Unit Planning for Student Services
Student Financial Services/Financial Aid

For 2007-2008 Implementation

Preamble: Planning parameters at the Institutional level
Example:
- **$6 million recurring deficit for FY 08**
- **Recovery of deficit will occur in the general Fund 111100**
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Section I: Data Elements

	2003-04	*2004-05*	*2005-06*
Unit Effectiveness			
Enhances Student Engagement			
Number of service contacts	15,441 + 1600	14,498 + 1600	15,108 + 1842
Number of unduplicated participants	6331 + 1600	5799 + 1600	5941 + 1842
Demographics of individuals served	Financial Need	Financial Need	Financial Need
Other evidence of enhancing engagement	Outreach	Outreach	Outreach
Enhances Student Learning			
Enhances one of the five CCSSE Benchmarks (Active & Collaborative Learning, Student Effort, Faculty/Staff and Student Interactions, Academic Challenge, Support for Learners)	Financial Support for Learners	Financial Support for Learners	Financial Support for Learners
Enhanced student persistence	Eliminate-	Financial-	Barriers
Other learning enhancement data			
Enhances Student Satisfaction			
ACT student satisfaction data			
CCSSE satisfaction data			
Other evidence of enhancing satisfaction			
Unit Efficiency			
Faculty/Staff to student ratios relative to benchmarks	11 / 12,623	11 / 10,884	11 / 11,682
Demand/capacity analysis (i.e. waitlists, complaints about access, etc.)	Adequate	Adequate	Adequate
Total general fund budget	$752,049	$813,446	$832003
Budget from other sources (i.e., student fees, grants, etc.)	$16,018	$13,005	$14,050
Other evidence of efficient use of resources			PIA*
Unit Essentialness			
Essential to completing a business process with students	Major $ source toward T&F.	Major $ source toward T&F.	Major $ source toward T&F.
Essential to an effective educational experience	Financial	Financial	Financial
Legally mandated	Via PPA	Via PPA	Via PPA
Other evidence of essential service	$ delivery	$ delivery	$ delivery

Comments/Clarifications to Student Services data elements

1. Unit Effectiveness
    a. Engagement
        Sevice contacts = # of students who indicate Lane Community College on their federal aid application & Sponsored Contracts. Unduplicated = # of student who received aid.
    b. Learning
        Student financial assistance reduces the cost burden of attending college, therefore relieving income and expense issues regarding costs and enhances persistence.
    c. Satisfaction
2. Unit Efficiency
    a. Capacity adequate for approximately 12,000 student applicants. An increase in number of applicants would result in delayed delivery of assistance for late applicants.
    b. * PIA: Banner System Post Implementation Assessment.
3. Unit Essentialness
    a. Legally mandated via Program Participation Agreement with the Department of Education.
    b. Delivered over $100 million over the three period in Federal, State, and Institutional Grants, Loans, and Scholarships.

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Section II: Program Analysis

1. **What did your unit accomplish last year in relationship to your 04-05 and 05-06 planning initiatives? What were other accomplishments not related to the annual planning initiatives?**

   Financial Aid/Sponsored Accts has achieved full automation and use of the Banner Administrative System tool. This was confirmed by an outside SCT consultant via a post-implementation assessment. The document imaging technology that was purchased has saved approximately 3000 hours in labor and file storage requirements. This eliminated the need temporary employment, significantly reduced overtime, and enabled the absorption of additional workload, i.e., FWS administration, degree partnership programs, and new federal grant administrative burden.

2. **How efficiently did you use the resources you were given?**

   Used resources efficiently and below budget, enabling the transfer of unexpended budget to other departments.

3. **How well are you utilizing current technology?**

   To the utmost, as demonstrated by the delivery of timely federal assistance, without administrative delay or lack of capability. The staff are highly competent in using the administrative system and programming complex workflow.

4. **Overall, what strengths do you believe your unit demonstrated in 2005-2006?**

   The ability to learn new system processes, utilize the efficiencies of the tool, and rethink policy and procedure to accommodate the technological strength of the system.

5. **Overall, what challenges do you believe your unit faced in 2005-2006?**

   The absorption of manual processes that are not amenable to the Banner Administrative System, particularly, the degree partnership programs. The challenge in becoming more efficient rests in electronic delivery of information and materials to students in completing their application process and receiving required notifications.

6. **What conclusions do you draw from this analysis about needed improvements or changes in 2007-2008?**

   Process improvement and delivery of service rests with the capability of using on demand electronic services to student including electronic signature capability. Pushed notices and documents electronically via email or personalized secure webpage is the direction to take.