

The Program Review process should serve as a mechanism for the assessment of performance that recognizes and acknowledges good performance and academic excellence, improves the quality of instruction and services, updates programs and services, and fosters self-renewal and self-study. Further, it should provide for the identification of weak performance and assist programs in achieving needed improvement. Finally, program review should be seen as a component of campus planning that will not only lead to better utilization of existing resources, but also lead to increased quality of instruction and service. A major function of program review should be to monitor and pursue the congruence between the goals and priorities of the college and the actual practices in the program or service.

~Academic Senate for California Community Colleges

DEPARTMENT OR PROGRAM: Financial Aid and Scholarship

1. BRIEF DESCRIPTION OF PROGRAM:

The Financial Aid Office (FAO) processes federal and state aid applications and provides financial assistance to financially needy students in the form of grants and loans. In addition, the Financial Aid Office provides assistance through literature, website, on and off campus in-reach and out-reach activities, workshops conducted in both the English and Spanish languages, as well as individual appointments with students and families. Moreover, we provide weekly disbursement of grants and then report these disbursements to the Department of Education through Common Origination Disbursement (COD) and the Cal Grant Program through Web grants through the State of California.

We offer the following programs: Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work-Study (FWS), Federal Family Educational Loan Program (FFELP), and subsidized and unsubsidized student loans. State Programs include the Board of Governors Fee Waiver (BOGW), the California State Grants including the Calgrant program. The College also provides funding in the form of scholarships and district employment. Students are made aware of these programs through marketing and outreach literature and activities in both English and Spanish.

In addition to financial aid, we provide scholarships to CSM students, transfer and incoming high school students. The Scholarship Program is primarily funded by the SMCCC Foundation located at the District office. The Scholarship office also facilitates securing outside scholarships from the community, hospitals, clubs, foundations, universities and national corporations. Scholarship information is available on the Financial Aid Office bulletin board located outside of building 1 room 225. Students can view, print or submit a Scholarship application on line through the Scholarship website.

2. Based on data from *Core Program and Student Success Indicators* (provided by PRIE for programs offering courses), information you have collected about student users, data about the numbers of student users, results of student satisfaction surveys, and the goals stated in your most recent Program Review, please identify any key successes and challenges.

Results of Students Satisfaction Surveys:

The results of the annual survey indicate that students are very satisfied with our services. In the financial and Scholarship office, 81% of the respondents reported that they considered the "overall quality of our services to be excellent". Here are the results; Excellent (46%), Very good (23%) and Good (12%). This includes results from 2003-2009 surveys. In addition, 78% indicated overall satisfaction with the FAO and scholarship staff. Here are the results; Excellent (47%), Very good (21%) and Good (10%).

The survey also shows that 79% of the respondents that the FA and scholarship staff have the ability to answer all their questions and concerns. Here are the results; Excellent (47%), Very good (21%) and Good (10%). In addition 83% respondents noted that the Office hours are excellent. Here are the results; Excellent (29%), Very good (29%) and Good (25%). In addition, 82% of the respondents indicated that our explanations of the application processes are exceptional. Here are the results; Excellent (40%), Very good (25%) and Good (17%).

Furthermore, 79% of the respondents found that our explanations of the disbursement process are exceptional. Here are the results; Excellent (38%), Very good (24%) and Good (17%). This survey clearly proves that our students are very satisfied with the financial aid and scholarship department here at CSM and the services we provide to better identify and respond to students needs

Key Success:

- The Financial Aid website was updated by incorporating online "chat" services to better communicate with students
- We created an electronic Scholarship Application submission
- Scholarships checks from the Foundation were disbursed through Banner. Checks were direct deposit to students account and some were mailed to them
- Redesigned and updated the Financial Aid website

Challenges:

- OAI position not being granted
- Increasing number of students seeking Financial Aid and Scholarship
- Constrained budget

3. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons

Despite the economic constraints and the inability of hiring new staff members, the Financial Aid office has met its goals. Refer to #2 above

4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).

- Create Scholarship brochures and handouts in different languages
- Auto packaging of financial aid awards
- Create a bank account for external scholarships and implement disbursement through Banner
- Create a Federal Work Study online job posting and balance statement for students

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

One of the biggest challenges that the Financial Aid Office will experience next year is that is the increasing student population which will over extend the staff as they try to fulfill the increased demands of students. However, if we are granted an OAI position, this department will be more efficient and more readily be able to satisfy student's needs.

6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:

- a. Identify at least one course SLO on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

SLO #1	Students will learn how to avoid delinquency and defaulting on their student loans by attending an Entrance/Exit interview workshop online
Measurements:	We will administer a test before and after the workshop
Evaluation:	Financial Aid staff will evaluate the data completed by the end of 6/30/2011

7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS

(Data resources: Educational Master Plan, 2008; Institutional Priorities, 2008-2011; College Index, 2009-2010; GE-SLOs, SLOs; department and program records; Core Program and Student Success Indicators; previous Program Review and Planning reports; other data)

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

*Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

Full-Time Faculty Positions Requested (if applicable)	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, briefly indicate how the requested resources will link to achieving department action steps based on SLO assessment.

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, briefly indicate how the requested resources will link to achieving department action steps based on SLO assessment.
OAI position.	If granted, we'll be able to provide services to Veterans, Foster Youth population and other underrepresented students. If position is not granted, we will continue to face challenges in serving the growing number of students	OAI staff person will greatly assist with coordinating the Entrance/Exit online workshop and assist with collecting and analyzing data

- b. For instructional resources or program resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used (such as computers and furniture) and all materials designed for use by students and staff as resources (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials, etc). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, briefly indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Item: Input text here. Number: Input text here. Vendor: Input text here. Unit price: Input text here. Total Cost: Input text here. Status*: Input text here.	Input text here.	Input text here.

*Status = New, Upgrade, Replacement, Maintenance or Repair.

8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this *Annual Update for Program Review and Planning* evaluation:

Please list the department's *Annual Update for Program Review and Planning* report team as appropriate:

Primary program contact person:

Phone and email address:

Full-time faculty:

Part-time faculty:

Administrators:

Classified staff:

Students:

Primary Program Contact Person's Signature

Date

Full-time Faculty's Signature

Date

Part-time Faculty's Signature

Date

(as appropriate)

Administrator's Signature

Date

(as appropriate)

Classified Staff Person's Signature

Date

(as appropriate)

Student's Signature

Date

(as appropriate)

Dean's Signature

Date

