

Summary of Winter Costs for the Financial Aid and Scholarship Department

Students

We had a total of 1,469 students that attend fall 2008 and spring 2009 that didn't attend the winter 2009 term. Below is a summary of the students and the amount of financial aid that we canceled for each program. Several students received more than one award. We were able to determine that about 600 students had their student loans adjusted but cannot determine how much we reduced the loan funds.

Financial Aid Program	Number Students	Total Dollar Amount
Federal Pell Grant	617	\$279,558
State University Grant	464	\$110,000
Cal Grant A	92	\$13,984
Cal Grant B – Fees	119	\$18,088
Supplemental Educational Opportunity Grant (SEOG)	55	\$1,666
Academic Competitiveness Grant (ACG)	47	\$4,764
Educational Opportunity Grant (EOP)	34	\$2,440
Federal Student Loans	Approx 600	N/A
Total		\$430,500

Staff Workload

Staff workload is also impacted since we are a 4 – 1 – 4 school. It takes us longer to set up PeopleSoft as our terms are not equal in length and require additional calculations to correctly divide the grant amounts based on the number of weeks in each term. We are also unable to use the modification developed for Cal Grant Reporting and we need to manually report each Cal Grant to the California Student Aid Commission on Web Grants instead of uploading the information into the system. Winter terms adds to our workload not only because we award for fall/winter/spring, but it also adds to our workload because of the number of students that don't attend winter. These students require manual recalculation of their financial aid awards. This process includes reducing awards, placing comments on the student's file, and sending a communication. Often times, it also includes a call or visit from the student with questions on the recalculation. Attachment B is a spreadsheet of the additional staff time it requires to administer the winter term. It is broken down by activity and person responsible for that activity. Please note that the Advisor column includes all four advisors (Sylvia Kisling, Tom Tompkins, Luis Arrizon, and Tammy Worthington). Except for Cal Grant Reporting, all the other advisor duties are

divided among the 4 advisors. Another staff issue for the winter term is that we have to do everything three times instead of twice. For example, we need to calculate the Return of Title Four Funds each term and we need to review the courses for the Credential students and the students that are receiving the SMART Grant each term. Most campuses only have to do those duties for two terms (fall and spring), not three. We have a much shorter time period during the winter term to complete these duties and often times it delays our spring work.

I've also attached a statement from one of our Financial Aid Representatives (Attachment C) that gives a good perspective from a customer service standpoint. Melissa Bento works our front line and has a high amount of student contact.