

2011-2012 Comprehensive Program Review – Student Services

Program: Financial Aid

Date: 10-14-2011

Contact Person: Ha Vuong

Part 1: Current Program Description

1.1 What is the program staffing?

0	Number of full time faculty	7	Number of classified staff (do not include the SOC, which will be reported under the Office of Instruction Program Review)
0	Number of part-time faculty	4	Paid student workers
1.5	Number of Supervisors/Managers/Confidential	2	Hourly or part-time employees

1.2 Is there an Advisory Committee for the program? Yes No If yes, number of members, their names and affiliations:

1.3 Is there a student club associated/sponsored by the program? Yes No If yes, name of club:

1.4 What significant factors currently influence the program? Check all that apply and explain further in Part 2: Program Overview.

X	Accreditation requirements		Advisory boards
	Articulation	X	Changes in technology
X	College or district mandates	X	Government regulation
	Labor market demand		Transfer institution

X	State mandates		Other external factors (describe): pace of living
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1.5 If you have the following data, please provide it or use your best estimate. Provide the number of students:

Check if you estimated	Number	
X	8,600+/-	Unduplicated students (service population)
X	50,000+	Student visits (general contacts such as drop-ins, email, telephone, in-person visits, etc.)
X	750+/-	Student appointments (scheduled visits)
X	250+/-	Other (describe): External contacts to support services & mandates

1.6 Does your program provide any tangible services to students such as the following? If so, please indicate the number available:

	Computers in office/space		Makes Copies or provide a copier for their use
X	Money for textbooks		Other (describe): free treats for dogs
	Textbook loans		

The following are supplemental questions for 2011-12 Program Review, please read and complete:

Given a continued difficult economic climate, we are anticipating additional state-mandated budget reductions in the future. Being proactive to identify additional revenue, reduce costs, and identify new opportunities to attract students is the best thing way to control our destiny in a difficult climate. Given this, please answer the following supplemental questions.

1.7 Has your area identified new potential supplemental revenue streams from outside grants, private sources, or strategic partnerships? If yes, please describe. If not, are you interested in working with your dean to develop private/public revenue streams for your program? *As applicable: Have you participated with your advisory in procuring funding, new program leads/potential or other resources that would assist your program in moving forward?*

NO. We will attempt to identify resources – most resources we are able to access are scholarships and grant sources for students, not office operating budget coverage.

1.8 Has your area identified any supplies, activities or functions which could be reduced, streamlined, or utilize technology to reduce costs? Please describe.

Already completed. In the past two academic years, because of budgetary constraints, we have eliminated or reduced processes & functions to assist us with our fiscal responsibilities.

1.9 Are there untapped possibilities to create new transfer pathways, new certificates which could be stackable to degrees, or new contract education offerings? Please describe:

No. Financial Aid is not an instructional area.

PART 2: Program Overview

2.1 Below is the college’s Mission Statement, briefly describe how the program supports the College’s Mission Statement.

Mission College's first priorities are students, their learning and their success.

Our College serves the diverse educational, economic and cultural needs of the student population of Santa Clara, the Silicon Valley and our global community by providing associate degrees, transferable, career and basic-skills courses and programs, as well as opportunities for life-long learning.

Through participatory governance in support of our first priorities, Mission College systematically commits to evaluating and improving educational programs, technological resources and student support services by making informed decisions, allocating resources and establishing institutional policies and procedures.

Briefly describe how the program supports the college mission: The Financial Aid Office provides services that allows students to access grants, scholarships, work, & loan opportunities. These sources of funding give the students more flexibility in their academic options as it relates to their ability to attend college. In addition, it helps fund the students' academic goals.

2.2 Overview: Please provide an overview of activities and accomplishments since the last Academic Year. Quantify your accomplishments whenever possible (for example if you placed interns, Advisory Board meetings, etc.). If you checked any of the significant factors currently influence the program above in Part 1, please explain here.

- Money for Textbooks – implemented a two-fold process to provide students access to book & supplies money through advanced financial aid availability and/or book grant funds available from the VP. Working with the campus bookstore, we have devised a mechanism to easily and efficiently provide books in advance of the term with these new processes. 95 students were assisted in 10-11
- 30% increase in number of total FAFSA applications processed.
- 7.4% increase in headcount of students assisted through the FAFSA process
- 47% increases in federal & state funding

2.3 Student Demand: Consider changes in FTES and Headcount, CSU/UC transfer, articulation, workforce and labor market demand, etc.; what changes/improvements does the department need to make to meet changing demands?

Because of the continued lack of stability in the economy currently, we will continue to see an increased demand for financial aid funding and the services Financial Aid staff provide to those students.

