

## PROGRAM REVIEW Fall 2020

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**Program: Financial Aid**

**Division: Enrollment Services**

**Date: 09/08/2020**

**Writer(s): Andi Schreibman/Daysi Valle**

**SLO/SAO Point-Person: Daysi A Valle**

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**Audience:** Deans, Vice Presidents of Student Services and Academic Services, All Planning and Allocation Committees. This document will be available to the public.

**Uses:** This Program Review will be used to inform the campus and community about your program. It will also be used in the processes of creating Division Summaries, determining College Planning Priorities and allocating resources. A final use is to document fulfillment of accreditation requirements.

**Please note:** Program Review is NOT in itself a vehicle for making requests. All requests should be made through appropriate processes (e.g. Instructional Equipment Request Process) or directed to your dean or supervisor.

**Time Frame:** This Program Review should reflect on program status during the 2020-21 academic year. It should describe plans starting now and continuing through 2021-22.

**Sections:** This Program Review has been shortened due to the COVID-19 pandemic. The Program Review Committee understands that you are completing this program review in a time of stress and disruption and that this may affect many of your responses. Sections and questions are marked with the name of the committee or office that will use the information.

- The first section focuses on general program reflection and planning.
- The second section has specific questions to be filled out by all programs this year.
- The third section is a review of curriculum, to be filled out only by programs with curriculum.

**Topics:** The Program Review Glossary defines key terms. Writers should review this glossary before writing: <https://bit.ly/2LqPxOW>

**For Help:** Contact Nadiyah Taylor: [ntaylor@laspositascollege.edu](mailto:ntaylor@laspositascollege.edu).

A list of contacts for help with specific sections is provided on the Program Review website under the "tools for writers" tab. [<https://bit.ly/3fY7Ead>]

**Instructions:**

- 1) Please respond to each question as completely as possible.
- 2) If the requested information does not apply to your program, write "Not Applicable."
- 3) Optional: Communicate with your dean about completing this document.
- 4) Send an electronic copy of this form to Nadiyah Taylor and your dean by Monday, November 11.

**Links:**

Program Review Home Page: [laspositascollege.edu/instructionalprogramreview](http://laspositascollege.edu/instructionalprogramreview)

Fall 2019 Program Reviews: [laspositascollege.edu/programreview/pr2019.php](http://laspositascollege.edu/programreview/pr2019.php)

Frequently Asked Questions: [laspositascollege.edu/instructionalprogramreview/programreviewfaqs.php](http://laspositascollege.edu/instructionalprogramreview/programreviewfaqs.php)

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## **Section One: Program Snapshot [Program Review Committee]**

For assistance with this section, contact the Program Review Committee Chair. [<https://bit.ly/3fY7Ead>]

### **No Significant Changes Option**

Contact person: \_\_\_\_\_

By marking an X in the box above, the writers of this Program Review indicate that there have been no significant changes to their program or their program's needs in the past year. In this case, programs may opt not to complete Program Review Section One: Program Snapshot.

**Programs must still complete all other sections (as applicable).**

Please note: Choosing this option means that your program's information may not be included in the yearly Division Summary.

The No Significant Changes Option may only be used for two years in a row; after two years, programs must complete a full Program Review including the Program Snapshot. Our program's most recent Program Snapshot was submitted in the following semester: Fall 20\_\_\_\_\_.

### **A. Accomplishments: What plans were achieved during AY19-20? You may describe achievements that were or were not planned in earlier Program Review. Your response may include actions regarding COVID-19. Please highlight any positive impacts to students.**

