

PROGRAM REVIEW Fall 2018

Program: Financial Aid

Division: Enrollment Services

Date: 10/15/2018

Writer(s): Andi Schreibman/Daysi Valle

SLO/SAO Point-Person: Daysi Valle

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.

Time Frame: This Program Review should reflect on program status during the 2017-18 academic year. It should describe plans starting now and continuing through 2018-19. This document also provides the opportunity to describe more long-term plans (optional).

Sections: The first section of this Program Review 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 an SLO/SAO update. The fourth section is a review of curriculum. Only programs with curriculum need to complete Section 4.

Topics: A list of topics of particular interest to Program Review readers can be found here:

<https://goo.gl/23jrxT>

Help: Contact Karin Spirm: kspirm@laspositascollege.edu

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: Meet with your dean to review this document before October 22.
- 4) Send an electronic copy of this form to Karin Spirm and your Dean by October 22.

Links:

Program Review Home Page: <https://goo.gl/XATqjJ>

Fall 2017 Program Review Updates : <https://goo.gl/pkv76m>

Frequently Asked Questions: <https://goo.gl/ilhRtt>

Section One: Program Snapshot

No Significant Changes Option

Contact person: _____Andi Schreibman_____

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 Review was submitted in the following semester: Fall 20_____.

- A. Program Description: Briefly describe your program, including any information or special features of your program that will provide helpful context for readers of this Program Review.**

- B. Changes to Program and Needs: Describe any significant changes to your program or your program’s needs since the previous Program Review Update (Fall 2017).**

Mark an X before each area that is addressed in your response.			Definitions of terms: https://goo.gl/23jrxr		
Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities	Services to Students
Curriculum committee items		Financial/Budgetary		LPC Collaborations	SLO/SAO Process
Enrollment Management		Human Resources		Pedagogy	Technology Use
External Factors		Learning Support		Professional Development	

C. Reflection: What plans from the [2017 Program Review](#) or any [previous Program Reviews/Updates](#) have been achieved and how? You may also describe achievements that were not planned in earlier Program Reviews.

Mark an X before each area that is addressed in your response.			Definitions of terms: https://goo.gl/23jrxt				
<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software	<input type="checkbox"/>	LPC Planning Priorities	<input type="checkbox"/>	Services to Students
<input type="checkbox"/>	Curriculum committee items	<input type="checkbox"/>	Financial/Budgetary	<input type="checkbox"/>	LPC Collaborations	<input type="checkbox"/>	SLO/SAO Process
<input type="checkbox"/>	Enrollment Management	<input type="checkbox"/>	Human Resources	<input type="checkbox"/>	Pedagogy	<input type="checkbox"/>	Technology Use
<input type="checkbox"/>	External Factors	<input type="checkbox"/>	Learning Support	<input type="checkbox"/>	Professional Development	<input type="checkbox"/>	

D. 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 packets available; if your program does not have a data packet, 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: <http://www.laspositascollege.edu/research/progrev.php>

Course Success Rates Dashboard can be found at the bottom of this page:
<http://www.laspositascollege.edu/research/outcomes.php>

Mark an X before each area that is addressed in your response.				Definitions of terms: https://goo.gl/23jrxt			
<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software	<input type="checkbox"/>	LPC Planning Priorities	<input type="checkbox"/>	Services to Students
<input type="checkbox"/>	Curriculum committee items	<input type="checkbox"/>	Financial/Budgetary	<input type="checkbox"/>	LPC Collaborations	<input type="checkbox"/>	SLO/SAO Process
<input type="checkbox"/>	Enrollment Management	<input type="checkbox"/>	Human Resources	<input type="checkbox"/>	Pedagogy	<input type="checkbox"/>	Technology Use
<input type="checkbox"/>	External Factors	<input type="checkbox"/>	Learning Support	<input type="checkbox"/>	Professional Development	<input type="checkbox"/>	

E. Other Data Review (Optional): Describe any significant findings based on other data regarding your program. Possible sources of relevant information might include, but are not limited to, the following:

