Student Services

Suggested Financial Aid Office Advisory group:

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BACKGROUND:
Each school year, City College of San Francisco receives Federal and State financial aid funds to be disbursed to eligible students. The college is expected to administer the programs and in some instances to provide matching funds.

Trends:
In 2009-2010 24,188 students applied for financial aid  
In 2010-2011 (As of May 5, 2010) 12,691 students have applied for financial aid.

Total Financial Aid disbursed in 2009-2010 (As of May 5, 2010) $47,976,004.06

In 2008-2009 7,087 students received Pell Grant for a grand Total of $19,867,945.13  
In 2009-2010 (As of May 5, 2010) 8,315 have been paid Pell Grant for a grand Total of $27,623,466.16

NUMBER OF EMPLOYEES:

The Financial Aid Office currently has:

Twenty Four Classified Employees  
Four Full-time Counselors  
One Part-time outreach counselor  
One administrator

The ratio of students per counselor is 6,040 students per counselor
1. Plan for improving student access to financial support
   
a. Shortening the length of lines and offering more time-efficient ways for students to get financial aid information
   • Institute alternative methods for students to get answers to questions (such as web-based interactive support, a financial aid phone support line.

   The Financial Aid Office has incorporated in its Web Site:
   

   Video clips in English, Chinese and Spanish, where students can get important information/answers about financial aid. In addition a video from the Department of Education which inform students, step by step, about filing the Free Application for Federal Student Aid (FAFSA) has been added.

   Currently there is one telephone operator in the Financial Aid Office who is 100% dedicated to answering the telephone and receives an average of about 100 questions per day. We will look at alternatives ways of supporting her efforts.

   The Financial Aid Office is currently working in implementing an imaging system in the Financial Aid Office. In its initial phase, this system will allow the Financial Aid Office to create electronic files for all student applicants. On the second phase this system will allow students to submit their documents via the web without having to come to the Financial Aid Office in person to submit the documents. It is the goal of the Financial Aid Office to fully implement this imaging system in the Summer 2011 semester.

b. student ambassadors answering some questions from students in line, etc.)

   The Financial Aid Office working in conjunction with the Office of Outreach and Recruitment has initiated conversations to hire and train student ambassadors to help answer basic information during the beginning of each semester. Our goal is to implement this plan in the Fall 2010 semester.

c. Offer financial aid info/services adjacent to counseling, matriculation and other student services.

   It is the plan of the Financial Aid Office to have a Financial Aid/Scholarship Office in the Multi-Use building which will be adjacent to counseling, matriculation, admissions office, SingleStop, etc. Our goal is to have this office operation in the Fall 2010 semester. We also have
part counselors at each Campus who have an office adjacent to the counseling, matriculation offices. We need to look into the possibility of adding additional counselors to each site. In addition, the Financial Aid Office is currently working with the counseling office to incorporate a financial aid presentation during the matriculation orientation; the objective is to educate students about financial aid opportunities as well as academic and federal eligibility requirements.

d. Outreach.

Throughout the year, the Financial Aid Office conducts Financial Aid workshops in English, Chinese and Spanish for credit, non-credit students and community agencies about the different types of financial aid opportunities, financial aid support services and FAFSA application.

In cooperation with the Office of Public Information, the Financial Aid Office mail postcards to every household in San Francisco, informing students about important financial aid information, application and deadlines. In addition every semester the Financial Aid Office advertises financial aid information in the centerfold of the schedule of classes including the fee waiver application encouraging students to file the FAFSA application. Furthermore, signs and posters advertising financial aid opportunities are place at all the different campuses to encourage students to apply for financial aid. Also, working closely with the office of Outreach and Recruitment financial aid information is given to middle and high school students and parents in San Francisco.