- 1- In 2019 and 2020 CashCourse program continued on campus. The platform is sponsored by the California Community Colleges Chancellor's Office. LPC took advantage of this program, and now we are offering free online financial literacy workshops to all Las Positas College students. Many students benefited from this program, taking financial information from the experts.
- 2- Three new positions were added to the Financial Aid Office and hired effective Summer 2019. The new Financial Aid Advisor I help with front desk/phone/crimum cafe coverage and with other duties that support the office. This has allowed the office to increase our available service hours to students and provides the Financial Aid Staff additional time to focus on a file review, processing, and program initiatives. Financial Aid Advisor II position, whose program focus is to improve and increase the loan program and to assist with the Cal- Grant program.
- 3- The financial aid Outreach specialist added to our website the social media Instagram, Facebook page, and Snapchat. She was able to build partnership with Livermore, Pleasanton, and Dublin Libraries, she provided financial aid presentations and personal support to the ones in need. Moreover, she provides presentations for our faculty classrooms and with some learning communities such as Puente, HIS, and Pilipino Cultural Club.
- 4- The Financial Aid advisor I and II and are fully trained and in compliance with the previous plans and expectations of the Financial Aid Department.

- 5- The verification software Campus Logic was fully implemented. The finality of the software is to facilitate a single sign-on portal for students to complete their verification worksheets and upload financial aid required documents. Las Positas College customized and co-brand the system that allows students to have one location to conduct business through the upload of files to the Campus Logic system. The new software provides two-factor authentication for security, email, and text are the options to alert students on the need to follow up with financial aid. In addition, the system also provides desktop and mobile app versions for students. Additionally, the software allows colleges to compare data from the FAFSA to verified data from taxes, other documentation, clearing those that match and pushing discrepancies to financial aid staff. Campus Logic also provides metrics to show workflow, data, and progress toward the Student Centered Funding Formula outcomes for the three Supplemental performance metrics.
- 6- Chatbot: was fully implemented with a new integration system that assists the financial aid office with the daily influx of questions related to financial aid with automated personalized responses, in English and Spanish.
- 7- Implementation of Cranium Cafe: Cranium Cafe is a meeting and collaboration platform designed specifically for student support. Las Positas College Financial Aid, as well as other departments, are using the platform for virtual one to one counseling. Once inside the cafe, both students and advisors can collaborate utilizing: Document upload/share, Screen share, Document edit pad, Speech to Text, Closed Captioning, Virtual Lobby.

				Definitions of terms: <a href="https://bit.ly/2LqPxOW">https://bit.ly/2LqPxOW</a>			
X	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students
	Course Offerings		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Curriculum Committee Items		Human Resources		Pedagogy		Student Equity
	External Factors		Learning Support	X	Professional Development	X	Technology Use

**B. Challenges, Obstacles and Needs: Describe any significant challenges, obstacles or needs for your program. Your response may include issues regarding COVID-19. Please highlight any negative impacts for students.**

- 1- Professional Development for all staff is imperative to comply with all state and federal regulations. Also, Campus Logic communication will be implemented and will require a significant amount of staff time in 2010-21 for software setup, testing, and training.
- 2- Regarding facilities, we have expressed serious safety concerns with respect to our work area in a recent survey. Surrounded by a wall of glass at the front counter and at both side door entrances, active shooter training has made it clear that we are very unsafe in the event of an attack. Additionally, our automatic motion-sensor lights and our hallway lights within our area do

not turn off, and we were clearly told to turn off lights at our active shooter training. These issues must be mitigated.

- 3- Lack of office space to accommodate our full program: no more space is vacant in our department, and two of the senior positions were required to move out of the office into the hallway, disconnecting the whole group. This has not been a positive change for our office, as those two staffs are isolated and not an everyday part of the office. This should be addressed for the future with the new bond measure. If the college is expected to continue to grow in the future, securing additional workspace is imperative. We needed to repurpose one of our four front window areas to accommodate our student assistants, as there was no other space available.
- 4- Lack of space will also be an issue now that all of our office space is full, concerning accommodating our internal Auditor visit, which requires several days at least once/year, sometimes twice. There are also occasional outside audits that occur by the California Student Aid Commission (Cal Grant audit) and possibly by the federal government. We must be able to provide auditors a private room with desktop banner access and internet access for their laptops to be able to work. We have always utilized our extra office for this purpose, but this space is no longer available, and we need a solution when we come back to work from the site.
- 5- Training room for webinars and meetings: We have a small storage room with a table that we use for Staff meetings, but it is too small for our current staff size. We also have need to view many training webinars, and conference calls on a large screen and have to rely on the limited availability of other conference rooms for our training needs; room availability is often limited. Please plan for additional smart conference rooms when reviewing facilities, or incorporate one into the financial aid office.

