

# **Financial Aid Presentation**

## **January 24, 2012**

Presented by:  
**Vice Chancellor, Dr. Jacob Ng**

# Financial Aid Data

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As we compare last year's data as of **January 28, 2011** to this year's data as of **January 24, 2012**, the district has improved its process for evaluating files and disbursing checks to students.

Please see data below:

	Files Evaluated as of 1/28/11	Files Evaluated as of 1/24/12		Checks Received by Students as of 1/28/11	Checks Received by Students as of 1/24/12
<b>TOTAL</b>	<b>8,672</b>	<b>9,547</b>		<b>5,412</b>	<b>6,070</b>



# Financial Aid Data

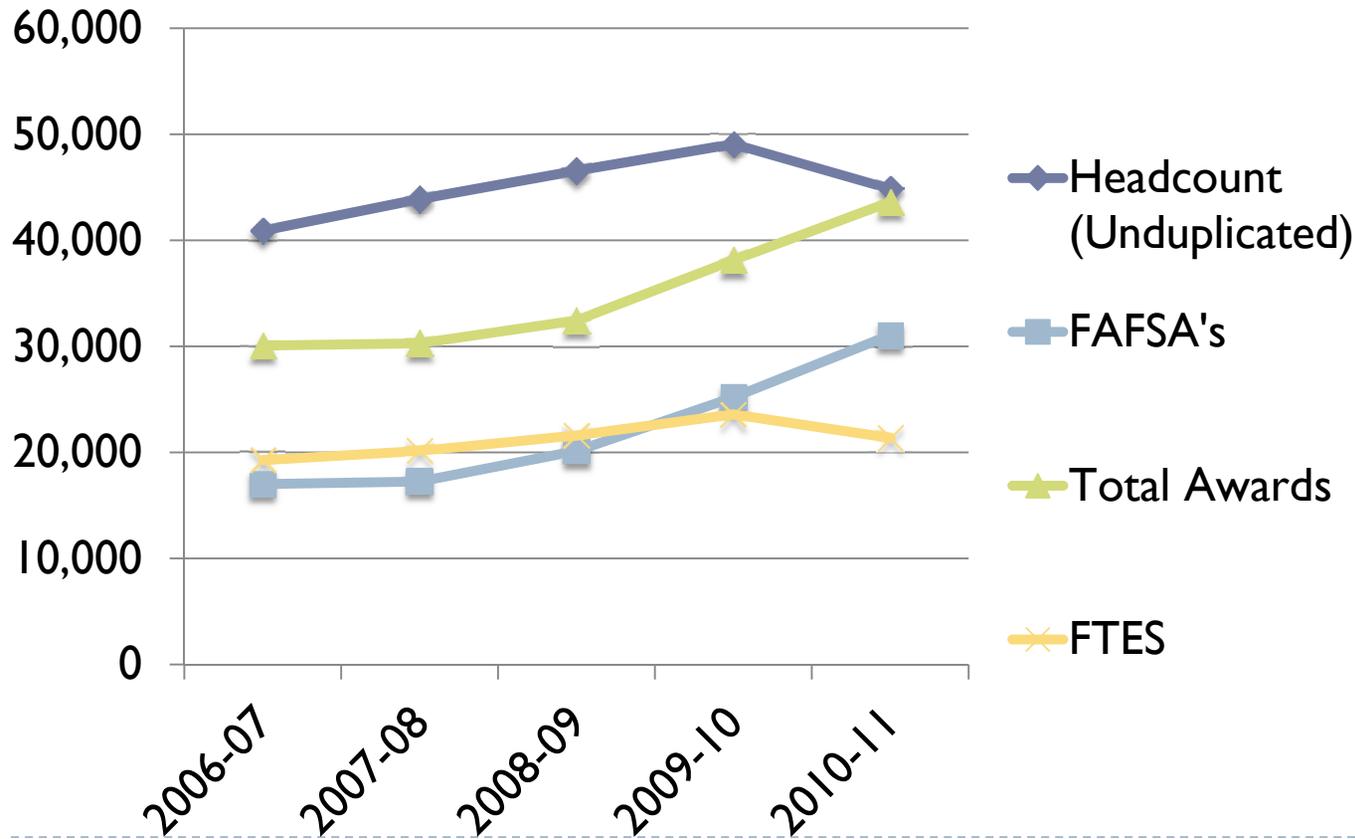
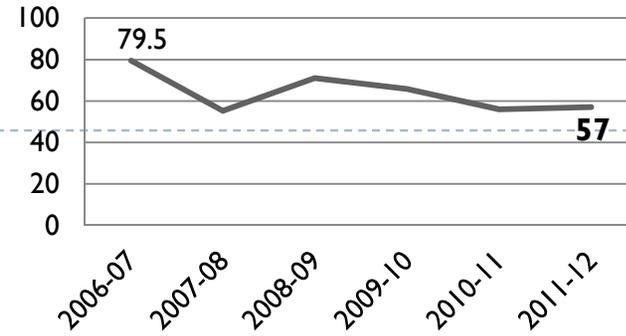
YEAR	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12 (Fall 2011 only)
Total Staff	79.5	55.25	71	65.75	56	57
Headcount (unduplicated)	40,909	43,884	46,547	49,074	44,852	26,885
FTES	19,275	20,142	21,618	23,578	21,379	N/A
FAFSAs	17,016	17,246	20,144	25,177	31,079	25,944
Total BOG Fee Waivers	19,503	19,025	21,173	25,874	30,807	N/A
Total Awards of Pell Grant	5,343	5,778	5,641	7,090	7,707	N/A
Total Awards of Other Financial Aid	5,219	5,481	5,648	5,168	5,112	N/A
Total Awards	30,065	30,284	32,462	38,132	43,626	N/A
Total Aid	\$24,499,618	\$26,093,348	\$27,619,958	\$39,189,078	\$40,526,211	\$22,311,297

