



LOS RIOS
COMMUNITY
COLLEGE
DISTRICT

Los Rios CCD

2015-2016 UNIT PLAN

SUPPORT SERVICES

Unit: Student Services
CalWORKs
Financial Aid

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I. Unit Plan

Definition of a Support Services Department/Unit

For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose

Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.

The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.

The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle
LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

Plan Due Date

Unit plans are required to be updated annually by June 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology

II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

Student Services Mission

The primary goal of the Student Services unit, housed under the division of Education and Technology at the District Office is to ensure that all students have equal access to, and support in college courses needed to achieve their educational objectives. The District Office provides advocacy and leadership to the college's student support services programs, with District coordination provided for CalWORKs and Financial Aid specifically, that facilitate and demonstrate the achievement of stated student learning outcomes. This office builds upon the planning and work done by the individual colleges and provides a framework for all the colleges to work together.

Student Services Vision

Students are our highest priority. Values: Participatory governance, relationships, diversity, academic excellence, community (Student Services Retreat, 6/19/08). We provide outstanding programs and services so that all students meet and exceed their personal, educational, career, and social goals. We meet the social and economic needs of the community.

For reference, the following are LRCCD's Vision and Mission statements.

Vision Statement

We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

Mission Statement

Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

Primary responsibilities (ongoing)

Student Services Responsibilities

- Supervise student services staff at the District Office.
- Represent the District on various college, community, regional and State committees and at various meetings and conferences related to student services programs.
- Serve as the District designated student grievance hearing appeals officer.
- Prepare various reports related to student services programs.
- Develop and recommend budget for areas of responsibility.
- Evaluate staff as required in District policies and regulations.
- Make recommendations regarding policies and level of budget support for student services programs.
- Review and recommend revisions on all District policies and regulations for student services programs and functions.
- Work with District Information Technology department to develop, implement and refine the District's automated systems for student registration, tracking and advisement.
- Develop and maintain activities that promote coordination between student services and instruction to achieve student success.
- Coordinate student success initiatives.
- Oversee Student Trustee elections, training, and mentoring components.

CalWORKs Responsibilities

- Negotiate and manage CalWORKs contracts.
- Coordinate with District Grants and Contracts Unit relative to timely submissions of CalWORKs county contract claims and reports.
- Collaborate with Research Unit in support of student services.
- Consult with instruction on all academic and course of study matters.
- Streamline processes that result in greater access and efficiency of business procedures across all student services program areas.
- Provide District liaison at the state and county level in support of CalWORKs.
- Provide information to colleges on programmatic changes at the state and Federal level that impact program implementation and accountability.
- Hold regular meetings with various college program leads and supervisors to gather needs, share best practices and develop overall program consistency.
- Complete internal reviews in support of accreditation and college program reviews.

Financial Aid Responsibilities

- Direct the establishment of standardized business processes for financial aid throughout Los Rios District.
- Direct and lead the District Financial Aid Advisory meetings.

- Prepare and present proposals concerning necessary policy and procedural changes to the Advisory group and the Vice Presidents of Student Services Council.
- Monitor federal and state policy changes and regulations; facilitate implementation of appropriate processes and procedures.
- Act as a liaison between the college FA offices and the District IT department.
- Advise college and District personnel on industry “best practices.”
- Manage the annual and ongoing setup and testing of the financial aid applications.
- Develop detailed project plans in coordination with District IT to assure tracking of the business process decisions and testing timelines through implementation.

New or expected changes in primary responsibilities this year (ongoing)

- Coordinate PeopleSoft Financial Aid (PSFA) Implementation Liaison Committee Activities and the subcommittees for Documentation and Communication development.
- Manage system run processes and exceptions handling procedures in new financial processes.
- Implement changes in Board of Governors Fee Waivers for students who are placed on Academic Probation.
- Manage COTOP processes and student inquiries.
- Move Ed Connect Software to the District to allow IT to load FA Files.
- Prepare for field test of 3 content areas at pilot college (SCC) for the Common Assessment Initiative.
- Prepare for roll-out of the statewide Education Planning Initiative and Student Portal.

New projects this year (one-time only)

- Establish college procedures and IT structure for managing new Board of Governors Fee Waiver requirements per SB 145.
- Align college student loan processes for new requests, procedures for processing and certifying new loans and tracking students who enter repayment to lower default rates.
- Develop Electronic Documentation for integration with Onbase and PeopleSoft.
- Establish college procedures and IT structure for managing new Board of Governors Fee Waiver requirements per SB 1456.
- Develop system logic to support fee waiver appeals in coordination with enrollment Services Priority enrollment appeal process.
- Align college student loan processes in PeopleSoft for new requests, procedures for processing and certifying new loans.
- Build letter templates and establish timelines of student communications.
- Develop and implement PeopleSoft Financial Aid training/staff development program to foster increased usage of technologies to support student success.

IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

- A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.
- Modify PeopleSoft (PS) to facilitate changes related to SB1456 fee waiver changes.
 - Create a web page in Eservices for loan requests to align all student loan requests to align with PeopleSoft implementation
 - Per IT, obtain new computer upgrades for financial aid director to replace outdated hardware/software.
 - Computers for 10 staff in a centralized financial aid office setting

- B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.
- Student Success: 2 Temporary T124 Student Personnel Assistant Range 28 \$13.42/hour
 - CalWORKs: Temporary Clerk III \$11.18/hour
 - IT: to support the modification of PeopleSoft for the changes needed related to SB 1456 fee waiver requirements.
 - IT: to facilitate loan request and loan certification.
 - IT: to support the run processes and exceptions handling of financial aid processes.
 - IT: support implementation of Electronic Documents.
 - IT: Support the alignment of documentation and communication in PS.

- C. Identify **new buildings or major renovations** needed to support the completion of unit responsibilities.

Office space needed for implementation of transition of financial aid administration to DO for:

- 2.5 FAOs for R2T4 processing
- 2.5 FAO for COD and warrant production processing
- 3 FAO for loan certification and processing
- 2 FAO for Cal Grant Processing (including AB 540 dream app processing)

- D. Identify **minor remodels or alterations** needed to support the completion of unit responsibilities.

None.