- Data generated by your program
- CEMC Data
- Labor Market Data

Mark an X before each area that is addressed in your response.		Definitions of terms: https://goo.gl/23jrxt	
<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software
<input type="checkbox"/>	Curriculum committee items	<input type="checkbox"/>	Financial/Budgetary
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<input type="checkbox"/>	External Factors	<input type="checkbox"/>	Learning Support
<input type="checkbox"/>		<input type="checkbox"/>	LPC Planning Priorities
<input type="checkbox"/>		<input type="checkbox"/>	LPC Collaborations
<input type="checkbox"/>		<input type="checkbox"/>	Pedagogy
<input type="checkbox"/>		<input type="checkbox"/>	Professional Development
<input type="checkbox"/>		<input type="checkbox"/>	Services to Students
<input type="checkbox"/>		<input type="checkbox"/>	SLO/SAO Process
<input type="checkbox"/>		<input type="checkbox"/>	Technology Use

F. Impacts to Students (Optional): Discuss at least one example of how students have been impacted by the work of your program since the last Program Review Update (only if you did not already answer this in Questions B-E).

Mark an X before each area that is addressed in your response.		Definitions of terms: https://goo.gl/23jrxt	
<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software
<input type="checkbox"/>	Curriculum committee items	<input type="checkbox"/>	Financial/Budgetary
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<input type="checkbox"/>		<input type="checkbox"/>	Professional Development
<input type="checkbox"/>		<input type="checkbox"/>	Services to Students
<input type="checkbox"/>		<input type="checkbox"/>	SLO/SAO Process
<input type="checkbox"/>		<input type="checkbox"/>	Technology Use

G. Obstacles: What obstacles has your program faced in achieving plans and goals?

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<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software	<input type="checkbox"/>	LPC Planning Priorities	<input type="checkbox"/>	Services to Students
<input type="checkbox"/>	Curriculum committee items	<input type="checkbox"/>	Financial/Budgetary	<input type="checkbox"/>	LPC Collaborations	<input type="checkbox"/>	SLO/SAO Process
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<input type="checkbox"/>	External Factors	<input type="checkbox"/>	Learning Support	<input type="checkbox"/>	Professional Development	<input type="checkbox"/>	

H. Short Term Planning: What are your most important plans (either new or continuing) for next year? Describe plans starting now and continuing through AY 2018-19.

Mark an X before each area that is addressed in your response.			Definitions of terms: https://goo.gl/23jrxt				
<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software	<input type="checkbox"/>	LPC Planning Priorities	<input type="checkbox"/>	Services to Students
<input type="checkbox"/>	Curriculum committee items	<input type="checkbox"/>	Financial/Budgetary	<input type="checkbox"/>	LPC Collaborations	<input type="checkbox"/>	SLO/SAO Process
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<input type="checkbox"/>	External Factors	<input type="checkbox"/>	Learning Support	<input type="checkbox"/>	Professional Development	<input type="checkbox"/>	

I. Long Term Planning (Optional): Please detail any long-term plans for the next 3-5 years. (Only if you have significant plans, such as implementation of a grant project, creation of long-term initiatives including those using restricted funds such as Equity or SSSP, construction and outfitting of a new building).

Mark an X before to each area that is addressed in your response.			Definitions of terms: https://goo.gl/23jrxt				
<input type="checkbox"/>	Community Partnerships/Outreach	<input type="checkbox"/>	Facilities, Supplies and Equipment, Software	<input type="checkbox"/>	LPC Planning Priorities	<input type="checkbox"/>	Services to Students

	Curriculum committee items		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Enrollment Management		Human Resources		Pedagogy		Technology Use
	External Factors		Learning Support		Professional Development		

Section Two: Current Topics (Required for All Programs)

- A. **Educational Master Plan:** A list of goals and strategies appears on page ii of the Educational Master Plan, which can be accessed here:

http://www.laspositascollege.edu/about/assets/docs/LasPositas_Ed_Master_Plan.pdf

If applicable, describe how your program's upcoming plans reflect the goals described in the college's Educational Master Plan (your plans are described in Section 1, Questions H-I, or on a previous program review if you did not complete this year's Program Snapshot).