Mark an X before each area that is addressed in your response.				Definitions of terms: <a href="https://bit.ly/2LqPxOW">https://bit.ly/2LqPxOW</a>		
	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software	LPC Planning Priorities	X	Services to Students
	Course Offerings	X	Financial/Budgetary	LPC Collaborations		SLO/SAO Process
	Curriculum Committee Items		Human Resources	Pedagogy		Student Equity
	External Factors		Learning Support	X	Professional Development	X
						Technology Use

**C. IR Data Review: Describe any significant trends in your program's data from the office of Institutional Research and Planning. (Note: Not all Programs have IR data available; if your program does not have a data packet or dashboard data, you may note that in the response box.) You may also discuss any other data generated for your program by the Office of Institutional Research and Planning.**

IR Data packets are available here: <https://bit.ly/2IYaFu7>

**Course Success Rates Dashboard can be found at the bottom of this page: <https://bit.ly/2Y9vGpl>**

For assistance with this question, contact the Director of Institutional Research and Planning.  
<https://bit.ly/3fY7Ead>

## No 2019 DATA

Mark an X before each area that is addressed in your response.			Definitions of terms: <a href="https://bit.ly/2LqPxOW">https://bit.ly/2LqPxOW</a>		
	Community Partnerships/Outreach	Facilities, Supplies and Equipment, Software		LPC Planning Priorities	Services to Students
	Course Offerings	Financial/Budgetary		LPC Collaborations	SLO/SAO Process
	Curriculum Committee Items	Human Resources		Pedagogy	Student Equity
	External Factors	Learning Support		Professional Development	Technology Use

**D. Short Term Planning: What are your most important plans, either new or continuing, for next year? Describe plans starting now and continuing through AY 21-22. (Optional: You may also describe long-term plans if desired.)**

1. In 2020 Financial Aid has some improvements in community outreach and in-reach efforts by utilizing our new Financial Aid Outreach position with the goal of increased financial aid awareness and the number of applicants.
2. The implementation of the Campus Logic Communication tool will simplify and speed up the award notification process for students.
3. During 2020-2021 we continue with the simplification of the non-verified financial aid file completion process; students no longer need to complete any extraneous documentation for our office. However, we must incorporate new automated processes using technology to be able to review non-verified files for items within banner that we must currently manually review.
4. Due to the COVID-19 pandemic, Financial Aid created some training/presentation videos due to limited resources we can provide in-person (i.e., How to complete a FAFSA, How to verify your FAFSA, Financial Literacy, How to write a personal statement, how to apply for a scholarship)

Mark an X before each area that is addressed in your response.			Definitions of terms: <a href="https://bit.ly/2LqPxOW">https://bit.ly/2LqPxOW</a>		
X	Community Partnerships/Outreach	Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X Services to Students
	Course Offerings	Financial/Budgetary		LPC Collaborations	SLO/SAO Process
	Curriculum Committee Items	Human Resources		Pedagogy	Student Equity
	External Factors	Learning Support	X	Professional Development	X Technology Use

## **Section Two: Institutional Planning Topics (Required for All Programs)**

**A. Equity [Student Equity and Achievement Committee]: Please describe any recent actions your program has taken to increase equity and/or any challenges your program faces in promoting equity and equity-based decision-making? Areas to consider include students impacted by race/ethnicity, gender, sexuality, age, or disability status, as well as students who are disproportionately affected due to the shift to remote instruction.**

For assistance with this question, contact the Director of Student Equity and Achievement. [<https://bit.ly/3fY7Ead>]

Las Positas College's financial aid office works with the most vulnerable and income impacted population on campus. However, one of the most vulnerable population is our AB540 and/or Undocumented students. Due to the lack of funds and resources, they have been affected mostly by the remote instruction shift.