- E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

<u>Conferences/Trainings</u>	<u>Estimated Cost</u>
• CCCCCO Training – CalWORKs specific (Sacramento)	0
• CalWIN Training (Sacramento)	0
• CDSS Training (Orange County)	1,300
• County Welfare Department training (Sacramento)	0

• CalWORKs Association Training Institute (San Francisco)	1,200
• CCCSFAAA/CASF AA Conference (Sacramento)	800
• NASFAA (New Orleans)	2,500
• CCCCO Financial Aid All Directors training (tbd)	350
• Spring CCCSFAA training (tbd)	300
• Federal Student Aid (Las Vegas)	1,500
• Association of California Community College Administrators (ACCCA)	1,000
• PeopleSoft Higher Ed User Conference/HEUG (Seattle)	2,400 x 2
• CSSO Drive-Ins	1,000
• CSSO Spring Institute	1,000
• ACCCA Budget Workshop (Sacramento)	0
• Hispanic Serving Institutions Summit	50 x 2
• Various webinars/professional development opportunities to support student services, student success and student equity initiatives districtwide	
○ Research & Planning: Strengthening Student Success Conference (Oakland)	1,400
○ Campus-based FLEX activities for CalWorks faculty	

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

- Utilize encryption software for all programs that send confidential information to external partners.
- Sign annual security agreements and participate in security training with the county on CalWIN access.
- Ensure appropriate access to District files and student records through PS Security Access Procedures.
- Establish procedures for the review of, need for, copying, safeguarding and deletion of financial aid data.
- Work with District auditors to increase security access to FA system to ensure separation of duties in the financial aid offices.
- Work with District Auditors to ensure appropriate security access is developed in PeopleSoft financial aid.
- Provide FERPA compliance training to review the most important provisions and requirements of FERPA and explore how they apply in practice.

G. Ensure unit members participate, and provide **leadership** to the district, in their areas of expertise. .

- Convene monthly districtwide Financial Aid Advisory, PeopleSoft Financial Aid Implementation Liaison committee, Documentation committee, communication committee, IT Consultant meetings, CalWORKs and Vice Presidents/Deans meetings.
- Prepare monthly reports on the status of districtwide and campus-specific financial aid operations.
- Prepare publication of CalWORKs Student Profile/Research Brief every two years.
- Convene quarterly meetings with County leadership to ensure ongoing collaboration, communication and support of established MOUs and contracts.
- Establish internal audit calendars for the colleges.
- Debrief with colleges on audit findings to identify system(s) enhancements, administrative capacity, and best practices.

- Participate on various work groups and serve as the liaison to the college's CalWORKs and Financial Aid programs such as ARCs Loan Default Management Team.
- Anticipate program level changes through engagement on statewide advisory councils, work groups, and associations.
- Support AVC service as Secretary on Hispanic Chamber of Commerce Board of Directors.
- Support AVC to participate as a team member to External Evaluation Visits through ACCJC (WASC accreditation).
- Support AVC on statewide advisory committees: SSSP MIS and Funding Formula and Common Assessment Initiative, Education Planning Initiative.
- Serve as project sponsor for all SSSP initiatives and program planning processes.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services.

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

- Annual CalWORKs pre-audit reviews are conducted in collaboration with internal auditors in preparation for annual external audits.
- Financial Aid Student Satisfaction and CalWORKs surveys administered every two years.
- Annual Financial Aid audits are performed by an outside accounting firm per Title IV regulations.
- Reconciliation processes have been established between the Accounting Department and DOE to ensure correct disbursements of Title IV aid.
- Intermittent surveys of usage and satisfaction developed in support of districtwide initiatives (e.g. Financial Aid implementation).
- SSSP Technology Training Survey to be administered fall 2015.
- Effectiveness of core service components of SSSP Research Agenda.
- Special populations student profile (demographic information) and achievement/outcomes analysis.
- Mental Health/Wellness Survey for students and employees.

I. Ensure unit members know where and how to **refer employees or members of the public** needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

- Ongoing training with campus financial aid and CalWORKs supervisors on the responsibilities of their position and how it relates to other departments, i.e. instruction, or operations.
- Ongoing collaboration with county departments to ensure student access to safety net programs (Medi-Cal, foster youth, welfare, food stamps, housing, domestic violence, mental health, and substance abuse).
- Ongoing training and communication with the College FA Offices on using the DO Help desk for open support request.

J. State how your department/unit encourages participation in **individual service activities** and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

- The District and colleges frequently provide volunteers for FAFSA workshops, non-profit organizations or consortiums, high schools, state Chancellor's Office or CSAC functions.

- The District and the College financial aid staff work with the CCCSFAA in providing scholarship funds to needed students throughout the state.
- AVC is to work with graduate student volunteers to provide research, web support, and training of new initiatives.
- AVC conference presentations at HEUG and ACCCA
- AVC served on the Education Committee of the Hispanic Chamber of Commerce; and serves as Secretary to the Small Business Services Foundation.
- AVC participated on District Matriculation and Student Success Committee, PeopleSoft Liaison Team, Vice Presidents Council, Transfer Advisory Council with Sac State, various hiring panels (CRC President, CRC VPSS, ARC VPSS, AVCI, DO Director of IR, IT analysts, CalWORKs Coordinator).
- AVC demoed to Statewide Technology Center and Oracle User Group Meeting the District's iSEP tool.
- AVC is a scholarship reviewer for Hispanic Chamber of Commerce.
- AVC served on WASC Accreditation team at Butte College.

K. State your unit's plans to develop and implement **any special or long term projects**, including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

1. Implement PeopleSoft Financial Aid

a. Key Components

- Increase IT staffing to support implementation.
- Establish work flow in IT operation to support data integration.
- Automate processes within FA System.
- Centralize manual processes.

b. Proposed Distribution of Work Load

- i. Colleges will focus on the student: Promote FA awareness, assist with application completion, take in documents, review verification items, academic progress, special circumstances, loan counseling, and Board of Governors Fee Waivers verification.
- ii. The District will focus on processing: Institutional Student Information Record (ISIR) Loads, Board of Governors Fee Waivers, education goal loads, data file management, awarding, Higher One carding and disbursements, Common Origination and Disbursement (COD), loan Processing, Cal Grant processing, mass communications, Return to Title IV (R2T4) processing, establishing run processes and scheduling of data flow.

c. Link to Los Rios Community College District Strategic Plan (2011):

A4. Comprehensive Student Support Services

Goal: "Services must be planned and coordinated across the District so that the advice and procedures in place at one college achieve the same results at another."

