Guiding Principles: PCC and Staff

**Shape our work in the best interest of students, student-centered (how we work), plan for the greater good for the most students, not the single student exception.**

**Promote a culture of constant improvement through collaboration; collaboration among stakeholders (integrate approaches); internal collaboration among departments. Promote a value for high-performing teams and communication.**

**Ensure proactive analyses and reflection. All initiatives and projects based on defined measurable outcomes, not limited to the grant’s objectives. Ensure assessment of the various intervention for students, interventions for depts./staff, and interventions related to grant progresses.**

**Demonstrate values of change, being nimble, agile, promoting proactive data-driven planning during work group sessions and other grant committees.**

**Ensure that all projects include plans for changes in staff processes as well as training for internal staff and/or external partners and stakeholders.**

**Value automation, technology-oriented solutions, simplification, streamlining, and process improvements.**

**Vision PCC as an employer of choice; leader in the industry (FLAIR as a replicable model as the 4th largest CC in nation), employees passionate/caring/fulfilled – ”I want to work here.”**

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**FLAIR Guiding Principles**

1. Support the dignity of each student.
2. Equal and equitable treatment for all students.
3. Equal and equitable access to resources for all students.
4. Empower students to become engaged and self-sufficient.
5. Ensure that every transaction with a student is an opportunity for a teaching and learning experience.

“Every transaction a teaching and learning opportunity”
Academic Program Weaknesses

- Too many students withdraw due to financial constraints
- Winter 2010
  - 12,270 Financial holds
  - 50,000 Financial holds today
- Low retention rates
- Students not enrolling full time due to employment
- Gap between need & availability of aid
- CCSSE & Sense surveys both identify FA as reasons for leaving college
- Students lack financial management & literacy skills
  - Borrowing from their futures
- Student Financial Services is overwhelmed
- Financial Aid Processing takes too long
  - 2007-2008 Financial Aid apps increased 30%
  - 2009-2010 Financial Aid apps increased another 37%
  - 10th highest in the nation
- Financial Aid office is stretched
  - $60 million in student loans in 2009 but only two dedicated staff for Perkins & Stafford loans
  - Many systems outdated & processes are inefficient (labor intensive)
  - Result equals delays in processing

Academic Program Strengths

- Increased enrollment
- Budget Advisory Committee (Both Fiscal & Revenue)
- Strong grant revenue flow
- Increased contributions to PCC Foundation
- Educational Master Plan
- Bond passed
- Inclusive initiative process to expand programs, staffing & equipment
- High quality academic programs: breadth of degrees & certificates fosters student success

Distance Learning Strengths

- 29% at least one course via DL
- 16% of credit FTE in DL
- Wide range of offerings
- 39% of DL students take all courses via DL

Many Academic Prep & Support Programs:

- FYE – Tuition free college success dev. courses, ESOL, Adult Basic Ed, campus cohort support programs (i.e. TRIO, ROOTS, WRC, START LABS, etc.)
FLAIR GOAL: Strengthen & Improve Finance-related Student Services

- Re-engineer & reform PCC’s student finance-related services
  - Upgrade business processes & technology
  - Revise college policies, training & staffing
- Improve students’ financial literacy education
- Cultivate and increase private sector support
- Decrease student refund fraud
- Revise PCC financial business processes; current practices are inefficient/obsolete
  - Limited payment options/increased late payments
  - Disbursement of checks is cumbersome & strains compliance with Federal regulations
  - Self service business options are inadequate
  - Poor policies/procedures related to enrollment w/out financial commitment, and also course dropping
  - Veterans service staff haven’t been able to keep up with increased demands
  - FA processing is inefficient and too dependent on manual intervention

PCC Systemic Opportunities for Improvement

- PCC does not have a holistic approach to the distribution of margin monies.
- PCC students are borrowing more than the average national rate.
- PCC default rate is increasing.
- Students need more donors/dollars via the PCC Foundation.

Improve Student Financial Literacy & Education

- “Financial Matters” tab on the MyPCC portal
- Financial literacy curriculum (CG, Online & Web)
- Financial learning assessments
- Monitor student debt consumption and provide intrusive interventions
- Mandatory orientation that includes financial education

Title III FLAIR Grant Needs To Provide:

- Comprehensive planning
- Incorporation of Guiding Principles
- Consistent Reports/Assessments
- Timelines
- Benchmarks
- District and campus communication

“Every transaction a teaching and learning opportunity”