

VALENCIA COMMUNITY COLLEGE
Student Affairs Department Action Plan
WEAVE Online Form

Active Cycle (academic year): **2014 - 2015**

Area (Department/Program): **Financial Aid**

Person Responsible: **Chris Christensen**

	Plan
1. Goal -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	<ol style="list-style-type: none"> 1. Provide leadership to create a comprehensive plan for Veteran Students. Contribute expertise in funding and benefits for Veterans across all campuses. 2. Conduct a study of data on Satisfactory Academic Progress (SAP) students historically. Find attrition, succession and enrollment variables of this population to assist with current students on SAP. 3. To provide leadership to create a comprehensive Default Prevention plan for all campuses, to include Financial Literacy, Default Prevention and Awareness to the campus community.
2. Objectives -what will be accomplished and measured	<ol style="list-style-type: none"> 1. Training staff on all campuses of benefit information and certification processes for student navigation. Being a major voice in Veteran campus conversations to ensure representation from the benefits side. 2. To study data to inform us of attrition, succession, and matriculation trends with the SAP population. 3. Formation of college wide committee to assist in the direction, and execution of our Default Prevention plan. Obtain funding to continued partnership with USAFunds and Borrower Connect.
3. Measures and Findings – How specifically measures will be conducted. How will we know the objective has been achieved?	<ol style="list-style-type: none"> 1. Student satisfaction with be measured. Moving processes forward to ensure completed benefit files for prompt payment of VA benefits. Look for funding opportunities to assist with awareness and education of the Veteran population. 2. Obtain SAP numbers for past semesters and find the characteristics and succession of these students. 3. Create programming and awareness exercises/materials to be provided to students for increased knowledge of borrowing and repayment responsibilities.
4. Action Plan – what is the implementation plan?	<ol style="list-style-type: none"> 1. This goal will begin in July 2014 and will continue until Veteran student needs are being fulfilled. 2. This goal will begin in August 2014 and will complete in July 2015. 3. This goal will begin in July 2014 and will be monitored monthly by the committee to assess success.

<p>5. Achievement Summary/Analysis- What was learned from the assessment results? What changes will you make in your initiative for the year to come?</p>	<ol style="list-style-type: none"> 1. We have been able to secure a permanent larger space on West campus for a VA center. We have secured a space on Osceola campus for Veteran students to utilize. Staff have been trained on benefit and certification of VA benefits for a better flow. Grant opportunities have been completed to hopefully bring in dollars to assist more with Veteran Student services college wide. 2. This goal was not worked on this year, but will be accomplished in the following year. 3. This goal was successful because we have been able to partner with Graduation to inform students of debt prior to leaving the institution. We have implemented Borrower Connect which enables our office to communicate with previous borrowers about their options and responsibility. Our default rate is declining.
<p>6. General Education Learning Outcome</p>	
<p>7. Strategic Plan Outcome</p>	<p>All of these goals align with the strategic goals: Build Pathways and Invest in Each Other</p>