Due to the size of the financial aid operations and the varying technical skills at the colleges, the current procedures provided different information at different times, resulting in different outcomes.

C3. Student Centered Enrollment Process

Goal: "Ensure that all students attracted to the college can successfully register and access needed support services."

Goal: "The District's ability to retain students attracted to the college's high-quality programs is often limited to difficulties with enrollment, course selection, and financial aid processes."

Centralizing these processes will assist in bringing consistent, accurate information in a timely manner to all students.

E3. Business and Human Resource Process Streamlining

One of the primary interests for centralizing is the economy of scale. Because each employee will have more of the same task and less number of tasks, it is logical that efficiency will increase offering us the ability to meet student demand without as much demand for increased staffing. Our business processes will be better supported resulting in better service to our students.

2. Develop *Los Rios Programs of Study and County-Approved Occupations Crosswalk*

a. Vocational program guide that identifies programs of study that are approved by the county for receipt of educational benefits for CalWORKs students.

3. Improve communication capabilities with students including text messaging, web site, e-services and social media.

4. Maintain and ensure enhancements to the districtwide orientation (e.g. alternate language options) for the purposes of encouraging its completion by second language learners.

L. Please provide any **suggestions for improving** the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

None.

V. Appendix

List your unit's accomplishments based on completion of last year's unit plan.

The unit works with and interacts with a number of operating units across the District and colleges in order to complete the primary responsibilities. The types of interaction are listed below by unit area:

- Administrative Services: General Accounting, Grants & Contracts, Payroll, Printing/Mail Room
- Chancellor's Office: Board of Trustees replies, BOT presentations, Chancellor communications, General Counsel, Vice Chancellor, Education & Technology, AVC Communications and Media Relations
- District Police: Cleary Act reporting, discipline
- General Services: Purchasing, Risk Management, Contract development and dissemination
- Information Technology: Applications, development, data analysis, MIS reporting. D2L
- Institutional Research: survey development, data analysis
- Student Services and Instruction: all matters pertaining to access, equity and student success.

Unit Outcomes

- Provided District leadership coordination and support for colleges' Student Success and Support Program (SSSP) Plan implementation (Goal 1).
 - Coordinated submission of SSSP Plans including writing common language for research, orientation, and technology, and prepared a Board presentation for plan approval.
 - Increased number of students who completed the core services:
 -
 -
- | Services | Fall
(July- December) | Spring
(January- May 29) | Total |
|-------------|--------------------------|-----------------------------|--------|
| Orientation | 11,950 | 15,312 | 27,262 |
| Assessment | 13,502 | 7,157 | 20,659 |
| iSEPs | 34,421 | 28,543 | 62,964 |
- Provide support for foreign language interpretation of the districtwide orientation in 3 languages: Spanish, Russian, and Vietnamese.
 - Developed training manuals to support SSSP technologies: online orientation, assessment, iSEP, MIS/Crystal Reports.
 - Convened Follow Up Work Group to In fall of 2014 to 1) identify Follow-Up Services which meet the definition of data elements SS10 and SS11, 2) identify current tracking and coding methods and reports, 3) validate, modify or create reports needed to meet accurate capture of data elements and 4) note any recommendations.
 - Convened Aligning Assessment Practices Work Group to implement recommendations to align assessment business practices across the four colleges.
 - Developed project summary, Student Success at Los Rios (September 2014)
 - Developed quarterly newsletter on the implementation of SSSP (February 2015).
 - Drafted survey instrument in consultation with college staff and District IR to assess services for students with mental health needs (Goal 3).
 - Increase financial aid support by automating and consolidating processes and strengthening technical infrastructure to improve financial aid systems efficiency (Goal 6).
 - Began pilot testing in March 2-15 for PeopleSoft Financial Aid.
 - RFP process initiated to identify vendor for mobilization technologies (Goal 7).
 - Coordinated with colleges to allocated SSSP resources to support purchase of Civitas (Goal 11).

- Implement changes as required by Title 5 regulations.
 - Recommended revisions to regulations regarding fee waiver eligibility.
- Developed with IT a new tab in e-services to inform students of Title IX training, enhanced Legal Counsel website with improved Title IX documentation, and contracted with a vendor to deliver video training modules to students.
- Regulation and Policy Review: Reviewed 2000 series (attached).
- Continued Medi-Cal Administrative Activities (MAA).
- Updated Trustee Handbook and Election Procedures.
- Reviewed and executed UC Davis TOP and CSU Transfer MOUs.
- Presentation to the Board of Trustees on LRCCD Smoking Policies.
- Streamlined contracts for interpreter services through the development of one district wide contract per vendor for all four colleges.
- Developed a new Student Services employee-access website to serve as a repository of key policy documentation.
- Support the college's accreditation efforts by assessing online service delivery and writing up evidence for self-studies.
- Oversee the election process for the BOT Student Trustee.

CalWORKs

- Conducted spring 2015 CalWORKs Student Satisfaction Survey in consultation with institutional research.
- Conducted bi-annual CalWORKs Research Brief in consultation with institutional research.
- Completed MOU No. DHA-M-114-13 between Sacramento County Department of Human Assistance and Los Rios Community College District.
- Executed a multi-year Work Study Contract in the amount of \$576,850 annually (\$1,303,425 over 3 years).

