

# Compton College

## Office of Financial Aid and Scholarship

### Program Review

#### **Program Review**

Program Review is a tool used by program personnel to critically evaluate the services offered by the program and to recommend necessary improvements that address the needs of the College and the community.

#### **Desired Outcomes**

Desired Program Review outcomes include: a thorough evaluation of the program's effectiveness using quantitative and qualitative data; recommendations for program improvement (or if appropriate program discontinuance); and placement of the recommendations into the program's annual plan.

#### **Program Description**

*Assume the reader of the program review does not know about your program*

#### **1. Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?**

The Office of Financial Aid & Scholarships is committed to supporting the strategic direction of the College by providing efficient delivery of federal, state, and institutional Financial Aid & Scholarships. Our mission is to make it financially possible for our diverse student population attending Compton College to achieve their education goals and career aspirations by providing access to an array of financial aid resources and services.

Compton College Mission Statement: Compton College is a welcoming and inclusive environment where diverse students are supported to pursue and attain student success. Compton College provides solutions to challenges of our students, utilizing the latest techniques in preparation for clear pathways to completion of programs of study, the transition to a university, and securing living-wage employment. The Office of Financial Aid & Scholarships is committed to supporting the College's strategic direction focusing on:

*Improve recruitment, enrollment, retention, and completion rates for our students*

*Objective 3. Enhance student preparation for academic success and completion.*

*Objective 4. Provide a student-centered environment that leads to student success.*

Support the success of all students to meet their education and career goals:

*Objective 1. Attract and retain traditional students, and focus on retaining non-traditional students.*

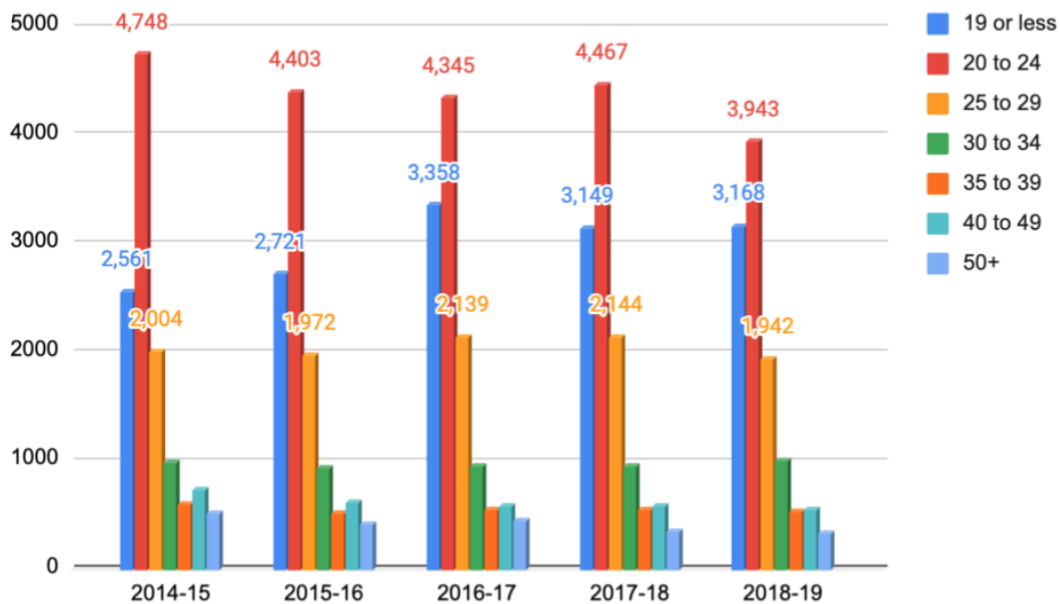
*Objective 2. Minimize the equity gap for access, retention, and graduation rates.*

Establish partnerships in the community and with the K-12 schools:

*Objective 3. Strengthen the broader needs of the community served by Compton Community College District.*

