>	39.2%	149
Never <input type="checkbox"/>	3.4%	13
answered question		380
skipped question		0

6. Have you ever used the Financial Aid Lab?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	65.8%	250
No	<input type="checkbox"/>	34.2%	130
answered question			380
skipped question			0

7. If you answered "Yes" to question 6, please rate the service:

	Excellent	Average	Poor	Rating Count
Staff courteousness:	72.1% (191)	21.9% (58)	6.0% (16)	265
Staff knowledge:	74.8% (196)	22.5% (59)	2.7% (7)	262
Satisfaction with the services:	69.5% (182)	25.6% (67)	5.0% (13)	262
answered question				266
skipped question				114

8. Have you ever taken the Satisfactory Academic Progress (SAP) online workshop?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	39.2%	149
No	<input type="checkbox"/>	60.8%	231
answered question			380
skipped question			0

12. Have you ever received phone or in-person service from the Financial Aid Reception Area?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	59.7%	227
No	<input type="checkbox"/>	40.3%	153
answered question			380
skipped question			0

13. If you answered "Yes" to question 12, please rate the service:

	Excellent	Average	Poor	Rating Count
Staff courteousness:	69.9% (167)	21.8% (52)	8.4% (20)	239
Staff knowledge:	65.0% (154)	29.5% (70)	5.5% (13)	237
Satisfaction with the services:	64.6% (153)	27.8% (66)	7.6% (18)	237
answered question				239
skipped question				141

14. Have you ever received phone or in-person service from a financial aid technician or officer?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	52.4%	199
No	<input type="checkbox"/>	47.6%	181
answered question			380
skipped question			0

Q17. General comments regarding the IVC Financial Aid Office

to individuals at front desk can sometimes be non-existent.

20	It would be nice to have more personnel helping the students. Other than that they are friendly and they help you if we don't understand how to fill out a form, If it weren't for financial aid, I wouldn't have been in college to get a degree, I'm a single mom and it wouldn't have been hard for me to go back to school because I can't afford it. So thank you very much for that I really appreciate it.	May 4, 2013 6:50 PM
21	needs to not have extra fees to use the debit card...we could not pay extra fees at all we are students!!	May 4, 2013 3:59 PM
22	This is a useful office for all students, thank	May 3, 2013 11:20 PM
23	Everything is very well	May 3, 2013 9:37 PM
24	Good job	May 3, 2013 8:29 PM
25	It would help if the staff would help recipients understand the real purpose of financial aid and how it is supposed to work. I have felt that they work around the system instead of making the most of it for the students who really need the assistance.	May 3, 2013 4:00 PM
26	none	May 3, 2013 3:16 PM
27	Just with the debit card, there has been 2 times that IVC machines "eat" my money and I haven't returned it back.	May 3, 2013 11:27 AM
28	I would like that refund wasn't just this one bank because sometimes it is a lot expensive.	May 3, 2013 9:53 AM
29	I have always great service for people who work in financial Aid office I also recommended Alma Orozco and Leticia Santiago they are excellent people and have great habits to attend students. They have time for all students if they are working or not working with your application. They help us with anything thanks	May 3, 2013 9:12 AM
30	IVC debit refund needs to be eliminated. It is a poor service that does not benefit students and is set up to make it difficult for students to change their direct deposit option. Students are better off either picking up check at IVC or direct deposited to a college banking account where you are given adequate services and access to your money with no monthly charge or fee for loss of card. Financial aid at IVC is the most inadequate dept and continues to offer inefficient services to students.	May 3, 2013 8:32 AM
31	Everything it's Ok	May 2, 2013 11:22 PM
32	Very good service	May 2, 2013 5:51 PM
33	The IVC Financial Aid Office has an excellent staff, and I always finish my application thanks to them.	May 2, 2013 5:38 PM
34	I wish they could reach me the same day I call them.	May 2, 2013 5:37 PM
35	I don't receive Financial Aid, and I hate it. I can't afford college like this.	May 2, 2013 12:55 PM

Q17. General comments regarding the IVC Financial Aid Office

61	good	May 1, 2013 11:18 AM
62	none.	May 1, 2013 10:51 AM
63	good	May 1, 2013 10:47 AM
64	well in financial aid office there is two persons that never do nothing I ask some question to them and they treat me like a fool I don like that because they are in that place for help people whose do not have the knowledge for fill the application for the financial aid a very poor service with prepotent people I do not why the school pay those people if they give a frightful service I think is the moment for contract new people in financial aid office the building behind cafeteria	May 1, 2013 10:17 AM
65	Service is satisfactory	May 1, 2013 10:05 AM
66	Book Voucher for summer school	May 1, 2013 9:49 AM
67	The ATM services for IVC debit cards should be upgraded. The machines tend to be out of service too often and there aren't enough on campus.	May 1, 2013 9:49 AM
68	Thanks for all services	May 1, 2013 9:38 AM
69	The people is very helpful and kind. In other words EXCELLENT !!!!!	May 1, 2013 9:24 AM
70	They are doing awesome.	May 1, 2013 9:22 AM
71	None	May 1, 2013 9:05 AM
72	The only problem about the IVC Debit card is the extra .50 that is charged when used as a DEBIT card. I think that's not fair, after all it is a debit card.	May 1, 2013 9:04 AM
73	I need to go to the lab to fill out my new FAFSA.	May 1, 2013 9:00 AM
74	More respect, less ignorant comments. Let the student ask the question instead of getting interrupted. Give an explanation to make me understand not stupid information. Very unsatisfied with the financial aid lab, VERY	May 1, 2013 8:58 AM
75	very friendly & courteous staff, keep up the good work	May 1, 2013 8:57 AM
76	IVC financial aid staff should be more polite sometimes it seems like they dont want to be there and when you ask them questions there usually talking amongs each other and leace you waiting until there done chatting.	May 1, 2013 8:56 AM
77	It was easy to set up my financial aid and i had no problems at all. :)	May 1, 2013 8:55 AM
78	One of the student workers at the financial aid reception is very disrespectful. Ignores students just to use the phone personally	May 1, 2013 8:53 AM
79	It's a very good program, thank you for help me....	May 1, 2013 8:50 AM
80	In my opinion, the workers in the front desk are sometimes helpful but it seems they get bother if you ask them a question that they answer a million times but its not our fault the we have the same question... but that's not everybody! thanks!	May 1, 2013 8:49 AM