2.4 Student Usage Trends: Describe the trends in overall student usage patterns (times of day, weekend use, yearly usage cycles, etc.) and face-to-face usage versus online (MyWebServices, Web-based forms, etc). Are there changes in student usage and if so, what are the implications for your department?

We are encouraging students to increase their online access to assistance for our services. Because of the overall increase in student numbers on campus, we are not seeing a decrease in in-person student contact. However, a significant portion of that in-person contact can and should be directed to the online resources successfully.

2.5 Student Demographics: What are the trends with respect to student demographics and underrepresented students? Are there changes and if so, how will your department address any challenges or needs?

Our demographics remain the same. We still have students who require more in-depth services because of ESL and/or cultural differences or experiences. We provide staff who are bilingual in many languages to help support these students' needs.

2.6 Academic Characteristics: Describe the trends in academic characteristics of the students served such as basic skills need or transfer goals. Are there changes in access of use of the service provided and if so, what are the implications for the department?

Academic characteristics only affect us if State or Federal regulations or mandates require us to perform specific tasks or functions. If so, it is then built into our policies and procedures and communicated to our students.

2.7 **Other Data:** provide any additional data relevant to your program and indicate the source of the data.

State Chancellor's Office Datamart
(<http://www.cccco.edu/ChancellorsOffice/Divisions/TechResearchInfo/MIS/DataMartandReports/tabid/282/Default.aspx>)

State Employment Development Division (<http://www.labormarketinfo.edd.ca.gov/>)

Other ___Internal worksheets_ & Datatel reports_____

2.8 Are you seeing trends that are not reflected above? If yes, please explain.

Some trends because of the economic situation in our region are that student start attending when they lose a job – if they obtain new employment, they stop attending.

PART 3: Learning or Service Outcomes

3.1 Summarize any key student learning or service outcomes (SLOs) since the last review.

1. By comparative statistical analysis, we have had an increase of 30% in FAFSA applications processed. We have provided multiple on- and off-campus financial aid workshops to ensure the timely completion and accurate submission of applications.

2. Compared to 2009-10, we have had an increase of \$1,870,761(24%) dollars awarded to all students eligible from all sources available.
3. Implemented a Satisfactory Academic Progress group meeting for those who are first-time probationary status. This allows students to get in-person assistance to help them re-obtain satisfactory status and prevent them from losing federal funds.

3.2 Identify how you have used the assessment of student learning or service outcomes to update or make changes to the delivery of content/services, or the development of new goals.

- Implemented a Satisfactory Academic Progress group meeting for those who are first-time probationary status. This allows students to get in-person assistance to help them re-obtain satisfactory status and prevent them from losing federal funds.
- Increased number of financial aid and scholarship workshops via outreach and in-reach sources.
- Continually strive to re-evaluate policies and procedures to reduce barriers to student access to financial aid.

Please insert a copy of your SLO Assessment and Report form.

Financial Aid

Student Learning Outcomes

By using the services of the Financial Aid Office, I will:

1. Learn to identify & access the financial resources necessary to support my educational objectives.
2. Demonstrate my ability to successfully complete the financial aid & scholarship applications and, if eligible, receive funding.
3. Demonstrate my commitment to receive continued funding by maintaining satisfactory academic progress in my declared program of study and the timely completion of renewal applications.

Separate Page:

Am I On Course

Get Started (0 Units): At this stage, I will:

1. Identify options available at Mission College
2. [Apply for admission](#)
3. Take an English/Reading & Math [assessment](#) (or an ESL assessment)
4. Apply for [Financial Aid & Scholarships](#)
5. Complete a [New Student Orientation](#)
6. [Meet with a Mission College Counselor](#) to develop an Educational Plan
7. [Have my program of study as identified on my Education Plan updated with the Admissions & Records Office](#)
8. [Register for classes](#)

The First 15 (0 to 15 Units*): At this stage, I will:

1. Understand [my Rights & Responsibilities](#) as a student
2. Identify the [Student Support Services](#) that support me
3. Keep current with my college accounts ([MyWebServices & Angel](#))
4. Explore [Campus Clubs/Activities](#)
5. Explore [areas of interest](#)
6. Attend a [Campus Event](#)

Making Progress (16 to 30 Units*): At this stage, I will:

1. Identify an [area of interest](#) (major, certificate, area of emphasis, etc.)

2. [Meet with Instructors](#) during their office hours
3. Apply for [Financial Aid & Scholarships](#) for the next academic year

Moving Forward (31 to 45 Units*): At this stage, I will:

1. [Identify career, transfer, or graduation](#) options
2. Apply for [transfer](#) or seek [professional internships](#)
3. Maintain [academic standards of achievement, honesty, and integrity](#)
4. Update [Educational Plan](#)

Graduate & Transfer (45 to 60 Units*): At this stage, I will:

1. Complete [transfer requirements](#)
2. Tour transfer campuses – attend campus open houses
3. [Apply for my degree or certificate.](#)
4. Petition for [graduation ceremony participation.](#)
5. Apply for [Financial Aid & Scholarships](#) for transfer

Lifelong Learning (70 Units* and Beyond): At this stage, I will:

1. Demonstrate and apply skills [for lifelong learning](#)
2. Attend, organize, or volunteer for a **Mission College event**
3. Apply what I have learned at Mission College to **contribute** to society

Applies to degree applicable courses only

PART 4: Strategic Planning Goals

College Goals:

- Culture of the Institution: Create a student-centered institutional culture of professionalism, discovery, inclusion and success.
- Teaching and Learning: Shape the academic program to meet community needs, emphasize student learning, and foster instructional excellence.

- Comprehensive Student: Promote academic success and create dynamic, innovative student services programs that address the richness of Mission College's student population and community.
- Community Connections: Strengthen Mission College's function as a community resource to preschool through 12th grade institutions, businesses and industry, and community based organizations.
- High Performance Educational Institutions: Raise institutional standards by developing the potential of the Mission College community and providing the tools necessary to foster innovation, responsiveness, and excellence.
- Diversity: Create an institutional climate of full enfranchisement and participation for all students, faculty, and staff.
- Planning and Institutional Effectiveness: Integrate planning, budgeting and institutional effectiveness measures to evaluate overall progress in meeting the goals of Mission College.
- College: Create high quality, welcoming facilities that promote the programs of Mission College and enhance its ability to be the cultural and technological heart of the Silicon Valley.

College Goal: Comprehensive Student: Promote academic success and create dynamic, innovative student services programs that address the richness of Mission College’s student population and community.	
Program Goal 1	Remodel Financial website for ease of access, understanding and usage .School Portal, website expertise to assist with the programmatic remodel of our website. The Portal and our website, both, allow us to provide on-line service and communications to all students via the web to address the increased number of students needing access to Financial Aid services when we cannot provide open service hours.
	Is this a new goal, revised goal, one in progress, or one that you need to cancel? Please provide a brief update if applicable. Revised Goal.
Expected outcome, how will your goal improve student learning or service to students? Implementation of Portal: The students will learn how to review their application status and identify and complete their documents. Students will also learn to receive active communications from FAO via the Portal in order to be actively involved with the success of their financial aid application and eventual eligibility for funds.	
Action Plan, 2011-12	Update Website for external marketing / info. Phase 1 implementation of the Portal to go live.
Action Plan, 2012-13	Website will be revised to be mainly an external outreach tool. Continue Portal enhancements for continuing student access to service and information.
Action Plan, 2013-14	Continue Portal enhancements for continuing student access to service and information.

College Goal: Comprehensive Student: Promote academic success and create dynamic, innovative student services programs that address the richness of Mission College’s student population and community.	
Program Goal 2	Identify and implement automated processes to support the day-to-day operations. The FAO staff will undergo a strategic review of 2 internal processes each year in order to determine how each process may be automated and the feasibility of such automation as it relates to the FAO as well as District IS resources.
	Is this a new goal, revised goal, one in progress, or one that you need to cancel? Please provide a brief update if applicable. NEW
Expected outcome, how will your goal improve student learning or service to students? Increased District IS technology support to increase or enhance the automated processes needed to efficiently and effectively support Financial Aid operations, communications, and reporting requirements.	
Action Plan, 2011-12	Identify & prioritize a minimum of two FAO department IS needs and communicate them to the District IS department.
Action Plan, 2012-13	Continue to identify and prioritize a minimum of two departmental processes that might be automated in support of student services.
Action Plan, 2013-14	Continue to identify and prioritize a minimum of two departmental processes that might be automated in support of student services.

PART 5: Operational Planning

5.1 Now that strategic goals have been identified and documented, this section provides space for the program to discuss significant needs or plans that are related to daily operations. These items are separate from the specific strategic goal(s) identified above. This is not intended as a place to list specific budget requests (that is the next section) but to allow space for the program to discuss any outstanding issue or plans they have made in order to continue their normal operations.

With the increase of FAFSA applications, and increase of student numbers we serve, but the permanent staffing levels have not increased. We currently close one Friday to catch up with the work loads, and we are also encouraging students to increase their online access to assistance for our services.