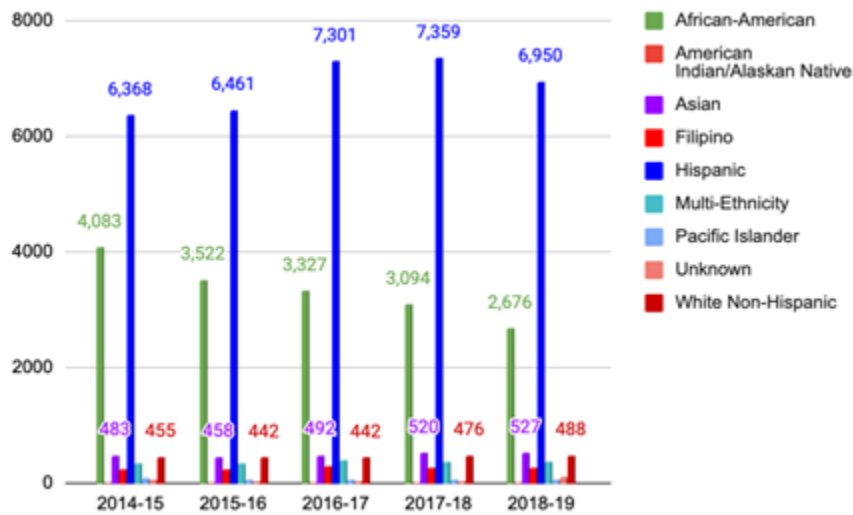
- 2. Describe the student population served by the program using data. Please note the source of the data. If necessary, please contact the Office of Institutional Research & Planning to obtain data.**

### Compton College Student Count by Age



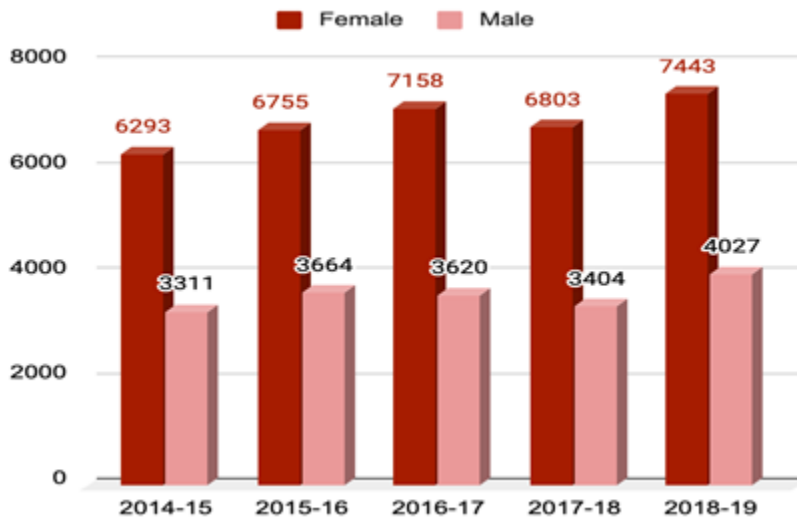
Source: California Community College Chancellor's Office Data Mart

## Compton College Student Count by Race/ Ethnicity



Source: California Community College Chancellor's Office Data Mart

## Compton College Student Count by Gender



Source: California Community College Chancellor's Office Data Mart

Understanding our students' demographic by age groups allows our department to implement outreach and in-reach strategies, workshops, and financial aid presentation based on the needs of each group. For example, the second-largest group of students are those who are between the 19 years of age or younger and are most likely recent high school graduates.

To make sure that the financial needs of this group is met, our office engages in various events throughout the year such as High School Outreach FAFSA/Dream Act Workshops. During these events, the financial aid outreach coordinator collaborates with other departments such as the Welcome Center as well as with community-based organizations. College counselors, local High

School instructors, and administrators are given the information needed to guide and assist students with completing state and federal applications for financial assistance.

Additionally, further breaking down student population enrolled at Compton College by race/ethnicity, and gender is another example of how the Office of Financial and Scholarships monitors changing student demographics on our campus. In doing so, our program seeks to ensure that our programs and services meet the needs of our diverse student population. By having an understanding of our student demographics, we can craft and implement effective policies that will help the traditional college student, as well as the non-traditional college student, achieve their educational goals. We can identify whether there are significant and continuing needs for additional financial aid resources for certain populations and how to address their particular financial need.