Completed: Academic Works implementation (requires significant training, software set-up and testing); go live date February 2018. D1, B3, A2, B4

Completed the migration of videos, continuing to make the website more functional for students: We are currently in the process of continuing our website redesigned and update. In addition to our involvement in this process, we want to be diligent about embedding the Financial Aid TV and GetSAP informational videos throughout the financial aid website as appropriate. D1, D2

Professional development and training of all staff is a fundamental key to continuing to serve students and maintain compliance with federal and state regulations in the coming year, Financial Aid is an environment where regulations, policies and procedures are in a constant state of change. D3, D4

- B. **Program-Set Standard (Instructional Programs Only):** Did your program meet its program-set standard for successful course completion? ___yes ___no

Program-set standard data can be found on this page:

<http://www.laspositascollege.edu/research/outcomes.php>

If your program did not meet your program-set standard, discuss possible reasons and how this may affect program planning or resource requests.

N/A

- C. **Facilities:** Do you have any facilities needs that are currently unmet? If yes, please describe.

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 extremely unsafe in the event of a perpetrator.

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.

Office space to accommodate future program growth: we have one small office that is currently not occupied by a full-time employee, and is used by our student assistants. Should we have one more position approved we will then be out of office space. This should be addressed for the future with the new bond measure. The remaining office is very small compared to the rest and rather claustrophobic for full-time occupancy. If the college is expected to continue to grow in the future, securing additional workspace is imperative.

Currently we have an internal Auditor visit for 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. It is important that auditors be given a private room with banner access on a desktop, and internet access for their laptops to be able to work. We have utilized our extra office for this purpose, but if we hire one additional position we will lose that space for the future. We must be able to address this need by providing a secure room nearby where an auditor can have access to banner and to the internet.

Training room for webinars and meetings: We have a small storage room with a table that we use for Staff meetings, but it is much too small, especially if we include student assistants (and hourly staff as in the past). We also have need to view many training webinars and conference calls on a large screen, and have to rely on limited availability of other conference rooms for our training needs; the existing room availability is often limited. Please plan for additional smart conference rooms when reviewing facilities, as we have great need for them for meetings and for web-based training.

Need additional storage space, especially for larger items to be stored.

D.

Professional Development

Section 87153 of California Education Code specifies the type of Professional Development activities that may be funded by the Community College Professional Development Program. You can review these activities here: <https://goo.gl/w8sqBM>

D1. Summarize the aspects of professional development that have been working well for your program. This might include the process of obtaining funds, the types of training your program members have been attending, etc.

Last year we had a series of online trainings and one course that everyone took together regarding direct loan information. The online trainings were on a variety of FA topics, and are offered by NASFAA with our level of membership to that organization.

Department of education webinars and some trainings from the state were also helpful and informative. All of this training worked well because staff could view at their desks or we could view together in a conference setting and discuss and reinforce what we learned together.

All staff attended at least one professional conference, which is essential to learn the latest Federal regulatory updates. Everyone was able to get away to at least one of these conferences. Funding was, for the most part, out of BFAP (Board Financial Assistance Program) funds.

Having this type of funding this type of funding and having staff trained in this way is key to maintaining compliance with ever changing Federal and State Regulations and policies and procedures.

D2. Summarize any needs, desires and visions your program has regarding professional development, as well as any challenges.

Professional development and training of all staff is key to continuing to serve students and maintain compliance with federal and state regulations in the coming year, in an environment where regulations, policies and procedures are in a constant state of change.

E. Program Review Suggestions (optional): What questions or suggestions do you have regarding the Program Review forms or process?

