

Unit Planning: Student Services
Student Financial Services/Financial Aid & Sponsored Accounts
For 2008-2009

Section I: Data Elements

	2004-05	2005-06	2006-07
Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	14,498 + 1600	15,108 + 1842	10689 + 1842
Number of unduplicated participants	5799 + 1600	5941 + 1842	5,271 + 1859
Demographics of individuals served	Financial Need	Financial Need	Financial Need
Other evidence of enhancing engagement	Outreach	Outreach	Outreach
<u>Enhances Student Learning</u>			
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			
<u>Enhances Student Satisfaction</u>			
ACT student satisfaction data			
CCSSE satisfaction data			
Other evidence of enhancing satisfaction			
Unit Efficiency			
Faculty/Staff to student ratios relative to benchmarks	11 / 10,884	11 / 11,682	11 / 10,689
Demand/capacity analysis (i.e. waitlists, complaints about access, etc.)	Adequate	Adequate	Adequate
Total general fund budget	\$813,446	\$832,003	\$834,632
Budget from other sources (i.e., student fees, grants, etc.)	\$13,005	\$14,050	\$19,265
Other evidence of efficient use of resources			
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

Additional Comments/Clarifications to Student Services data elements

1. Unit Effectiveness

a. Engagement

Service contacts = # of students who indicate Lane Community College on their federal aid application & Sponsored Contracts. Unduplicated = # of student who received aid.

b. Learning

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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. * FSA Assessment (verification).
- 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.

Section II: Accomplishments

This was submitted online (Accomplishments)

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Section III: Planning for efficiencies, productivity and revenue enhancements:

2008-2009 (FY 09)

1. Efficiencies and Productivity: (Include impact, consequences, and comments)

Guaranteed Efficiencies/Productivity:

Description	Impact	Consequences	\$	R/NR
State Grant Shared Responsibility	Significant manual process	Equivalent of 1.0 FTE	\$46,000	R

Additional Narrative: Student Financial Aid/Sponsored Accounts is at its maximum efficiency and productivity. A significant increase in volume of applications would result in reduced service and increased timeline for the delivery of aid. Additional manual processes negate benefit of automated system.

Guaranteed Efficiencies/Productivity:

Description	Impact	Consequences	\$	R/NR
Eliminate Perkins Loans	Reduced Student Aid	Reduced Admin costs	\$300,000	R
Eliminate Job Location	+\$50K FWS to student	unknown	~\$12,000	R

Additional Narrative: Estimating that it costs Lane \$300K annually in salaries and contracts to administer the Perkins Loan program. Liquidation could result in ~\$900K in one time return of institutional match. Job Location & Development appears redundant to State and Local employment efforts.

2. Revenue Enhancements: (Include impact, consequences, and comments)

Guaranteed Revenue Enhancements:

Description	Impact	Consequences	\$	R/NR
FSA Admin Cost Allowance	Reimbursed to GF		~110,000	R
Dual Enrollment Fees			~ 4,800	R

Non-Guaranteed Revenue Enhancements:

Description	Impact	Consequences	\$	R/NR
Sponsor fees			~12,000	R

Additional Narrative: Sponsored accounts currently charges a \$10 processing fee to bill sponsors for specific educational costs.

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Section IV: This section is targeted to the three funding sources: Carl Perkins, Student Technology Fee, Curriculum Development, Deadline: January 31, 2008)

This will be online