### **3. Describe how interaction with the program helps students succeed or meet their educational goals.**

Participation in our program activities provides students the opportunity to apply for federal and state financial aid to assist students to overcome the economic barrier that may prevent minorities or low-income students from pursuing post-secondary education. Federal financial aid programs such as Pell Grants, Federal Work-Study, and Federal Student Loans can be accessed by submitting the Free Application for Federal Student Aid(FAFSA). Students not eligible for federal student aid can also apply for state aid by completing a California Dream Act application. Once students submit either one of the applications, a need-based analysis is calculated based on the student's income and assets information. The need-based analysis allows us to generate an award letter with detailed information regarding eligibility status as well as grants and loan amounts for the academic year. The quad

Providing access to federal and state financial aid to our student populations is very important since it provides them with the financial support they need to cover their education expenses. Such programs often become the game-changer for a student to enroll. By having access to federal and state funds, students have the financial support they need to buy textbooks, class materials, food, and all other education-related expense. As a result, the removal of the economic barrier allows the student's educational goals to be achieved. This gives our students the ability to immerse themselves in their field of study; while staying focused, and achieve their educational goals

### **4. How does the program interact with other on-campus programs or with off-campus entities?**

The Office of Financial Aid and Scholarships supports Compton College objectives through partnerships with external organizations such as the Los Angeles County Office of Education, Lynwood Unified School District, Compton Unified School District, Paramount Unified School District, and Operation Hope. The overall goal of the partnerships is to support initiatives aimed at increasing awareness about the availability of Federal, State, and Institutional financial aid and how students can access those funds. Such initiatives focus on educating partnership members about the Free Application for Federal Student Aid (FAFSA) and the Dream Act application process while providing them with the knowledge they need to assist prospective college students with this process.

One-on-one assistance with completing the FAFSA and Dream Act applications provides financial aid staff members with the opportunity to interact with our community members while educating them on the process. Such interactions take place during several events throughout the year such as the Cash for College annual FAFSA/Dream Act event, the Cal Grant Workshop, and the High School Outreach FAFSA/Dream Act Workshop. During these events, prospective and returning students are educated about: the differences between grants, loans, and scholarships; how to complete the FAFSA or Dream Act application; federal, state, and institution aid; eligibility requirements; application timeframes; budgeting techniques; and the cost of attendance.

Additionally, with the implementation of the Promise program, Compton College has begun to gain stronger relationships with our local feeder high schools.

These partnerships support's Compton College Strategic Initiative III) Establish partnerships in the community and with the K-12 schools: Objective 3. Strengthen the broader needs of the community served by Compton Community College District.

The following are the schools under our Promise agreements:

1. CUSD

- a. Centennial HS
- b. Cesar Chavez HS
- c. Compton HS
- d. Dominguez HS
- e. Early College High School
- f. Thurgood Marshall HS

2. LUSD

- a. Lynwood HS
- b. Firebaugh HS
- c. Pathway HS
- d. Vista HS

3. PUSD

- a. Buena Vista HS
- b. Odyssey STEM Academy
- c. Paramount HS

*These partnerships support's Compton College Strategic Initiative III) Establish partnerships in the community and with the K-12 schools: Objective 3. Strengthen the broader needs of the community served by Compton Community College District.*

**5. List notable achievements that have occurred since the last Program Review.**

The transition from El Camino Compton College Center to Compton College during the 2018-2019 academic years has given the Office of Financial Aid and Scholarships autonomy over the processing, managing, distribution, and reconciliation of Federal, State, and institutional aid. We have revamped our process work-flow, reevaluated, and updated office policies and procedures, and updated current and future staff needs.

As a stand-alone college, our institution is assigned its unique FAFSA and State Aid school code for financial aid application purposes. Our newly adopted Banner and Enterprise Resource Planning (ERP) systems provide the Office of Financial Aid and Scholarships with the capability to download all of the FAFSA's and Dream Act applications with our school code into our servers.

Prior to the separation from El Camino College, all disbursements were processed by ECC. Since Fall 2019, we process our own disbursements through the Compton College Business Office and a partnership with BankMobile. We also have implemented our own internal Scholarship Management program called Nextgen Web Solutions and we process all of our own scholarships when in the past we used to use El Camino College Scholarship Management System.

**6. What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?** No recommendations were given.

## **Program Environment**

*Information in this section should help build a case for additional resources for the program*

**1. Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?**

The financial aid office personnel at Compton College are genuinely dedicated to helping students achieve their educational goals. Students visiting the financial aid office are treated with courtesy and respect. A sense of teamwork is evident among our staff members when assisting students in the financial aid lab from the initial intake process, the verification process, and the uploading of documents.

Our staff members work together in a cohesive manner to ensure that: 1) students' questions are answered in a timely manner; 2) students are guided through the FAFSA application process; 3) students are assisted with submissions of any remaining paperwork; 4) and students are provided with accurate information in regards to deadlines and process timeline. To continue promoting an environment of mutual respect and understanding, the staff members collaborate with each other through the sharing of information and important updates regarding their particular programs.