Financial Aid

- Aligned campus financial aid SAP evaluation of outside transcripts.
- Submitted FISAP report to DOE and clarified new FISAP reporting requirements.
- Coordinated with AVC Communications and Public Relations on annual required student notifications and federal disclosures.
- Hired one IT analyst –Financial Aid
- Supported the efforts of the following committees to implement PS Financial Aid:
 - PS Financial Aid Implementation Liaison committee
 - Document Review Sub-Committee
 - Communication Review Sub-committee
 - PS Financial Aid Technology Committee
 - PS Financial Aid leadership Committee
 - PS Financial Aid Campus Implementation Team

In coordination with District IT:

- Hired Ciber Inc. to build a road map for implementing PeopleSoft Financial Aid.
- Hired Hire One for ongoing consulting for PS FA Implementation
- Hired a private consultant to support the PS FA implementation.
- Built a development data base to build PS FA modules.
- Built a test database for the PS implementation testing.
- Set up the following in PS as part of the implementation project:
 - 3Cs check list
 - Transfer module in PS

- 100 Checklist items per college
- FA Term Build
- Program plan modifications for FA Eligible, clock Hours, special enrollment, Max Units per program
- SAP module
- Packaging formulas/plans
- Increase financial aid support by automating and consolidating processes and strengthening technical infrastructure to improve current financial aid systems efficiency.
- Aligned campus financial aid SAP evaluation and process of evaluating outside transcripts.
- Provided support new Gainful Employment regulations for reporting.
- Supported the data retrieval for Gainful Employments disclosure templates and data (ongoing).
- Increased FA system knowledge though HEUG conference attendance.
- Upgraded the financial aid system (PowerFAIDS) to 20.0, 20.1, 20.2, 20.3.
- Established the 2014 COTOP data files and processes to collect on financial aid debt (ongoing).
- Improved/clarified CIP Codes for degree and certificate programs for Loan processing and provided new fields in PS to facilitate the processing of loan request.
- Submitted FISAP report to DOE and clarified new FISAP reporting requirements.
- Updated the Share Point website to provide consistent information and access to FA information to all District personnel.
- Provided colleges with familiarization demonstrations on new PeopleSoft financial aid modules.

Other

List sources you used to support your unit plan statements. None.

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.

- Series 2000 Policies and Regulations
- Student Success at Los Rios (September 2014).
- SSSP Newsletter (February 2015).
- Financial Aid Student Satisfaction Survey (attachment).

POLICY		Adopted	Last Revised	Review Date
P	2113 Affirmative Action and Nondiscrimination; Service Animals	1/23/74	4/8/15	4/8/15
P	2212 Advanced Education	1/16/02	12/10/03	10/2/14
P	2213 Student Classification	11/9/80	1/24/96	10/2/14
P	2214 International Student Admissions	6/13/79	1/24/96	11/6/14
P	2215 Transcript of Records	6/30/65	1/24/96	11/6/14
P	2216 Transfer of Credit	11/19/80	2/10/82	11/6/14
P	2217 Repetition of Courses	2/2/83	1/24/96	11/6/14
P	2231 Probation and Dismissal	1/18/67	1/24/96	11/6/14
P	2311 Student Associations	5/1/91	6/11/14	
P	2322 Student Use of District Vehicles	7/17/96		12/18/14
P	2411 Student Rights and Responsibilities	6/30/70	3/6/96	1/8/15
P	2423 Discrimination and Harassment Complaint Procedures	2/10/82	4/8/15	4/8/15
P	2424 Sexual Harassment	7/10/85	4/8/15	4/8/15
P	2441 Standards of Conduct	6/30/65	3/6/96	2/19/15
P	2442 Due Process	2/15/69	2/3/93	2/19/15
P	2443 Drug and Alcohol-Free Workplace and College Premises	9/19/90	5/20/92	2/19/15
P	2541 Sexual Assaults, Domestic Violence, Dating Violence, and Stalking	2/20/91	4/8/15	4/8/15
P	2621 Student Financial Aid	6/30/65	3/1/00	3/19/15
P	2622 Scholarships	6/30/65	3/1/00	4/16/15
P	2631 Student Employment	12/9/98		4/16/15
P	2731 Programs and Services	1/11/95		5/7/15

REGULATION		Adopted	Last Revised	Review Date
R	2212 Advanced Education	3/10/65	4/27/15	4/27/15
R	2213 Student Classification	3/10/65	1/24/96	10/2/14
R	2242 Resident Status	5/17/67	4/27/15	4/27/15
R	2251 Tuition for Nonresident and International Students	3/10/65	4/27/15	4/27/15
R	2311 Student Associations	3/5/91	4/27/15	4/27/15
R	2322 Student Use of District Vehicles	6/30/65	4/27/09	12/18/14
R	2411 Student Rights and Responsibilities	6/3/70	3/6/96	1/8/15
R	2423 Discrimination Complaint Procedures	9/10/81	2/23/15	2/23/15
R	2441 Standards of Conduct	6/30/65	3/6/96	2/19/15
R	2442 Due Process	2/5/69	3/6/96	2/19/15
R	2443 Drug and Alcohol Testing	3/28/05		2/19/15
R	2621 Student Financial Aid	11/19/80	1/24/00	3/19/15
R	2622 Scholarships	1/24/00		4/16/15
R	2811 Services	10/8/91	4/27/15	4/27/15
R	2821 Exempt Criteria	10/8/91	4/27/15	4/27/15
R	2831 Prerequisites	10/8/91	4/27/15	4/27/15
R	2841 Student Responsibilities	10/8/91	4/27/15	4/27/15



Student Success at Los Rios

ABOUT LOS RIOS COMMUNITY COLLEGE DISTRICT

The Los Rios Community College District is one of the nation's most respected learning institutions and the second-largest community college district in California, serving the greater Sacramento region. Los Rios includes: American River, Colusa/nee River, Folsom Lake and Sacramento City colleges; six major education and outreach centers; and specialized workforce and economic development programs for regional businesses, government and organizations. Los Rios colleges offer AA/AS degrees, certificates and transfer-education opportunities in more than 70 career fields. The District's 2,400-acre mile service area includes all of Sacramento and El Dorado counties and parts of Yolo, Placer and Solano counties. About 77,000 students are enrolled in the four Los Rios colleges.

Los Rios Community College District
1910 Spanos Court
Sacramento, CA 95825

Thousands Complete the *Steps to Success*

Executive Summary

In February, the four colleges and District Office of Los Rios Community College District rolled out a number of new initiatives as part of the state's new Student Success & Support Program, or SSSP. The Student Success Initiative, established by the Legislature's Student Success Act of 2012, is designed to encourage and assist students to get on track and stay on track to complete their educational goals. Among other things, we established the districtwide "Los Rios Steps to Success," which outlines the five steps that all students must take to enroll and ensure priority registration at any of the Los Rios colleges (Apply, Online Orientation, Assessment, Education Plan, Register). We also launched a joint, districtwide "Success" landing page on the Web for all four Los Rios colleges, so new students have a one-stop shop to guide them through the Steps to Success (<http://success.losrios.edu>). This brief provides a summary on the number of students who have taken these initial steps towards achieving their educational goals.

