

LOS ANGELES COUNTY COLLEGE OF NURSING AND ALLIED HEALTH

ANNUAL PROGRAM EVALUATION REPORT

ACADEMIC YEAR: 2016-2017

REPORTING PROGRAM: Financial Aid

PART I: EVALUATION OF ANNUAL GOALS AND COLLEGE ASSIGNMENTS AS APPLICABLE

Evaluation of annual goals from the preceding academic year

1. Execute the Program Participation Agreement between the College and the California Student Aid Commission.
Outcome: The Program Participation Agreement is scheduled to begin April 2018.
2. Continue a reclassification study for Financial Aid Coordinator.
Outcome: Not possible at this time.
3. Continue search for an approved vendor to enter an agreement for Office of Financial Aid to have an experienced consultant as a future resource.
Outcome: Not possible at this time.
4. Follow up on the transfer of the executorship of the Maud Scholarship funds from an external private trust to a County trust account with the cooperation of County Counsel.
Outcome: This remains an on-going evaluation
5. Train on the building of the financial aid component for CAMS
Outcome: Financial Aid Coordinator is scheduled to receive initial training in fall 2017 and beginning spring 2018 will work with the CAMS manager to build the financial aid portal. Projected implementation of CAMS for financial aid is fall 2018.
6. Revise the Tuition Agreement Contract Fact Sheet to include offer of employment disclaimer.
Outcome: Disclaimer has been added to Things to Remember- Basic form given to students during pre-registration and registration. Disclaimer will be added to Tuition Agreement Contract Fact Sheet for use beginning fall 2018.

Implementation of recommendation to and from Committees/other Programs including status (As applicable):

N/A

Report on functions (As applicable):

N/A

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PART II: STUDENT PERFORMANCE EVALUATION

Student related problems as applicable (include # of students):

The Cohort Default Rating (CDR) is a measure of the number of students defaulting on student loans out of a graduate cohort of students entering post-grace period repayment in a fiscal year. The U.S. Department of Education produces an annual fiscal report that outlines the CONAH students' ability to meet their loan responsibilities after graduation. The CDR for 2014 was 5.1% which is higher than previous years but remains below the 10% threshold for action.

Repayment Year	2011	2012	2013	2014
Cohort Default Rating	9.4%	1.4%	1.6%	5.1%
# Students Defaulting	7	1	1	3
# Students Entering Repayment	74	71	60	58
\$ Defaulted	\$87,687	\$3,654	\$12,679	\$43,921
\$ In Repayment	\$913,690	\$837,928	\$681,061	\$746,147
Threshold for action: $\geq 25\%$ results in sanctions and may lead to provisional certification of the school when applying for recertification to participate in the Student Financial Aid Assistance Programs.				

Assessment of Student Learning Outcomes:

SLOP #1: Complete the nursing program through the assistance of the Financial Aid office.

- Student responses were overwhelmingly positive to the assistance and information received from the Financial Aid office. Students described the Financial Aid Coordinator as always making sure they were aware of their financial options throughout the program. Students were notified of scholarship opportunities and were assisted with applying for grants and loans as needed.
- There were no student withdrawals due to financial hardship.

SLOP #2: Demonstrate knowledge of available financial resources by accessing available financial aid while adhering to associated rules and regulations of both the Department of Education and the College.

- Student ratings from the 2016-II and 2017-I classes reflected:
 - 100% of both cohorts responded "Yes" to being informed of the criteria for financial aid eligibility.
 - 100% of both cohorts responded "Yes" to being notified of available financial aid programs.
- Students received email communication from the Financial Aid office with updated information on available scholarships, grants, and funding for qualified students.

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- Students are given information on the Tuition Agreement Contract (TAC) which will decrease tuition from \$2400 to \$700 per semester by agreeing to working full time as a registered nurse for any Department of Health Services (DHS) Healthcare Network facilities. The table below outlines the number of students per class who elected to participate in the TAC.

Tuition Agreement Contract Participation Table		
CLASS	YES	NO
Class of 2015-2	50	0
Class of 2016-1	53	1
Class of 2016-2	45	0
Class of 2017-1	41	0
Class of 2017- 2	42	0
Class of 2018-1	46	1
Class of 2018-2	46	0

SLOP #3: Demonstrate personal accountability in managing finances by formulating a financial plan, which promotes a balance between school and other personal responsibilities.