The Office of Financial Aid and Scholarships is currently located in Building E, Room 17 which houses the Financial Aid Lab, the Director's, the Financial Aid counselor office, the Financial Aid Lab for front-office assistance, and Staff member's offices. Embedded in the Compton College 2024 is the construction of a new Student Services Building, Instructional Building 1, and Instructional Building 2. All three new buildings are expected to be completed by 2023. Upon the completion of the Student Services Building, the Financial Aid and Scholarship office will be relocated to this new building.

**2. Describe the number and type of personnel assigned to the program. Please include a current organizational chart.**

The Office of Financial Aid and Scholarships currently has the following personnel:

- Director of Financial Aid
- Financial Aid Counselor
- Five Financial Aid Coordinators
- Two Financial Aid Technicians

**Keith Cobb**  
Director of Financial Aid & Scholarships  
kcobb@compton.edu

**Holy Schumacher**  
Financial Aid Counselor  
hschumacher@compton.edu

**Xochilt Arauz**  
Financial Aid Coordinator  
xarauz@compton.edu

**Giselle Gamino**  
Financial Aid Coordinator  
ggamino.@compton.edu

**Alma Lopez**  
Financial Aid Coordinator  
alopez@compton.edu

**Louis Williams**  
Financial Aid Coordinator  
lwilliams@compton.edu

**Naim Williams**  
Financial Aid Coordinator  
nwilliams@compton.edu

**Estal Cole**  
Financial Aid Technician  
ecole@compton.edu

**Felix Starks**  
Financial Aid Technician  
fstarks@compton.edu

**3. Describe the personnel needs for the next four years.**

Possible increases in enrollment may require our office to hire more staff. Our office will also seek to increase the number of completed FAFSA's and CADAA applications on our campus. If successful, this will create an increase in files to review for our office, in



addition to an increase foot traffic in our Financial Aid Lab. To deal with the increase of in person traffic, we may need one additional FA Technician in the future. Our office will also rely on the help of student workers (paid via the Federal Work Study Program), they can assist students on the computer and help students navigate the Compton College online portal. Our office will also offer virtual assistance to students, work study students can also assist us with this task.

Compton College has a variety of on campus student activities throughout the academic year. Our FA staff is responsible for attending in reach and outreach events on and off campus, in addition to also hosting and coordinating several Financial Aid related workshops throughout the year. Student workers assist with helping students in the Financial Aid lab while other staff is busy with campus events and/or workshops. Given the need for our staff to meet with their Tartar Success Team up to two times a week, the presence of our student workers is greatly needed.

Additionally, the Financial Aid office is seeking to fill the position of “Financial Aid Supervisor”. The supervisor will help the Director with managing of day to day tasks, schedules, and office operations.

**4. Describe facilities needs for the next four years.**

Embedded in the Compton College 2024 is the construction of a new Student Services Building, Instructional Building 1, and Instructional Building 2. All three new buildings are expected to be completed by 2023.

**5. Describe the equipment (including technology) needs for the next four years.**

Updated computers and printers in our Financial Aid lab will be needed in order to better assist students. Wi-Fi and/or Bluetooth enabled printers would help our students complete their printing needs quicker and more efficiently. An updated document scanner will also be needed for all students who cannot access a scanner or camera. An electronic check-in system would be helpful in the FA lab. By having a virtual queue, our office will be able to better assist students and cut down on waiting times. Students can also visit other campus offices or services while waiting for their turn at the FA Lab counter. The queue will also help to ensure that our Lab does not exceed the maximum number of occupants allowed by California fire codes.

The use of an electronic check-in system would also allow us to collect data that can then be analyzed to forecast the personal needs of the students. The data would also help our office determine peak times in an effort to better provide adequate staff coverage to deal with the increase in traffic. Ideally, an electronic ID reader where students can swipe their card would be the way our students would check-in for services. Utilizing a card reader

would help our office meet FERPA standards and guidelines by protecting the privacy of all students who visit the FA Lab.

Docking stations will also be needed for all FA Staff, this would allow staff from work from home and in the office using one device. This would help increase productivity and help to quickly transition to working remotely if needed.