We are actively relying on the Portal to assist us with student services related to financial aid. This will take consistent effort to re-direct students to the portal with marketing and reminders.

PART 6: Program and Area Resource Requests

This section will be used to identify required resources needed to support items identified in *Part 4: Strategic Planning Goals* or *Part 5: Operational Planning*.

6.1 This section will be used to identify resource requests that are facilities, equipment, supplies, hourly help/student workers and other non-permanent personnel requests.

Category Codes: F=Facilities E=Equipment S=Supplies D=Duplicating
 H=Hourly/Student Workers O=Other Non-Personnel

Please include in your justification: How the resource will be used to support strategic planning goals or is necessary for operations. Be sure to identify significant impacts to program or college if request is not funded, including: health and safety considerations; regulatory and legal requirements; adverse impact to program health/viability.

Category (use codes above)	Description of Resource Needed	Related Goal or Program Review Section (please specify)	Justification	Estimated Cost (if known)	Object Code (if known)
			Not applicable at this time.		

6.2 This section will be used to identify resource requests that are for permanent personnel: faculty, classified, or administration. Please list all requested positions in the summary table and complete a separate Detail Form for each position.

Category Codes: F=Faculty C=Classified Staff A=Administration

Please include in your justification: How the resource will be used to support strategic planning goals or is necessary for operations. Be sure to identify significant impacts to program or college if request is not funded, including: health and safety considerations; regulatory and legal requirements; adverse impact to program health/viability.

SUMMARY TABLE FOR ALL POSITION REQUESTS

Category (use codes above)	Description of Position	Related Goal or Program Review Section (please specify)	Justification	Estimated Cost
C	Student Services Technician	Listed as not feasible at this time due to budget restrictions but the need still exists	Increased number of students accessing the financial aid services because of the economic downturn.	\$60,000 (salary & benefits)

PART 7: College-wide Needs

7.1 This section will be used to identify needs that have been observed at the college level which may require resources. These are not program-specific, and do not impact the budget or resources for individual programs.

Category Codes: F=Facilities E=Equipment CS=Campus Safety O=Other Non-Personnel

Please include in the explanation: Be sure to identify significant impacts to college if need is not addressed, including: health and safety considerations; regulatory and legal requirements; adverse impact to college health/viability.

Category (use codes above)	Description of Need	Explanation
O	Computer Information Systems resources	Programming to assist with automating manual processes and compliance to state and federal mandates.



Program Review Evaluation Criteria 2011 - 2012

Program: Financial Aid

Date: 11/18/11

Criteria	1	2	3	4	Comments
Department/program reaction to external or internal forces such as: (Part 2)					
a) Academic Programs: Enrollment and efficiency trends		n/a			
b) Academic Programs: Success measures (success; retention; progression through program; degrees/certificates/licensures)		n/a			
c) Student Services: Services provided and students served trend data		X			High demand for financial aid in these economically troubled times.
d) Administrative Offices: Services provided data		n/a			
Program currency (curriculum current; Title V compliance; advisory committee) (Part 3, 1)		X			
Learning/Service Outcomes & Assessments Included (Part 3)		X			SLOs are missing. – Revision completed 12/12/11
Goals are in relation to College or District goals and are specific, measurable, time-constrained, achievable (Part 4)		X			Goal 1 is not stated in a specific measurable manner as required. The goal is not to have website expertise – the goal is WHY is that needed – what will be created to enhance services to students. Please restate the goal in a specific



Program Review Evaluation Criteria 2011 - 2012

				<p>measurable manner. This goal also has no activity past 2013. This implies the goal has been met in 2013. Please insert the phrase “goal complete” in 2013 or add needed action in 2013-14 in order to complete the goal.</p> <p>Goal 2 is not stated in a specific measurable manner as required. If the department has not yet identified which process to automate, the goal should be written to include HOW to identify processes and the number of processes to target each year or in total. The expected outcome statement must be included. Each year’s activities need to include specific measurable activities – for example state the goal of 2 processes per year (or some other measurement, perhaps % of time savings identified by the automation). Activity needs to be carried forward for each year the goal is active and clearly marked as “complete” rather than leaving years blank.</p> <p style="text-align: right;">- Revisions completed 12/12/11</p>
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1= exceeds expectations; 2= meets expectations; 3= needs improvement; 4=needs clarification (explain data in narrative)



Program Review Evaluation Criteria 2011 - 2012

Final Recommendation:

- Based on above this program meets planning expectations**
- Based on above this program exceeds planning expectations
- Based on above this program needs further evaluation by GAP

General Comments: