

## Student Services Core Function: Enrollment Welcome

## Agenda

- What did we learn from the last session-access?
- Definition and Description of Program
  - Enrollment
  - Financial Aid
- Activities that support Enrollment
- Understand integrated services
- Propose new approaches to enrollment

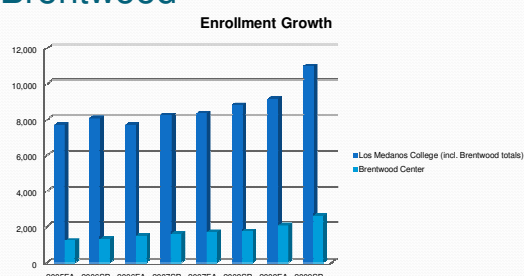
## Initial Core Function - Access

- What did we learn from access?
  - Portals to education
  - EOPS, Outreach, Orientation
- How does Access differ from Enrollment?
  - Access uses methods to bring students to LMC
  - Enrollment is the actual act of becoming a student
- How are they the same?
  - Both should have the same outcome

## Definition of Enrollment?

- Wikipedia describes enrollment in education as "the process of initiating attendance to a school"
- Enrollment begins at the point of application or perhaps earlier?
- The definition can change over time
  - How can the definition change over time?
  - Would the definition be different in 5 years? 10 years?

## Enrollment Trends - LMC & Brentwood



## Steps to Enrollment

- How does a student enroll?
  - Application
  - Apply for Financial Aid
  - Apply for EOP&S or Access DSPS services if needed
  - Orientation
  - Assessment
  - Counseling – Pick classes
  - Register for classes
  - Pay fees
  - Purchase books
  - Attend class
  - Study!!!

## Admissions & Records

- What we do (as it pertains to enrollment)
  - Input applications – online and paper
  - Register students – both during registration and after
  - Add and drop students
  - Sell parking permits
  - Take fee payments
  - Explain how to access TREG or WebAdvisor
  - Veteran's program, International Student Program
  - Prerequisite checking and processing
  - Evaluations
  - General questions/projects

## Counseling Services

- Counseling – academic and personal
- Evaluation – degree, certificate, IGETC & CSU Patterns
- Educational Plans
- Transfer, transfer agreements
- Financial Aid
- Specialized counseling for:
  - Veterans
  - International students
  - Honors
  - Puente
  - Career analysis

## Where Do Students Get Hung Up in the Process?

- Application – online vs. paper
  - How often does the student need to reapply
- Logging into WebAdvisor
- Registration
  - Prerequisites
  - Appointment time
  - Wait lists
  - Previous fees or other holds
- Other issues

## What is Already Being Done

- Application changes
- Consistent policies throughout district
- Process Expert Teams
- Concurrent enrollment changes
- Methodologies to get students out of line
- Updated website
- Structure of A&R to better meet student needs
- Customer service training
- Team building

## New Motto for A&R

- The educational process starts and ends at A&R
- The education begins at the point of a student deciding to take a class. We teach students how to navigate through the maze from the decision to attendance at their classes.
- The educational process generally ends (for LMC) when the student graduates or transfers or reaches their goals.

## Financial Aid & Enrollment

- Financial Aid balances enrollment goals relative to affordability and access, student retention, academic quality through effective administration of institutional, state and federal aid programs.
  - Claiborne Pell a Senator from Rhode Island
  - 1972 Lyndon B. Johnson sign into legislation
  - Basic Opportunity Grant, (Pell Grant)
  - \$250 billion dollars of aid to students.

## Core Functions of Financial Aid

- **Analysis of Financial Aid Applications**
- **Verification of Financial Aid applications**
- **Awarding Eligible Applicants**
- **Communication to Students:**
  - The Financial Aid office communicates with student by e-mail or regular mail. There are several reasons of communication by the F.A. office.
    - 1). Missing Information Letters- this form of communication informs the student of missing documents for their files.
    - 2). Award letters- this form of communication is to notify students of awards and is typically performed at minimum twice per academic year.
    - 3). Appeal Notices- Probation and Suspension notices are sent to student once per term. Students are also encouraged to access WebAdvisor to view their award letters.

## Financial Aid Office Core Values

- **Core Values**
  - **Access**
  - **Excellence**
  - **Service**

## Nuts and Bolts

- **Eligibility Criteria:**
- **To be considered for financial aid, you must meet the following requirements:**
  - Must be enrolled as a regular student in an eligible program
  - Be a U.S. citizen or eligible non-citizen
  - Be a High school graduate/GED holder/Home Schooled/passed the ATB (Ability to Benefit) test
  - Not in over payment or default on any federal funded programs
  - Valid Social Security number
  - Males registered for Selective Service
  - Meet Satisfactory Academic Progress.

## How to Apply for Financial Aid

- Complete Free Application for Federal Student Aid (FAFSA) beginning January 1 every year  
[www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- Include on FAFSA Los Medanos College School Code **010340**
- Make sure Social Security Number is correct
- Apply by March 2 deadline for priority and Cal Grant Processing

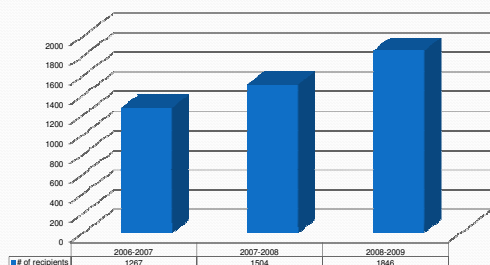
## How to Apply for Financial Aid (continued)

- **Application Process**
  - Department of Education receives FAFSA application.
  - Student is notified by the Department of Education 72 via e-mail
  - School receives information from the Department of Education 5 – 7 working days
- **Verification**
  - Student submits documents
  - Application review
  - Financial Aid Award Notification Letter

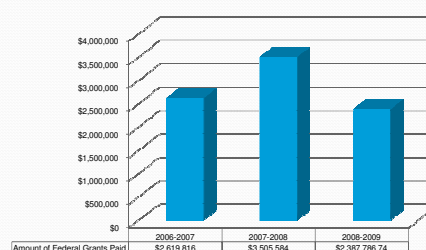
## What Financial aid Programs are Available?

- Board of Governors Fee Waivers (**BOGW**)
- Federal Pell Grants
- Academic Competitiveness Grants
- Federal Supplemental Education Opportunity Grants (SEOG)
- Cal Grants
- Federal Work-Study (FWS)
- Family Federal Educational Loans

## Number of FA Recipients



## Amount of Federal Grants Paid



## Shift to Integrated Services

- Admissions & Records and Financial Aid
- Scholarship Office and Financial Aid
- EOPS and Financial Aid and Admissions & Records
- Job Placement and Financial Aid
- Outreach and Financial Aid
- Counseling and Admissions & Records
- DSPS and Admissions & Records

## Integrated Services (continued)

- We will continue to examine policies and practices that will allow our offices to interact with other offices within student services. We find that with this new model will enable our offices to:
  - Increase Student Success
  - Combine policy and planning
  - Achieve enrollment goals

## Propose New Approaches

- How can we change our current practices to enable growth both internally and externally and improve our service to students?
- In what areas can we improve in the short term?

## Small Group Conversation

- Let's break into groups and discuss the following items:
  1. How has your definition of enrollment and financial aid changed?
  2. How can we integrate enrollment activities?
  3. What is missing from the activities?
  4. How can your department add to enrollment?
  5. New ideas....projects....suggestions

## Thank You

- Thank you for your attendance and participation
- The next training is RETENTION!!!!