**6. Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?**

To better serve the needs of our diverse student population, our office hours include:

- Our normal business hours from 8:00 a.m. to 4:30 p.m. on Monday, Tuesday, and Thursday. From 8:00 a.m. to 6:30 p.m. on Wednesdays. From 8:00 a.m. to 12:00 p.m. on Fridays.
- Extended office hours from 8:00 a.m. to 6:30 p.m. Monday through Thursday, 8:00 a.m. to 4:30 p.m. on Fridays, and 8:00 a.m. to 12:00 p.m. on Saturdays during the fall and spring peak registration period.
- Extended summer hours from 8:00 a.m. to 6:30 p.m. Monday through Thursday.

**7. Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?**

The changes in federal and state laws regarding financial aid are examples of external factors that directly impact our office. Recent state laws such as the Cal Grant Access Award for students with Dependent Children which was implemented during the 2019-2020 academic year is one example of how state laws impact the managing, handling, and processing of new financial aid. This is attributed to the fact that our department is directly responsible for the review and dissemination of existing and new financial aid resources. Our office is also responsible for the interpretation of state and federal regulations, the creation of written institutional policies and procedures, and the coding of such in our system in order to abide by those regulations regarding such aid.

At the state level, staff members in the Financial Aid Office will outreach to CSAC for training with respect to changes in state grants as well as the processing and awarding of

state grants. At the federal level, staff members in the Financial Aid office will outreach for web-based training provided by The National Association of Student Financial Aid Administrators (AKA NASFAA) to keep up with changes in federal regulations governing federal financial aid.

Due to the demographic population at Compton College, our office often collaborates with other Student Services Offices to meet the needs of our students. The FA office staff often refers students to the EOP&S, CARE, and CALWorks program if the student indicates need for further assistance. Our office has also partnered with the local Department of Social Services to provide students with the opportunity to meet with a Cal Fresh representative in our office. Students will be able to apply for the Cal Fresh program in our office and receive answers to all of their questions regarding the program. Outside resources that our students are referred to include food banks, free health clinic, free budgeting workshops, free credit repair.

The FA office also practices Professional Judgement on a case-by-case basis depending on each student's specific situation. Students who have had drastic decreases in income since completing the current year FAFSA or CADAA application, can ask for the FA office to review their Financial Aid eligibility once again by taking into consideration the student or family's current income and/or benefits. Professional Judgement also helps us assist those students who are considered Dependent students by federal and state guidelines but are in special circumstances that do not allow them to provide parent information. Some of these circumstances include incarceration or institutionalization of parent(s), death of a parent(s), abusive family environment, and possible abandonment by parent(s).

### **Service Area Outcomes (SAOs)**

*Please attach SAO assessment results as an appendix to the program review*

1. List the program's SAOs.  
None are listed under our Financial Aid & Scholarships section of the Compton.edu website
2. How were the SAOs developed? Who was engaged in the creation of the SAOs?  
N/A
3. How often are the SAOs assessed and who is engaged in the discussion?  
N/A
4. What has been done if the SAO assessment results were not as anticipated?  
N/A
5. Where are the SAOs assessment results shared with staff, students, and the public?  
N/A

6. Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

N/A

**SAO course of action for the 2020-2021 academic year:**

1. Create SAO for the Financial Aid and Scholarship Office and include language which describes the different types of programs offered at the Financial Aid Lab such as:
  - a. FAFSA, Dream Act, Chafee Grant, and Fee Waivers applications assistance as well as renewals
  - b. Veterans educational plan certification for VA benefits
  - c. Work-study applications
2. Include a section which describes the goals and objectives of the Financial Aid and Scholarship Office such as:
  - a. Students will have a full understanding and will independently fill-out their Free Application for Federal Student Aid (FAFSA) after submitting their first FAFSA application
  - b. Students will have access to accurate processing timeframe as well as accurate disbursement dates after submitting their forms, FAFSA applications, or required documents
  - c. Students will know how to interpret their financial aid award amounts and how each amount changes depending on enrollment status
  - d. Students will know how to navigate into the financial aid section through the *mycompton* portal to read and accept their financial aid award letter after their first semester of enrollment
  - e. Students will know about their responsibilities to reapply for financial aid for every academic year
3. Update the Financial Aid Tab from the Compton.edu webpage to reflect live information such as:
  - a. Dates and deadlines as well as the disbursement schedule
  - b. Upcoming workshop for both student loans and work-study
4. Create a tab which provides the students with the opportunity to submit their feedback online through an online survey about:
  - a. Their customer service experience in person, by phone, or email interactions with staff members from our office
  - b. Processing timeframe and future expectations
  - c. Disbursement timeframe accuracy as well as any problems with Bank Mobile, our third-party vendor
  - d. Additional feedback on how the office can improve its' s customer service