Other Financial Aid Includes: **Academic Competitiveness Grant, Cal Grants, EOPS, Care, Chafee Grant, SEOG, Other Grants, Direct Subsidized/Unsubsidized Loans, Other Loans, Plus Loans, Federal Work Study, Scholarships (Osher, Non-Institutional), CA SWS, EOPS Federal Work Study**



# Financial Aid Data

### Staffing



# Financial Aid Challenges

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1. Lines
2. Students want their complaints addressed immediately
3. Applications/File Evaluation
4. Check Disbursement
5. Promotion and Communication



# Lines

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Challenges/Problems	Analysis	Solutions	Timeline/Costs
<b>LINES</b>	<p>Long wait time in lines at Financial Aid office during peak enrollment and beginning of the semester</p> <p>Students frustrated</p>	<p>In order to reduce the wait times in lines, we will be implementing <b>Schedule and Reporting Software (SARS)</b>.</p> <p>This software will text students when their appointments are ready, allowing them to better utilize their time instead of waiting in line.</p> <p>A TV monitor will also display wait times and appointments</p>	<p>Testing and Implementation occurring in <b>Spring 2012</b>.</p> <p>Cost: <b>\$23,000</b> one time expense</p>



# Critical Student Issues/Complaints

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Challenges/Problems	Analysis	Solutions	Timeline/Cost
<p><b>CRITICAL STUDENT ISSUES/COMPLAINTS</b></p>	<p>Students want their complaints addressed immediately</p> <p>Students frustrated</p>	<p>Triage system to prioritize critical student issues.</p> <p>Hundreds of student issues have been resolved using this triage system since September 2011.</p> <p>Fewer students are frustrated because they are being listened to and their issues are usually addressed within a 48 hour timeframe</p> <p>Small issues aren't being escalated to bigger issues</p> <p>Students to are being referred to appropriate services to meet the needs not only on campus but out in the community</p>	<p>Currently implemented</p>