- See above, Part II- Student Performance Evaluation, with the outlined Cohort Default Rate.
- Graduating students have actively sought employment within the DHS Healthcare Network to fulfill their TAC. Financial aid office, along with the Dean, Institutional Effectiveness, Research, and Planning, have informally tracked the hiring rate of CONAH graduates:

INFORMAL FOLLOW- UP GRADUATE EMPLOYMENT REPORT		
CLASSES	# GRADUATED	DHS HIRING GRID
2014-II	51	18
2015-I	43	36
2015-II	45	16
2016-I	44	30
2016-II	46	26
2017-I	44	15

Faculty/staff intervention to improve student learning:

Students receive financial aid information during preregistration and/or registration. The information encompasses the multiple options available to students regarding tuition, student loans, Tuition Agreement Contract, and scholarships. Students are also given information on financial awareness counseling that is mandated by the Department of Education. All students are mandated to complete the counseling, not just students applying for financial aid, prior to the start of the semester. The counseling is offered online and can be accessed on and off campus.

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PART III: PROGRAM PERFORMANCE EVALUATION

Problems experienced/changes relating to courses/service/structure/process:

- Only one Financial Aid Coordinator to handle all the roles and responsibilities of the office operations.
- Timely notification and accurate completion of student status changes which impacts aid funding and eligibility continues to be inconsistent between semesters.

Effectiveness of curriculum/services rendered:

Financial Aid Services continues to be rated highly by students on the Overall Program Evaluation Survey. Students from the 2016-II and 2017-I graduating classes continue to comment favorably of services provided to them by the Financial Aid Coordinator. The Coordinator has been described as supportive, informative, welcoming, kind, generous, and professional. Students appreciate the continuous, open communication provided to them electronically and in person.

Policies & Protocols:

No policies/protocols were reviewed by Financial Aid during this academic year.

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PART IV: PROGRAM STATUS AND RECOMMENDATION

Accomplishments of the Program:

- Beginning spring 2017, all award letters were sent to students via email.
- Cash Management Totals: 2016-2017 Academic Award Year:

CASH MANAGEMENT TOTALS: 2016-2017 Academic Award Year			
TYPE OF AID	# AWARDED	AMOUNT AWARDED	COMMENTS
PELL GRANT	105	\$271,564.00	
FSEOG	63	\$9,901.00	
CAL GRANTS	134	\$195,613.00	INCLUDES \$163,028 IN TUITION
SUB LOANS	146	\$265,211.00	
UNSUB LOANS	109	\$295,411.00	
PERKINS LOANS	2	\$8,190.00	
PLUS LOANS	1	\$4,308.00	
ALT. LOANS	1	\$8,500.00	
BW SCHOLARSHIP	3	\$2,300.00	
NIENSTEDT SCHOLARSHIP	2	\$1,300.00	
MW RICHARDS SCHOLARSHIP	7	\$10,000.00	
MJ ROBINSON SCHOLARSHIP	0	\$0.00	
BOOK SCHOLARSHIPS	17	\$2,550.00	
TUITION PAYMENTS	260	\$196,847.00	CAL GRANTS NOT INCLUDED
HEALTH PROFESSION FDN	0	\$0.00	
HIGHLAND PK EBELL	2	\$1,500.00	
QUEENSCARE	0	\$0.00	
GRAND TOTAL		\$1,273,195.00	
ISIR RECEIVED 2016-2017	2,614		

Status to date: N/A

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Quality improvement plans (If applicable):

- Continue to communicate with the semester coordinators to ensure timely and accurate completion of student status reports.
- Request additional position/staff member to receive training to assist the Office of Financial Aid.

Goals for upcoming academic year:

- Train on the development of the financial aid portal in CAMS and create the timeline for implementation with the CAMS manager.
- Revise the Tuition Agreement Contract Fact Sheet and Tuition Agreement Contract to include an offer of employment disclaimer and lengthen the default time period from 4 months to 6 months following graduation.

PART V: ACCOMPLISHMENTS TO THE STRATEGIC PLAN 2016-2019

Goal I. A. 1.: Implement CAMS database

- Financial Aid Coordinator is scheduled to receive initial training in fall 2017. In spring 2018, the financial aid office will be working with the CAMS manager to build the financial aid portal. The projected implementation of CAMS for financial aid is fall 2018.

PART VI: CONTRIBUTORS TO REPORT

Barbara Baker, Financial Aid Coordinator

Sarah Granger, RN, Financial Aid Administrator/Asst Nursing Director, CONAH

PART VII: DATA SOURCES

Financial Aid Ledger

Program Evaluation Survey, 2016-II and 2017-I

Tuition Payment Log