## **Program Improvement**

*Information should help determine where program resources should be dedicated*

### **1. What activities has the program engaged in to improve services to students?**

The Financial Aid Outreach / In-reach Program is committed to supporting the strategic direction of the College by providing effective outreach / In-reach services of federal, state, and institutional Financial Aid & Scholarships. Several events take place during the academic year such as participation in the New Student Welcome Day, and Transfer Fair Day. Students participating in the New Student Welcome day have the opportunity to meet a few of our Financial Aid staff members and obtain information about grants, scholarships, federal work-study, etc.

The Federal Work Studies (FWS) program supports the mission of our office, which is to administer as much aid to our students in the timeliest and efficient manner possible so they can reach their educational goals. The FWS program not only provides additional earned funds but also covers two additional aspects for our students. The first aspect is that it provides students with the convenience of having campus employment along with the feasibility of a flexible schedule allowing our students to focus on their first priority, their education. The second aspect is the opportunity students have to learn professional skills and customer service principles that will carry with them into business ownership or future employment opportunities. In order to participate in the FWS, students must be eligible for federal aid and must attend a workshop. The workshop is conducted daily in the Financial Aid lab Monday thru Thursday, twice a day.

The Satisfactory Academic Progress (SAP) workshops' is another activity that the Financial Aid office engages in to improve services to students. The SAP workshops' goal is to educate our student population in our Financial Aid SAP policies. Students attending the SAP workshop will learn how to maintain their financial aid eligibility and how to correctly file a SAP Appeal. Additionally, students learn how to calculate their own GPA and completion rate.

*The activities mentioned above supports Compton College Strategic Initiatives:*

#### *I. Improve recruitment, enrollment, retention, and completion rates for our students*

*A. Objective 3. Enhance student preparation for academic success and completion.*

*B. Objective 4. Provide a student-centered environment that leads to student success.*

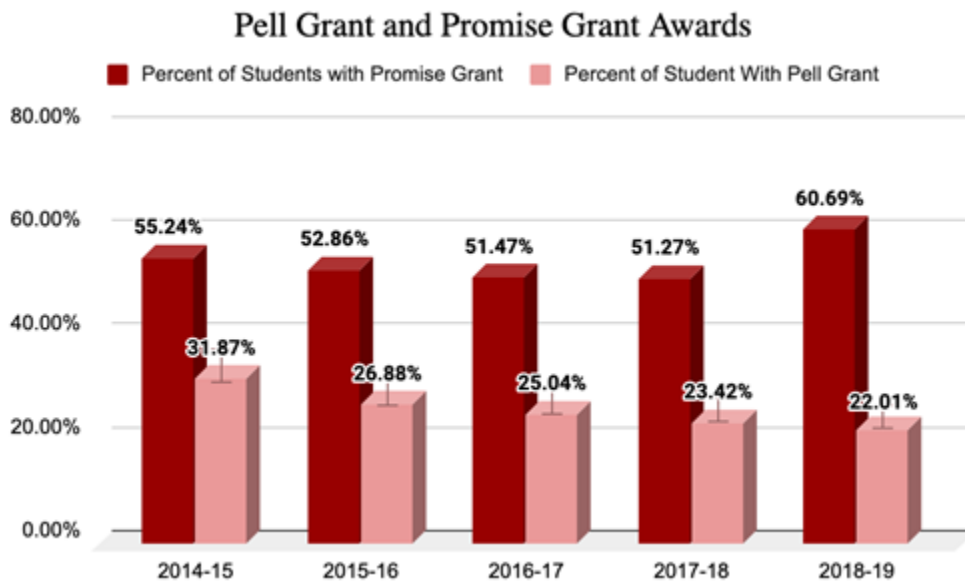
#### *II. Support the success of all students to meet their education, and career goals:*

A. Objective 1. Attract and retain traditional students, and focus on retaining non-traditional students.

B. Objective 2. Minimize the equity gap for access, retention, and graduation rates.

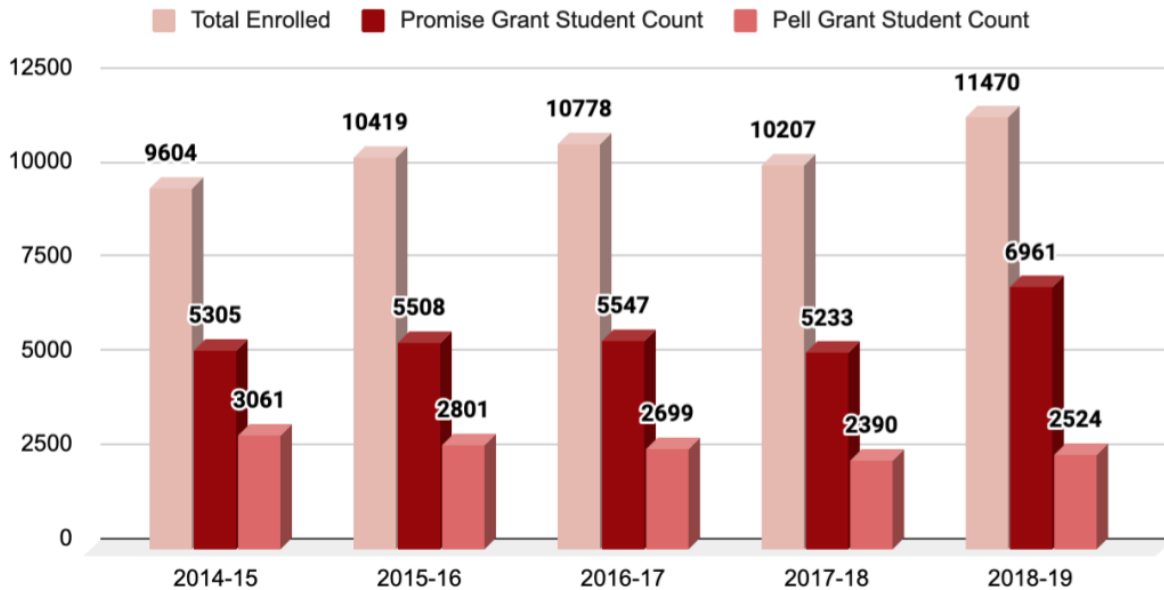
2. How have program personnel used metrics to improve program services? Provide metrics from the last four years.

Federal Pell Grant and State Promise Grants Five Year Data



Source: California Community College Chancellor's Office Data Mart

## Promise Grant vs. Pell Grant Student Count



*Source: California Community College Chancellor's Office Data Mart*

Our department monitors the number of students who received a Pell Grant vs. a Promise Grant. A year-by-year review of these metrics allows us to determine if our efforts to increase the numbers of students who apply for Federal Aid Financial Aid are successful. The financial aid office's goal for this metric is to increase the number of awards made for both federal and state financial aid.

Analyzing the trends in terms of the number of students enrolled at Compton College received a Pell Grants vs. a Promise Grants helps our in-reach and outreach efforts to ensure that every student who qualifies for Federal Financial Aid submits a FAFSA application. Although there was a steady yearly decrease in Pell Grant recipients from the 2014-2015 payment period to the 2017-2018 payment period, our outreach/in-reach efforts resulted in an increase of Pell Grant recipients close to six percent from the 2017-2018 payment period to the 2018-2019 payment period.

**3. If applicable, explain any patterns in student success, retention, persistence, graduation, and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.**

Our department monitors the number of degrees awarded by Compton College every year. The data below was extracted from the California Community College Chancellor's Office Data Mar and it provides information regarding the success rate for Financial Aid recipients from Fall 2014 to Spring 2019. Based on data from 2013 to 2019, students receiving financial assistance fare

better than non-financial aid recipients in terms of attaining an AA/AS or certificate. Year-by-year, the number of Associates of Science (A.S.) and Associates of Arts (A.A.) have increased. Over the course of five years, Compton College has awarded a total of 1688 Associates of Arts degrees, 822 Associates of Science degrees.

	Associate of Science (A.S.) Degree	Associate of Arts (A.A.) Degree	Certificate Requiring 30 to < 60 Semester Units	Certificate Requiring 18 to < 30 Semester Units
2014-15	86	230	26	78
2015-16	127	259	48	131
2016-17	183	310	30	148
2017-18	196	440	25	79
2018-19	230	449	92	121
<b>Total Degrees</b>	<b>822</b>	<b>1688</b>	<b>221</b>	<b>557</b>

*Continuously monitoring the success rates of our students receiving financial aid allows our department to support Compton College Strategic Initiatives:*

- III. *Improve recruitment, enrollment, retention, and completion rates for our students*
  - A. *Objective 3. Enhance student preparation for academic success and completion.*
  - B. *Objective 4. Provide a student-centered environment that leads to student success.*
- IV. *Support the success of all students to meet their education, and career goals:*
  - A. *Objective 1. Attract and retain traditional students, and focus on retaining non-traditional students.*
  - B. *Objective 2. Minimize the equity gap for access, retention, and graduation rates.*

**Customer Service**

***Administer a customer service survey to students or colleagues, if applicable. Please administer the survey the semester prior to submitting your program review.***

- 1. How was the survey conducted? Please include a copy of the survey to the appendix.**



During the 2018-2019 academic year, Compton College was going through the transition of separating from El Camino College. Therefore, the office was not required to revisit the Service Area Outcome and no data was collected during this timeframe.

**2. What were the major findings of the customer service survey?**

N/A

**3. Describe exemplary services that should be expanded or shared with other programs.**

N/A

**4. What aspect of the program's service needs improvement? Explain how the program will address service improvements.**

Although students have access to computers throughout the campus, when filling out their financial aid applications, many have expressed they feel more confident in completing their application in our lab because of the immediate assistance they receive from one of our staff members. Since the current space only allows for 20 students at a single time to engage in self-service because there are only 20 computers available, this is one area in our program that needs improvement. During peak registrations, students often wait for longer than usual to use the computers so having a bigger financial aid lab that permits for more computer space will definitely assist our program to overcome this issue and provide our students with a better customer service experience.

**Conclusions and Recommendations**

*Only include information previously referenced in the program review*

**1. Summarize the program's strengths.**

- The adoption of an online platform known as Campus Student provides students with the ability to submit all required documents electronically. With this method of document submission, the verification process has decreased from 4-6 weeks to 2-3 weeks resulting in students receiving their financial aid disbursements at a faster rate.
- The Financial Aid Lab provides students with access to 20 newly upgraded computer stations. The Financial Aid e-Services Lab also houses the reception area office with student peer assistants that have effectively served as a self-service environment and a primary vehicle for all electronic access for students to include: financial aid application, financial aid status review, award letter printing, application for admissions, registration for classes, educational plan review and printing, class schedule management, and access to all web application services related to the financial processes.

**2. Summarize the program's areas that need improvement.**

- Update website to include links to NSLDS, Student Aid Commissioner, and FAFSA Etc. The links should take students directly to the pages advertised.

- Create a more comprehensive outreach campaign and plan for the 2020-2021 with dates, locations, and contact information. This information should be made available to the general population on the Compton College Financial Aid tab
- Create a Compton College Financial Aid social media page in platforms such as Twitter and Facebook in order to reach the tech-savvy student population.
- Increase the training budget for our financial aid staff members in order to remain up to date on Federal and State Financial Aid Rules, Regulations, Policies, and processes. All Financial Aid staff should be required to attend conferences, workshops, and training, such as; FSA Conference, Web grants, CCCSFAA, NASFAA, WASFAA Conference and Training, etc. These workshops are essential to the day to day process and delivery of Financial Aid Funds and meeting Compliance Rules.

**3. List the program’s recommendations in a prioritized manner to help better understand their importance to the program.**

- a. Provide and offer more training to all staff members.
- b. Increasing the number of students who apply and complete the FAFSA and Dream Act application each year.
- c. Explore opportunities for collaboration throughout the college to maximize the opportunities for students to learn about financial aid, be encouraged to apply and complete their file.
- d. More outreach to our local feeder high schools.
- e. Obtain financial aid social media network pages—Such as Compton College Financial Aid twitter and Facebook page to provide live and continuous updates to students regarding financial aid.

4. Please indicate whether the program should continue or be discontinued.

\_\_\_ Continue Program

\_\_\_ Discontinue Program. Explain how the program’s services could be handled by another on-campus entity if the program has been declining or is no longer fully utilized.

**Student Services Program Review Committee**

***Ratings***

**Excellent**

The program review was extremely well written. Concise and grammatically correct with few to no spelling errors. A model program review that is ready to be posted online for a public audience.

**Meets Expectations**

The program review was adequately written. Lengthy or vague at times or included some grammatical and spelling errors. Corrections should be made prior to posting online for a public audience.

**Needs Improvement**

The program review was poorly written or incomplete. Too lengthy or vague or too many grammatical and spelling errors throughout the document. The program review needs to be rewritten and resubmitted to the Student Services Program Review Committee by an established deadline.

**Revised**

10/18/17