More opportunities for appropriate responses for programs that are service-oriented only, and that don't have an educational component per se. These programs are essential for student success, but their connections to the Education Master Plan and other types of reports may be less visible or apparent in a report such as the program review as it is currently understood.

Section Three: SLOs/SAOs (Required for All Programs)

A. In the box below, copy and paste your “Plans for Analysis of SLO/SAO Data” from last year’s Program Review. This plan can be found in the [2017 Program Review](#) Section 1 Question L.

(If discussing multiple PSLO/SAOs copy the box below as needed.)

Circle One: CSLO PSLO SAO
Course, Program Name, or Student Service Area: Financial Aid – Enrollment Services
Text of CSLO/PSLO/SAO: Increased number of students will take advantage of scholarship opportunities on campus through improvements in the scholarship application.
If you plan to analyze a PSLO, identify the courses that are mapped to the PSLO.

B. Below, report on your program’s progress on the plan described in Question (A) above.

<p>We continue to focus on this SAO. While we saw a significant increase in applicants since utilizing an online scholarship program three years ago, we were disappointed that the numbers in the past two years were reduced so that in 2015-16 and 2016-17 there were fewer applicants than in 2014-15. We identified issues with the logic and limitations of the software program we were using as part of the problem, and have purchased a much more dynamic program, Academic Works, which will be implemented for 2017-18. We expect the improved logic and simplicity of the application will encourage more completed applications.</p> <p>Statistics:</p> <p>2014: last year of paper application: 109 applicants</p> <p>2015: one year of STARS software: 211 applicants</p> <p>2016: first year of AwardSpring software: 154 applicants</p> <p>2017: second year of AwardSpring software: 155 applicants</p> <p>2018: first year of Academic Works software: 273 applicants</p>
SLOs: Assessment data collected from _____ sections over _____ semesters. SAOs: Assessment data collected from _____ students over _____ semesters.
Describe the quantitative or qualitative results:

Discuss and reflect upon student achievement for this CSLO/PSLO/SAO. Discuss any actions taken so far (and results, if known) and your action plan for the future:

Now that Financial Aid is settled on a software that meets program needs, we would like to continue to increase the number of applicants for available scholarships. Goal for AY 2018-2019 is to create an assessment for this SAO in eLumen, and close the loop in this SAO.

What changes in student achievement are evident across the semesters you analyzed? What are some possible explanations for these changes?

N/A

DO you plan to continue tracking this SLO in the next year? Explain.

Yes. It is important to get the information out to the entire campus community, and encourage those who are eligible for scholarships to apply for them.

C. Planning: What are your future plans (either new or continuing) for SLO/SAO analysis for next year? Identify the PSLOs, CSLOs, or SAOs that your program plans to focus on the upcoming year with subsequent analysis (next year's program review). (Copy the box below as needed.)

Circle One:

CSLO PSLO SAO

Course, Program Name, or Student Service Area:

Financial Aid—Enrollment Services

Text of CSLO/PSLO/SAO:

Financial Aid plans to continue analyze the SAO data around Scholarship applications.

Financial Aid plans to make sure any SAOs that are currently in eLumen have assessment results added.

If you plan to analyze a PSLO, identify the courses that are mapped to the PSLO.

D. SLO/SAO Suggestions (optional): What questions or suggestions do you have regarding SLO/SAO planning, assessment and reporting?

More opportunities for appropriate responses for programs that are service-oriented only, and that don't have an educational component per se. These programs are essential for student success, but their connections to the Education Master Plan and other types of reports may be less visible or apparent in a report such as the program review as it is currently understood.

Consider obtaining a more user friendly software to help programs analyze their SAO data that reflects the work of programs like Financial Aid which are not academically based.

**Section Four: Curriculum Review
(Programs with Courses Only)**

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

Curriculum Updates

A. Title V Updates: Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below.

N/A

B. Degree/Certificate Updates: Are any degrees/certificates requiring an update to do changes to courses (title, units) or addition/deactivation of courses? List needed changes below.

N/A

C. DE Courses/Degrees/Certificates: 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