Our financial aid outreach professional has been designated as a liaison between the undocumented population and our college. We do not have any knowledge about any other particular community that has been greatly impacted by the new instruction mode.

In her efforts to increase equity for this specific population, she has accomplished the following:

- 1- Over the phone/online FAFSA/CADAA support sessions for all students and we work with their schedule
- 2- Providing Financial Aid Information Sessions for Dreamers
- 3- Offered/delivered presentations during business hours 9am-5pm and after business hours 5pm-8pm for high schools, for Adult School, community partners and classes/specific programs on/off campus
- 4- Created a complete social media platform - IG where we post relevant Financial Aid Information.
- 5- LPC added an extension on their account, so they do not get dropped for non-payment while getting their status fixed with A and R.
- 6- She personally assists students through the whole matriculation process if they are ESL students/AB 540 students/ Mixed Status Families.
- 7- Finally, she assists any students that require any help. But those who are more in need, they have been carefully assisted one-to-one.

### **B.SLOs/SAOs [SLO Committee]:**

You should complete ONE of the following three sections. Please choose the option that is most appropriate for your program:

B1: Instructional Programs with PSLOs

B2: Instructional Programs without PSLOs or with Special Circumstances

B3: Non-Instructional Programs

Skip to the section you chose. If you are not sure which option to pick, contact the SLO Committee Chair or Program Review Committee Chair for assistance.

## **B1: Instructional Programs with PSLOs**

In this year's Program Review, and in support of Accreditation, we would like a snap-shot on how your program plans to collect, discuss and report assessment findings to develop best practices for teaching and student learning ("closing the loop").

As a program, please select one PSLO for a degree or certificate to focus on. This PSLO should reflect one area of your program that you would like to investigate in depth. For example, your selection may focus on an area to improve student success, to update pedagogy, equity issues, or to examine a new degree/certificate, etc.

In this section, describe your plan for assessment data to be collected, analyzed and discussed, and reported out in next year's Program Review. Your plan should identify the CSLOs that feed into your selected PSLO so that a complete data set is collected. You may choose to do this over one or two semesters. In next year's Program Review, you will be asked to summarize your SLO assessments, analysis of those findings, and proposed changes that may be implemented to improve teaching and student learning.

For assistance with these questions, contact the SLO Committee Chair. [<https://bit.ly/3fY7Ead>]

**B1a. In the space below, insert the complete wording of the PSLO and potential reason(s) for selecting it for analysis.**

N/A

**B1b. In the table below, list the CSLOs that feed up to the identified PSLO and check the semester or semester(s) that the CSLO will be assessed and data entered into eLumen.**

(If this different than the submitted SLO template plan, please update and resubmit the template plan. Send the updated template to [mwiest@laspositascollege.edu](mailto:mwiest@laspositascollege.edu) and [ahight@laspositascollege.edu](mailto:ahight@laspositascollege.edu) )

Complete Name of CSLO	Fall 2020	Spring 2021	Summer 2021
N/A			

**B1c. When will analysis and discussion of the assessment data be completed (during next year's Program Review is an option)? The reporting out of the "closing the loop" analysis will be part of next year's Program Review.**

N/A

## B2: Instructional Programs without PSLOs or with Special Circumstances

If your department does not have PSLOs, you may choose one CSLO to focus on. This option may also be used if there is a strong departmental rationale for focusing on a single CSLO.

As a department, please select a course to focus on. The selected course and one of its CSLOs should reflect an area that you would like to investigate in depth. For example, your selection may focus on a course to improve student success, to update pedagogy, to analyze equity issues, etc.

