

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 US Department of Education through Common Origination Disbursement (COD) and the Cal Grant Program through Web grants to the State of California.

We offer the following programs: Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work-Study (FWS), Direct Loans such as subsidized, unsubsidized and Plus Loans. State Programs include the Board of Governors Fee Waiver (BOGW), the California State Grants including the Calgrant program, Academic Competitive Grant (ACG), Chafee and CALV. 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 Satisfactory Surveys:

The results of the annual survey indicate that students are very satisfied with our services in the financial aid and Scholarship office. 52% of the respondents reported that they considered the "overall quality of our services to be excellent, very good and good." Here are the results: Excellent (40%), Very good (4%), and Good (8%). These results are from fall 2010 academic year only.

The survey also show that 56% of the respondents reported that FA and Scholarship staff have the ability to answer all their questions and concerns. Here are the results; Excellent (32%)

In addition, 64% respondents noted that the office hours are excellent. Here are the results; Excellent (32%), Very good (8%) and Good (24%).

Furthermore, 52% of the respondents found that our explanation of the disbursement process is exceptional. Here are the results; Excellent (28%), Very good (12%) and Good (12%). Thus, 80% of the respondents noted that without financial aid assistance, they would have been able to attend CSM.

Key Success:

- STARS online Scholarship Application was incorporated
- Redesigned and updated the Financial Aid and Scholarship website
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Challenges:

- OAI, Scholarship and Outreach coordinator positions 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 Foster Youth brochures in different languages
 - Modify and update Financial aid and Scholarship brochures and forms
 - Create a step by step guide on how to navigate STARS scholarship application online
5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?
 - Due to the expected enrollment fee increase, a major challenge for the Financial Aid Office staff will be the resulting demand for financial aid and related services. This augmented demand will over extend the staff as they try to fulfill student's needs. However, if granted the OAI position, the department will be more efficient and effective and more readily be able to satisfy student's need.
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 Student using the Financial Aid outreach center will accurately and successfully demonstrate the ability to use online financial aid services to successfully navigate through the financial aid application process.

Measurements: Percentage of students who successfully completed electronic FAFSA

Evaluation: Financial Aid staff will evaluate the data completed by the end of 3/14/12

SLO#2 Student will demonstrate awareness of scholarship opportunities by utilizing STARS online

Measurements: Will run reports of students who successfully complete the application online and students who at any given point do not complete the application.

Evaluation: Scholarship staff will evaluate the data completed by the end of 3/14/12

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, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Input text here.	Input text here.	Input text here.

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> 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 better 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 seeking financial aid.	OAI staff person will greatly assist with students at front counter, coordinating with Scholarship and Outreach Center

- 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, <u>briefly</u> 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: Claudia Menjivar
Phone and email address: (650)378-7233
Full-time faculty:
Part-time faculty:
Administrators:
Classified staff:
Students:



3/25/11

Primary Program Contact Person's Signature

Date

Full-time Faculty's Signature

Date

Part-time Faculty's Signature

Date



(as appropriate)

3/25/11

Administrator's Signature

Date

(as appropriate)

Classified Staff Person's Signature

Date

(as appropriate)

Student's Signature

Date

(as appropriate)

Dean's Signature

Date