FOR MORE INFORMATION, go to <http://success.losrios.edu/>



Data and Reporting Systems Better Track Student Progress

The 2013-14 SSSP allocations were calculated according to the formulas that were previously used for Matriculation services, which are based primarily on student headcount data. The District allocation received for 2014-15 was \$5,577,777. However, moving forward, a new SSSP formula will be used to calculate allocations based on the 2014-15 MIS 55 data submitted to the Chancellor's Office in August 2015. Because we have been tracking this data since February, Los Rios is well positioned to submit MIS data on the types of services upon which funding will be based. The chart below reflects the number of students who have completed the online orientation, assessment and an electronic education plan at each of the four Los Rios colleges.

	College	Jan	Feb	March	April	May	June	July	Aug	YTD
Orientation	Self Reg	0	289	483	810	797	431	373	567	3,750
Orientation	ARC	0	424	1,058	1,054	1,045	783	773	996	6,133
Orientation	CRC	0	307	724	530	481	419	355	492	3,308
Orientation	FLC	0	437	510	303	236	186	189	265	2,126
Orientation	SCC	0	576	814	817	794	602	539	773	4,915
Orientation	TOTAL	0	2,033	3,589	3,514	3,353	2,421	2,229	3,093	20,232
Assessment	ARC	1,330	288	1,261	1,264	1,668	979	934	1,335	9,059
Assessment	CRC	306	173	1,032	707	561	499	114	510	3,902
Assessment	FLC	329	329	807	383	681	285	212	378	3,204
Assessment	SCC	1,101	419	988	1,059	1,267	935	848	1,249	7,866
Assessment	TOTAL	3,066	1,209	4,088	3,413	3,977	2,698	2,108	3,472	24,031
ISEPs	ARC	1,735	1,385	2,387	2,968	2,401	1,683	1,735	2,541	16,845
ISEPs	CRC	395	242	737	1,215	700	349	398	565	4,901
ISEPs	FLC	434	388	1,085	1,014	795	399	432	832	5,379
ISEPs	SCC	508	1,608	1,343	1,464	1,298	780	365	1,181	8,450
ISEPs	TOTAL	3,072	3,333	5,552	6,661	5,194	3,214	3,430	5,119	35,575

Staff Contact

Please direct any questions or comments about the contents of this white paper to Dr. Vislona C. Rosano, Associate Vice Chancellor, Student Services of the Los Rios Community College District, at rosano@losrios.edu

For IT-related questions, please contact Kevin Flash, IT Application Systems Supervisor, at kflash@losrios.edu

FOR MORE INFORMATION, go to <http://success.losrios.edu/>

January 23, 2015

To All Los Rios Faculty and Staff

Nearly one year ago, Chancellor King announced to the District the launch of the state's Student Success and Support Initiative. The Student Success initiative, established by the Legislature's Student Success Act of 2012, is designed to encourage and assist students to get on track and stay on track to complete their educational goals. As part of its response, the District rolled out the Los Rios Steps to Success that unify the five steps (Apply, Online Orientation, Assessment, Education, or iSEEP, Plan and Register) that all students must take to enroll and ensure priority registration at any of the Los Rios colleges. In addition to that, we created a joint, districtwide Success landing page on the Web for all four Los Rios colleges, so new students would have a one-stop shop to guide them through the Steps to Success.

Throughout the past year, I have shared a number of updates that highlighted the success of our collective and collaborative efforts. Two articles published in the May and October issues of Connrock's Magazine described Los Rios' "ahead-of-the-game implementation of state-mandated student supportive services." And, most recently, Los Rios Community College District was touted as a success story published on Oracle.com.

In the meantime, the four colleges spent a tremendous amount of time and effort on the development of Student Success and Support plans that they submitted to the Board of Trustees at last October's meeting. The completed plans demonstrate the District's unified approach to launching Steps to Success as well as each college's distinct approach to delivering services that reflects its unique student needs. The plans were funded based on the 2014-15 SSSP allocations adopted by the Board on Sept. 10, 2014, as part of the overall District budget.

All this to say that students are benefiting from all the hard work that so many of you have been involved in throughout these past two years. Our sister colleges and districts

across the state, from San Diego to the Bay area, are also benefiting -- many have sought to adopt our very own iSEEP tool!

I am excited to share these efforts because they reflect our commitment to providing access to students and to putting in place measures that we believe will contribute to the successful completion of their educational goals. The attached newsletter is a reminder of how you can continue to support the success of our students by connecting them to these important services.

I hope you find this second newsletter helpful as you continue the dialogue on your campuses about charting a roadmap for a college-wide focus on student success. There will be future issues that continue to highlight how Los Rios initiatives and our colleges' best practices are transforming how we deliver student services and helping more students from all backgrounds achieve their career and educational goals.

Sincerely,

Chancellor King

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LOS RIOS COMMUNITY COLLEGE DISTRICT
Improving Student Success at California Community Colleges
STUDENT SUCCESS INITIATIVE
Keeping up with Student Success at the Los Rios Colleges

NEWS January 2015

A Look at Student Success Statistics
Since the implementation of the Student Success Act of 2012, colleges are reaching out to students and providing mandated services such as Orientation, Assessment and Education Plans (AEP). In support of these implementations, the Los Rios District is now able to more accurately review data on services provided to students. Data shown below may not be comparable to previous years because this tracking system is new. However, data gathered from spring and fall 2014 reflect the common trend that the colleges anticipate: more students receive services in the spring to enroll for summer/fall courses than they do in the fall. The data will be used to inform MIS reporting to the State Chancellor's Office. Allocations for 15/16 will be based on 14/15 year-end data.

Table with 4 columns: Orientation, Assessment, AEP, and OEP. Rows include ABC, EBC, FSC, SCC for each category.

CCCCO Updates
Apply for priority registration at the State Chancellor's Office... For more information, please visit...

What Colleges Are Doing to Ensure Student Success
All four colleges have now documented how their college plans to deliver Student Success and Support Services Program (SSSP) services to their students. SSSP plans were submitted to the State Chancellor's Office on Oct. 17. The plans described the core services, including orientation, assessment and counseling, advising and other student education planning services necessary to assist students in achieving their educational goals and detailed interest of study.

The colleges have designed a number of new and innovative strategies intended to respond to the local needs of their student population. In addition, there are a number of common practices that provide a coherent educational pathway across the colleges in order to better serve students who attend more than one college.

Orientation: All colleges offer the Statewide Online Orientation, which provides important information to all first-time students. Online Orientation may be accessed through the Desire2Learn (D2L) system.

Assessment: All colleges require first-time students to complete assessments in Reading, Writing, English as a Second Language (ESL) and Mathematics. Students may access assessment services information online, phone or in-person. Assessments are offered during walk-in hours or appointments.

Advising/Education Plans: All first-time students are required to receive counseling, advising and other educational planning services. The colleges offer a variety of counseling services through outreach and K-12 partnership programs and workshops to help students identify and reach their education and career goals.

What Can You Do? Completion of these services is also directly tied to priority registration. You can help students by:
- Talking to them about the importance of these services
- Showing them how to log into D2L to the Orientation
- Walking them to the Assessment Center
- Giving them the number or walking them to Counseling

Colleges Coming Together Through Common Assessment Initiative
The Common Assessment Initiative (CAI) is a statewide project to create a common assessment system for test preparation delivery, administration, data collection, placement guidance and research. While it will take time to get the common assessment up and running, with necessary staff development, technology purchases, etc., at all 112 colleges, Los Rios is currently ready, from a technology standpoint, to implement a new centrally operated computer-based assessment. Once CAI is available, all California community colleges must implement and use it to receive all SSSP funding from the state.

In 2014, the District's Matriculation/Student Success Committee charged a work group with the review of assessment policies and procedures currently in place across the four colleges, the result of which will be voted on by the District Academic Senate at its February meeting. This will lead to the adoption of standardized assessment practices across the District in preparation for CAI.

About the iSEEP and How it Benefits Los Rios Students
What is iSEEP?
The iSEEP is an electronic tool that allows Los Rios counseling faculty to develop education plans for students.

Brief History
The strategy to transition from paper to technology enabled student placement plans began in 2008. In 2011, paper and iSEEP versions of student education plans were piloted, and with the help of counselor, common element requirements were identified for the development of a single, transitional model of iSEEP in iSEEP-Ready. After going through an extensive pilot testing process of review, feedback and modifications, the iSEEP went into production in 2012. Since then, the iSEEP has become the principal tool used for creating student education plans at all Los Rios colleges.

Benefits to Students
The benefits of the iSEEP tool for Los Rios students include:

- The iSEEP serves as a semester-by-semester guide to assist students in reaching their educational goals.
- Students may add courses to "My Planner" that can be updated to the iSEEP after a review by the counselor.
- Students and their counselors may conveniently access assessment placements via the iSEEP.
- iSEEP informs students of counselor referrals regarding recommended student and instructional support services.
- iSEEP tracks students on activities for success and important deadlines through personalized comments from counselors.
- The easy access and comprehensive nature of the iSEEP assist students in staying on track with their educational goals.
- iSEEPs may be accessed and printed through a Services student self-service account.
- Students can renew important dates for graduation and transfer application periods noted by the counselor.

What Can You Do?
Talk to your students about the iSEEP. Remind them that an education plan will define a set of courses they will need to achieve their educational goals for CTE outcomes, ESL, basic skills, Associate degree or transfer.

About Los Rios
The Los Rios Community College District is one of the nation's most respected learning institutions and the second largest community college district in California, serving the greater Sacramento region. Los Rios includes Arden-Woods, Colusa-River, Colusa-River Lake and Sacramento City colleges for major education and research centers and specialized workforce and economic development programs for regional businesses, governments and organizations. Los Rios colleges offer AA/AS degrees, certificates and transfer-eligible opportunities in more than 70 career fields. The District's 2,400+ degree and certificate areas will allow all Sacramento County, much of El Dorado County and parts of Yuba, Butte, and Siskiyou counties. About 15,000 students are enrolled in the four Los Rios colleges. For more information, go to www.lrioced.edu.

Los Rios SSSP Winter Session Update

At the beginning of the fall 2014 semester, the Follow-up Services Work group was formed to address support services and instructional services related to the 2012 Student Success Act. The workgroup comprises 23 members from the four colleges and the District.

During its meetings between October and December, the work group reviewed, validated and modified business practices to ensure alignment with MIS Data Elements: Student Academic Progress Probation Network (SSAP) and Student Success Office Services (SSO). The work group also identified tracking, coding methods and reports for validation and a workflow, and identified reports to be used to accurately capture services tied to these data elements.


A final report of its work will be posted to the new employer success page for Student Services.

Los Rios Updates

January 2015: Los Rios launched a Student Services staff webpage that will host student services documentation, SSSP updates and professional development training opportunities. For more information, please visit...

COMING SOON... Districtwide Online Orientation in Spanish

Financial Survey Results



LOS RIOS COMMUNITY COLLEGE DISTRICT

HOW ARE WE DOING?

LRCCD Financial Aid Services: A Student Satisfaction Survey
Summary Findings of Respondents District-wide
May 2015

During Fall 2014, the Los Rios Community College District Office of Institutional Research collaborated with financial aid leadership from the district and the colleges to develop and administer a survey to students who had applied for financial aid. This is the second in a series of Financial Aid Student Satisfaction surveys administered to Los Rios students every other fall term; surveys collect feedback on students experience with the quality of services received from their college financial aid office.

A randomly selected sample was drawn from all students across the district who applied for financial aid. The sample was stratified by those who did and those who did not receive a financial aid award by each of the four Los Rios colleges. A total of 4,325 Los Rios students were invited to complete the survey via email, followed by a series of reminder emails. A total of 670 surveys were completed district-wide, for an overall adjusted response rate of 15.7%.

Table 1: Financial Aid Survey Rate of Return

	Total Surveys Mailed*	Total Surveys Returned*	% Returned
ARC	1,077	157	14.8
CRC	1,081	166	15.4
FLC	1,038	183	17.6
SCC	1,076	164	15.2
TOTAL	4,272	670	15.7

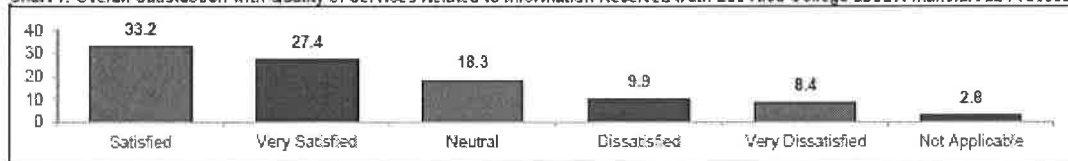
*Adjusted for undeliverable email; total based on unduplicated students.

Highlights of the survey results follow; for more information on responses by individual Los Rios college, please refer to the comprehensive Frequency Distribution Reports available on the LRCCD Office of Institutional Research (OIR) website by clicking: <http://irweb.losrios.edu>. The Financial Aid Student Satisfaction Survey reports are intended to be used for *internal planning purposes* specific to the Los Rios colleges.

Survey Respondents Satisfied with Financial Aid Services at their Los Rios College

Chart 1 demonstrates the overall level of satisfaction of survey respondents with the quality of services related to the information received from their Los Rios college about the financial aid process, ranging from the 33.2% who were satisfied to the 8.4% who were very dissatisfied with the quality of services related to Financial Aid information received. Of additional interest is where respondents get information about the financial aid process: from the 32.7% who get their information from the financial aid office at their Los Rios college, the 23.5% get the information themselves and the 12.1% get financial aid information from internet websites.

Chart 1: Overall Satisfaction with Quality of Services Related to Information Received from Los Rios College about Financial Aid Process



Respondents were asked to indicate their level of agreement with a series of statements that focused on specific financial aid services available at their Los Rios college. Table 2 illustrates those services where at least thirty percent of respondents strongly agreed with the statements related to specific financial aid services. There was one statement, financial aid office was easy to find, where fifty percent (50.7%) of respondents strongly agreed. The remaining top areas of strong agreement range from the 35.0% who strongly agreed they were comfortable discussing questions in the financial aid setting at their college to the 30.3% who strongly agreed that financial aid information was timely related to process deadlines. It is also important to note that many respondents agreed with many of the statements related to information received during the financial aid process; further detail is provided in the frequency distribution reports available on the IR website.

Table 2: Top Financial Aid Services where Respondents Strongly Agreed

Rank	Financial Aid Services	% Strongly Agree
1	Financial Aid office was easy to find	50.7
2	I was comfortable discussing my questions in the Financial Aid setting at my college	36.0
3	Financial Aid office hours were convenient	32.8
4	Explanations to my questions about the Financial Aid process were helpful	31.6
5	Financial Aid information I received was timely related to Financial Aid process deadlines	30.3

There were several areas in which more than ten percent of respondents strongly disagreed with the statements presented, ranging from the 16.8% who strongly disagreed they were provided information about alternative financial aid resources to the 10.3% who strongly disagreed that they received adequate assistance in filling out various Financial Aid forms. There were 8.8% of respondents who strongly disagreed they were able to contact the Financial Aid office by telephone without difficulty and 9.2% who strongly disagreed with the statement that the Financial Aid information they received was timely related to Financial Aid deadlines.

Table 3: Top Financial Aid Services where Respondents Strongly Disagreed

Rank	Financial Aid Services	% Strongly Disagree
1	I was provided information about alternative Financial Aid resources	16.8
2	The Financial Aid office cares about my situation related to the Financial Aid process	13.2
3	If the Financial Aid office did not know the answer to my question(s) everything was done to try and find the answer(s)	10.6
4	I received adequate assistance in filling out various Financial Aid forms	10.3

Financial Aid Information Provided via Websites, Workshops and Orientations

In addition to information provided at each of the Los Rios college financial aid offices, Los Rios students can also obtain information about financial aid through websites, workshops and orientations. Survey recipients were asked to provide their level of agreement with a series of statements that focused on the information provided via these resources. As illustrated in Chart 2A, substantial proportions of respondents agree or strongly agree that the information available on their Los Rios college's financial aid website was helpful, accurate, information was easy to find, the website was easy to navigate and respondents were able to find answers to their financial aid questions. However, it is important to note 15.7% of respondents disagreed or strongly disagreed that they were able to find answers to their financial aid questions on the website.

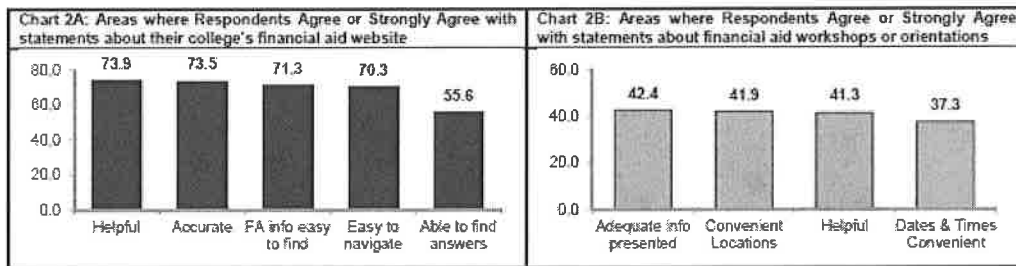


Chart 2B illustrates the proportions of respondents who agree or strongly agreed with a series of statements focused on financial aid workshops and orientations available for Los Rios students. Many respondents found the workshops helpful, orientations present adequate information related to the financial aid process and that the locations, dates and times are convenient. It is important to note that many respondents chose *don't know/not applicable* in response to statements related to financial aid workshops or orientations, perhaps indicating a need for increased communication about the availability of these particular resources available to students.

The many Financial Aid Resources available to Los Rios Students

The financial aid process can be complex to navigate as there are many different types of aid and resources available to students. Survey recipients were asked how satisfied they were with information they received from their Los Rios college's financial aid office about the various types of financial aid resources available. Over seventy-five percent of survey respondents (77.3%) were satisfied or very satisfied with the information they received about the Board of Governors Fee Waiver (BOGW). In addition, Table 4 also illustrates other financial aid resources where at least thirty percent of respondents were satisfied or very satisfied with the information they received; ranging from the 58.8% of respondents who were satisfied or very satisfied with the information received related to Federal Pell Grants to the 32.5 % who were satisfied or very satisfied about the information they received about Federal Work Study opportunities.

Table 4: Top Financial Aid Resources where Respondents were Satisfied or Very Satisfied with Information Received

Rank	Financial Aid Resources	% Satisfied or Very Satisfied
1	Board of Governors Fee Waiver (BOGW)	77.3
2	Federal Pell Grants	58.8
3	Cal Grants	45.3
4	Information on Scholarships	36.1
5	Federal Student Loans	35.8
6	Federal Supplemental Educational Opportunity Grants (FSEOG)	35.0
7	Federal Work Study	32.6

There were several areas where respondents indicated they were dissatisfied or very dissatisfied with information they received from their college's financial aid office related to various financial aid resources as illustrated in Table 5.

Table 5: Top Financial Aid Resources where Respondents were Dissatisfied or Very Dissatisfied with Information Received

Rank	Financial Aid Resources	% Dissatisfied or Very Dissatisfied
1	Information on Scholarships	15.4
2	Cal Grants	10.9
3	Federal Work Study	10.4

It is of additional importance to note many respondents indicated *don't know* or *not applicable* to several of the resource categories; ranging from 8.3% who did so for BOGW fee waivers to the 50.2% who indicated they *don't know* or *not applicable* as their response to information related to Chafee Grants for foster youth. This may indicate the need for further communication to students about available resources or that some of the resources are not applicable to many respondents' circumstances.

Respondents Provide Feedback on why they believe they DID NOT receive Financial Aid

Although over half (54.2%) of survey respondents indicated they applied for and received financial aid, survey respondents were also asked what they believed were the main reasons they did not receive any aid; almost ten percent (9.2%) indicated it was because they did not meet the Satisfactory Academic Progress requirement, while 6.0% found the process too confusing and 5.5% felt the information they received about the financial aid process was not accurate. In addition, 12.7% of respondents indicated "other" reasons and a review of open-ended comments reveal that many respondents at the time of the survey were still "pending approval" waiting for the results of a review or appeal.

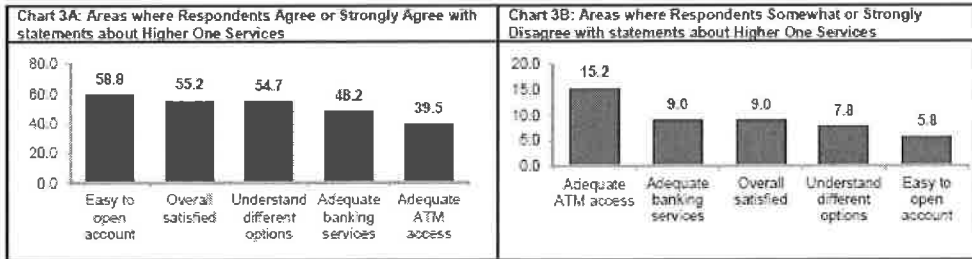
Respondents Provide Feedback on why they believe they DID NOT receive a Student Loan

Over half, 52.8%, of survey respondents indicated that they did not apply for a student loan because they did not want one, however survey respondents were asked what they believed were the main reasons they did not receive a loan; 4.9% of respondents indicated they needed a student loan but found the process too confusing to complete and 4.2% indicated they did not meet the eligibility requirements for a student loan. In addition, 6.1% of respondents indicated "other" reasons and a review of open-ended comments reveal many students indicated at the time of taking the survey they were still in a "pending approval" stage for their loan application.

Higher One

Higher One is the organization that disperses financial aid funds to college students across the nation including students who attend Los Rios colleges. Survey recipients were asked to evaluate a series of statements related to Higher One to help the Los Rios district and the colleges gain a better understanding of how this service is meeting the needs of our students. Charts 3A and 3B illustrate Higher One services where respondents agree and strongly agree as well as those who somewhat or strongly disagree with the various statements, illustrating that although respondents generally agree they are satisfied with Higher One services there are also many respondents who voiced frustration with Higher One Services. The following summarizes the responses related to Higher One services:

- Over half, 58.8% of respondents agree or strongly agree to the statement that the *process of opening a Higher One account* was easy, while 5.8% somewhat or strongly disagree.
- Over half, 55.2% of respondents agree or strongly agree to the statement, *overall, I am satisfied with Higher One services*, while 9.0% of respondents somewhat or strongly disagree.
- Over half, 54.7%, of respondents agree or strongly agree that they *understand the differences in Higher One banking options* while 7.8% somewhat or strongly disagree.
- 48.2% of respondents agree or strongly agree that *Higher One banking services are adequate* while there are 9.0% of respondents who somewhat or strongly disagree with this statement.
- 39.5% of respondents agree or strongly agree that *access to Higher One ATM's is adequate*, however, there are 15.2% of respondents who somewhat or strongly disagree with this statement.



A review of open-ended comments related to respondents' experiences using Higher One services show that there are many students who are satisfied with their experiences using Higher One services, however, there are areas that continue to be frustrating for those students using Higher One services:

- Higher One Fees: when using the Higher One card as a debit card to make purchases (fee charged for each transaction); fees associated with using a non Higher One ATM (community college students do not live on campus making this more of an issue especially when compared to students who attend a "residential" college). However, some respondents commented that the policy of charging per transaction has been changed; based on the differing comments from our students there may be some confusion on this policy and the need for outreach to Los Rios students to clarify the fee policies of Higher One services.
- Higher One ATM Access: respondents continue to voice frustration with the limited number of Higher One ATM's on their Los Rios campus as well ATM machines being out of money at times resulting in the need to access funds at a non Higher One ATM on campus, resulting in additional fees for using a non Higher One ATM.
- Higher One ATM functionality: respondents also voiced frustration with malfunctioning Higher One ATM's at their Los Rios college requiring them to access their funds at non Higher One ATM on campus, resulting in additional fees.
- Opening a Higher One Account: Some respondents simply state they would prefer to use their bank ATM/debit cards rather than opening or using Higher One debit transaction cards.

This report serves as an initial framework for *internal* discussion at the district and college level about how to best help Los Rios students navigate the complex financial aid process. This is the second in a series of Financial Aid Student Satisfaction Surveys that the LRRCD Office of Institutional Research has administered on behalf of the Financial Aid Offices. The results of the 2014 survey generally mirror those of the 2012 survey although the student response for the 2014 survey was much lower than that in 2012.

This internal summary report was written by Betty Glycer-Culver, Director of the LRRCD Office of Institutional Research. Thank you to Minh La for technical survey support. Additional copies of this report, as well college level frequency distribution reports, can be downloaded from the IR Web Site at: <http://web.losrios.edu>.

May 2015

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