For assistance with these questions, contact the SLO Committee Chair. [<https://bit.ly/3fY7Ead>]

**B2a. In the space below, describe the rationale (such as this is not a degree-granting program, we focus mainly on non-degree courses, etc.)**

N/A

**B2b. In the space below, insert the complete wording of the CSLO and reason(s) for selecting it for analysis.**

N/A

**B2c. In the table below, list the CSLO and check the semester or semester(s) that the CSLO will be assessed and data entered into eLumen.**

(If this is different than the submitted SLO template plan, please update and resubmit the template plan. Send the updated template to [mwiest@laspositascollege.edu](mailto:mwiest@laspositascollege.edu) and [ahight@laspositascollege.edu](mailto:ahight@laspositascollege.edu) )

Complete Name of CSLO	Fall 2020	Spring 2021	Summer 2021
N/A			

**B2d. When will analysis and discussion of the assessment data be completed? (During next year's Program Review is an option.) The reporting out of the "closing the loop" analysis will be part of next year's Program Review.**

N/A

### **B3: Non-Instructional Programs**

*In this year's Program Review, and in support of Accreditation, we would like a snap-shot of how your student service area plans to collect, discuss, and report assessment findings to develop best practices for teaching and student learning ("closing the loop").*

Please select one SAO to focus on. This SAO should reflect an area of your program that you would like to investigate in depth. For example, your selection may focus on an area to improve student success, increase best practices, to address equity issues, or to examine a new service/program, etc. The intent is for this section to be useful for reflection to develop best practices for serving students.

For assistance with these questions, contact the SLO Committee Chair. [<https://bit.ly/3fY7Ead>]

**B3a. In the space below, insert the complete wording of the SAO and potential reason(s) for selecting it for analysis.**

Discuss any actions taken so far (and results, if known):

Over 2017, 2018, 2019 and 2020, Financial aid has been increasing the out and in-reach efforts to send more personal emails and a personal phone call to our Pell recipients.

Our office has been following up more close to our students, offering them one-to-one assistance. The financial aid department has added an outreach person to help the department to increase the applicant and recipient numbers; additionally, two more new staff positions were hired to address this issue to be able to provide more processing and personal contact with students.

**B3b. When and how will this SAO be assessed and data entered into eLumen? (If this different than the submitted template plan, please update and resubmit the template plan. Send the updated template to [mwiest@laspositascollege.edu](mailto:mwiest@laspositascollege.edu) and [aheight@laspositascollege.edu](mailto:aheight@laspositascollege.edu) )**

Students served in FA did decline from previous years due to the steady economy. However, in Spring of 2020 a significant increase of a couple hundred in application and recipients have seen, we can only have assumed is due to the COVID-19 pandemic.

For 2017-2018 total Pell grant recipients 1571 total amount \$5,576,406.00

For 2018-2019 total Pell grant recipients 1558 total amount \$5,547,350.00

For 2019-2020 total Pell grant recipients 1697 total amount \$5,742,958.20

**B3c. When will analysis of the assessment data will be completed (during next year's Program Review is an option)? The reporting out of the "closing the loop" analysis will be part of next year's Program Review.**

N/A
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### **Section Three: Curriculum Review (Programs with Courses Only)**

For assistance with this section, contact the Curriculum Committee Chair. [<https://bit.ly/3fY7Ead>]

**The following questions ask you to review your program's curriculum. To see the last outline revision date and revision due date:**

- 1. Log in to CurricUNET**
- 2. Select "Course Outline Report" under "Reports/Interfaces"**
- 3. Select the report as an Excel file or as HTML**

**A. Title V Updates [Curriculum Committee]:** Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below. Reminder: updates to course title or units, and course deactivations, will require updating any program they are associated with. List programs requiring updating in question (B).

N/A

**B. Degree/Certificate Updates [Curriculum Committee]:** Are there any programs requiring modification? List needed changes below.

N/A

**C. DE Courses/Degrees/Certificates [Distance Education Committee]:** Detail your department's plans, if any, for adding DE courses, degrees, and/or certificates. For new DE degrees and/or certificates (those offered completely online), please include a brief rationale as to why the degree/certificate will be offered online.

N/A