# Application/File Evaluation

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Challenges/Problems	Analysis	Solutions	Timeline/Cost
<b>APPLICATION/FILE EVALUATION</b>	<p>Complicated process of receiving, reviewing and evaluating can be shortened</p> <p>Students frustrated</p>	<p>Financial Aid is currently evaluating files at a faster rate as demonstrated by the fact that many more files have been evaluated at this point as compared to the same time last year.</p> <p><b>Files evaluated as compared to last year have shown improvement.</b></p> <p>We are streamlining the evaluation process by:</p> <ul style="list-style-type: none"> <li>•Taking out unnecessary documents</li> <li>•Answering more questions at counter</li> <li>•Document imaging (Scanning of files electronically)</li> </ul> <p>Efficiency, accuracy and effectiveness continue to be crucial to this process</p> <p>Implementing the same processes throughout PCCD to better serve the students</p>	<p>Currently in progress - Ongoing</p>



# Check Disbursement

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Challenges/Problems	Analysis	Solutions	Timeline/Cost
<b>CHECK DISTRIBUTION</b>	<p>Disbursement process is cumbersome and slow</p> <p>Students frustrated</p>	<p>VC Ng has been working with VC Gerhard for the last few months to improve the business process.</p> <p><b>Check disbursement has improved</b> as compared to this time last year.</p> <p><b>Peralta is implementing a new method of disbursement</b> for the second Spring 2012 Financial Aid disbursements, the week of February 6, 2012.</p> <p><b>Deduction of fees</b> – Holds are currently in place on students’ accounts for those who have not paid their past due balance. This will prevent them from enrolling in classes until fees are paid.</p> <p>Students can now sign a form to authorize us to deduct fees from their account.</p>	<p>PeraltaCard (Higher One) <b>February 2012</b></p> <p>Cost: <b>\$0</b></p>



# PeraltaCard

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- ▶ Peralta has partnered with HigherOne, a financial services company, to provide a method for **delivering financial aid disbursements**.
  - ▶ Helps **streamline operations** & **improve student service**
  - ▶ New HigherOne disbursement services will be deployed for the second Spring 2012 Financial Aid disbursements, the week of February 6, 2012.
  - ▶ HigherOne currently serves more than **720** campuses nationwide
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# PeraltaCard

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- ▶ Students will have choice to receive their disbursements;
    - ▶ PeraltaCard - One Account: **Same-day deposits** to students' HigherOne accounts (Debit Card)
    - ▶ **Direct deposits** to another bank account (i.e. Wells Fargo, Bank of America, Credit Union, etc...) (**refunds available in 2-3 business days**)
    - ▶ **By check**, which would be mailed to their home (**refunds available in 5-7 business days**).
  
  - ▶ **HigherOne ATM Machines** are now located at Laney, COA and BCC campuses (Merritt installation date: January 27<sup>th</sup>)
  
  - ▶ Workshops/promotional activities on campus
    - ▶ Laney – Beginning January 27<sup>th</sup>, occurring weekly on Fridays
    - ▶ Merritt – Beginning February 3<sup>rd</sup>, every Monday and Wednesday through March 31<sup>st</sup>
    - ▶ BCC – Staff currently available on an individual basis
    - ▶ COA – Staff currently available on an individual basis in the Welcome Center
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[www.PeraltaCard.com](http://www.PeraltaCard.com)



## Unlock the possibilities!

The **Peralta Card Debit MasterCard®** is your key to faster refund delivery choices and access to a world of benefits designed to simplify your finances. Getting started is a snap:

**Visit.**

Go to [PeraltaCard.com](http://PeraltaCard.com)

**Set up.**

Enter your card number to get started.

**Choose.**

Select the refund option that is best for you.



Keep an eye out for this!



Look for the green envelope in the mail from Higher One and Peralta Community College District.

# PeraltaCard



## Communication to Students:

1. **Video (YouTube)** <http://youtu.be/T8MCcc3-XXo>
2. **Emails**
3. **Banners/Flyers on Campus**

4. **Workshops**
5. **Website**



### Navigation

- > [Peralta Colleges Home](#)

Peralta Colleges Home Tuesday 24 January 2012



**Attention All Financial Aid Students: New method of financial aid disbursement is coming for Spring 2012.** It is most important that all students review and update mailing address and phone number. Please activate your [Peralta email address](#) in order to receive communications regarding your financial aid.

# Promotion and Communication

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Challenges/Problems	Analysis	Solutions	Timeline/Cost
<b>PROMOTION AND COMMUNICATION</b>	Information not provided to students in a diverse manner in order to capture all student groups	PeraltaCard (Higher One)  Cash For College Event – <b>January 28, 2012</b>  Facebook  Website communication  FAFSA Weeks (Fall 2011 and Spring 2012)  •We are working with student organizations to promote the FAFSA Weeks to inform students of new our new procedures.	Currently in progress - Ongoing



# Communication with Students

## FAFSA WEEK (November 2011)

## FACEBOOK



The screenshot shows the Facebook profile for "Laney College Financial Aid". The page header includes the Facebook logo, a search bar, and the page name "Laney College Financial Aid" with a "Like" button. Below the header is a navigation menu with options: Wall, Info, Friend Activity, Photos, and Questions. The main content area displays a post from January 5, 2011, at 1:37pm. The post text reads: "Happy New Year and welcome back to the Academic Time Zone. At the sound of the bell you may begin applying for financial aid for the 12-13 school year. ....Ding!". The post has received one like from Kane Dzang. Below the post is a link to "Home - FAFSA on the Web - Federal Student Aid" with the URL www.fafsa.ed.gov. A second post from January 4, 2011, at 10:38am is partially visible, mentioning an "IRS Data Retrieval Tool". The left sidebar lists "Page Owners" including Virginia Elena Lehr, Maria Spencer, and Gary Nicholes. At the bottom of the sidebar are links for "Create a Page", "Get Updates via RSS", "Report Page", and "Share".

# State Financial Aid Updates

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## ▶ California Dream Act

### ▶ AB 130

- ▶ Beginning January 2012, AB 540 students will be eligible to apply for and receive institutional aid through non-state derived funds (i.e. monies from endowments, donations, etc).

### ▶ AB 131

- ▶ Beginning January 2013, AB 540 students will be able to apply for/ receive the following:
  - 1) Board of Governors Fee Waivers at California Community Colleges
  - 2) Institutional aid derived through tuition revenue (this money is often repackaged as a school specific grant/ scholarship and
  - 3) State administered funding like Cal Grants. For competitive Cal Grants, however, AB 540 students will receive this funding only if funding is available after California residents receive Cal Grants.



# State Financial Aid Updates

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## ▶ **Cal Grant Changes, effective Fall 2012**

- ▶ The Governor's proposed budget makes significant cuts to Cal Grants, some of which would have a major impact on community college students. Among the proposed changes to Cal Grants are the following:
  - ▶ \$131.2 million reduction through the increase in GPA requirements.
  - ▶ Cal Grant A from 3.0 to 3.25
  - ▶ Cal Grant B from 2.0 to 2.75
  - ▶ CCC Transfers from 2.4 to 2.75

## ▶ **Board of Governor's Fee Waiver (BOGFW), effective Fall 2012**

- ▶ A Peralta student must NOW have a financial need of **\$1,104** (the fees charged for full-time enrollment) or more in order to receive an award.
  - ▶ Previously a student could receive the award with only \$1 of financial need



# Federal Financial Aid Updates

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- ▶ **Ability to Benefit Exam Eliminated**, effective July 1, 2012
  - ▶ Students without a high school diploma or equivalent (GED) are ineligible for Title IV funds.
    - ▶ Previously, students without a high school diploma or equivalent could pass the Ability to Benefit exam at the college campus, or complete 6 credit hours, in order to be eligible.
- ▶ **Lifetime Pell Grant Limits**, effective July 1, 2012
  - ▶ Pell Grant awards limited to 12 semesters of study only (6 years), reduced from 18 semesters
  - ▶ 12 semester limit applies to all enrollment; past, present and future. Current students will be effected.



# Federal Financial Aid Updates

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- ▶ **Automatic Zero Expected Family Contribution (EFC), effective Fall 2012**
  - ▶ \$30,000 adjusted gross income (AGI) threshold reduced to \$23,000
    - ▶ Fewer students will qualify for maximum award amount
- ▶ **Stafford Loans 6 month Grace Period Eliminated**
  - ▶ For loans received from **July 1, 2012 through June 30, 2014**
  - ▶ Students will be required to make loan repayments immediately after graduation or reduced course load to less than half-time.