2012-13 Processing Stats

Date	AO	KA	LS	KL	MI	CS	Incomp Total	BO	GP	MT	Pend Award	YTD Awarded	Backlog in weeks	Undup ISIRs
3/20/2012	48	45	40	45	42	44	264				0		NA	
3/28/2012	63	50	44	62	63	44	326				0		NA	
4/4/2012	86	66	50	60	30	76	368	98	2	10	110	14	NA	
4/18/2012	113	91	83	90	26	100	503	132	106	122	360	17	NA	
4/25/2012	130	102	77	115	48	122	594	166	140	151	457	22	NA	4137
5/2/2012	107	103	83	109	68	131	601	255	216	238	709	49	NA	4432
5/9/2012	80	97	77	134	51	135	574	298	295	310	903	94	NA	4678
5/16/2012	144	142	107	150	55	162	760	364	350	364	1078	99	1	4920
5/23/2012	137	119	104	170	63	155	748	442	430	432	1304	136	NA	5142
5/30/2012	94	133	120	182	89	154	772	523	458	566	1547	136	NA	5309
6/6/2012	103	152	124	189	80	133	781	550	571	628	1749	138	NA	5489
6/13/2012	117	181	146	214	56	122	836	575	593	585	1753	280	NA	5691
6/20/2012	168	202	198	201	47	105	921	535	538	535	1608	521	9	5787
6/26/2012	210	246	257	179	41	91	1024	434	498	440	1372	898	6-8	5947
7/3/2012	317	346	333	2	40	3	1041	358	423	399	1180	1317	6-8	6088
7/11/2012	302	321	309	5	48	0	985	273	387	388	1048	1750	6-8	6337
7/18/2012	257	354	312	20	90	0	1033	99	345	330	774	2343	5	6620
7/25/2012	295	381	327	58	107	0	1168	61	299	263	623	2694	4	6988
8/1/2012	382	467	354	37	155	0	1395	18	132	119	269	3297	2	7462
8/8/2012	472	538	459	36	104	0	1609	31	43	17	91	3695	2	7788
8/15/2012	456	533	434	1	78	0	1502	27	79	46	152	3902	2-3	8000
8/22/2012	491	558	358	0	53	0	1460	15	57	41	113	4281	3	8137
8/29/2012	519	553	366	2	51	0	1491	6	19	6	31	4650	4-5	8411
9/5/2012	454	530	360	1	42	0	1387	7	6	3	16	4864	4-5	8439
9/12/2012	323	372	321	2	40	0	1058	12	19	13	44	5186	3	8555
9/19/2012	205	307	260	2	24	0	798	52	80	53	185	5326	<1	8581
9/26/2012	183	258	237	1	21	0	700	48	22	12	82	5548	<1	8610
10/3/2012	186	202	216	2	17	0	623	7	2	0	9	5714	<1	8639
10/10/2012	132	158	204	0	15	0	509	0	1	4	5	5835	<1	8714
10/17/2012	111	78	121	0	15	0	325	1	1	0	2	5901	<1	8751
10/24/2012	113	50	70	0	16	0	249	1	0	1	2	5952	<1	8784
10/31/2012	85	48	58	0	15	0	206	3	2	1	6	5982	<1	8808
11/8/2012	73	40	52	0	14	0	179	2	2	2	6	6033	<1	8855
11/14/2012	68	42	55	0	17	0	182	3	2	1	6	6043	<1	8895
11/28/2012	61	56	58	0	20	0	195	7	3	2	12	6120	<1	9094
12/5/2012	89	91	79	0	21	0	280	3	1	1	5	6186	<1	9240
12/12/2012	70	80	68	0	23	0	241	4	3	2	9	6287	<1	9291
1/2/2013	87	80	76	0	34	0	277	4	2	2	8	6319	<1	9316
1/9/2013	79	55	62	0	28	0	224	7	3	4	14	6369	<1	9455
1/16/2013	79	58	66	0	35	0	238	4	5	6	15	6450	<1	9482
1/23/2013	79	60	72	0	41	0	252	2	3	3	8	6533	<1	9581
1/30/2013	78	58	49	0	31	6	222	2	6	1	9	6630	<1	9644
2/6/2013	42	37	37	0	26	13	155	2	2	2	6	6694	<1	9675