

STUDENT SERVICES PROGRAM REVIEW

Annual Program Review Form: Academic Year 2007-2008

Each year, no later than June 30, Student Services Staff analyze the state of their program. The Program Review analysis includes the following information and should not be more than 3-4 pages. Programs may include additional data and information in support of the annual review—as an attachment only.

Date: June 10, 2008

Student services unit: Scholarship

Student services unit staff: Nancy Pendergast

Program review prepared by: Nancy Pendergast

A. Summary description of your unit's program and services (one paragraph):

The Scholarship Office provides scholarships to our students and incoming high school seniors through the CSM Scholarship Program funded primarily by the SMCCC Foundation. This office also makes available any outside scholarships from the community, hospitals, clubs, foundations, universities and national corporations. This information is posted on the bulletin board outside 1-271 and may be viewed on our website; applications are available on the website or in the Scholarship Office.

B. Number of students served/types of services provided:

During the 2007-08 academic year, the Scholarship Office served more than 500 students: students inquiring about scholarships, students applying for scholarships, high school students, classroom visits, workshops and students receiving scholarships.

During 2007-08, 300 students received scholarships totaling more than \$307,783. These scholarships are from CSM, businesses, hospitals, clubs, government and community organizations. The Scholarship Office is responsible for accepting and disbursing these awards.

In 2007-08, **CSM** awarded our returning and transferring students \$201,700. This amount represents 112 scholarships to 168 students. CSM also awarded \$28,900 to 32 incoming high school seniors.

C. Significant unit accomplishments in 2007-2008:

- Continued to provide *Scholarship Information* to departments and offices on campus. These brochures give information and websites for the CSM Scholarship as well as outside scholarships.
- Worked with the Transfer Center for transfer days. Provided informational flyers about CSM scholarships: Engineering, Horticulture, Business, etc. Gave a CSM Scholarship Information Workshop to transfer students in December; very positive feedback.
- Visited CSM Middle College and presented scholarship opportunities; three students applied for and were awarded scholarships for 2008-09.
- Succeeded in getting a "Scholarship Corner" in *The San Matean*.
- Renewal of María I. Cárdenas Scholarship to six continuing CSM students (\$9600); awarded scholarship to nine incoming high school seniors (\$14,000).
- Worked with twelve high schools to award the ASCSM Scholarship; twelve scholarships were

awarded.

- Renewed five 2007-08 SMCCC Foundation 40th Anniversary Scholarship for 2008-09; awarded students from Aragon, Burlingame, Hillsdale, Mills and San Mateo High School each a \$1000 scholarship for 2008-09 (may also be renewed for 2009-10).

- Worked with CSM Public Information to update the scholarship website adding current "outside" scholarship sites and information. We also added the 2008-09 scholarship application; the application could be completed online but not submitted.

- Eleven new scholarships were awarded for 2008-09: CSM Transfer Club, Rudolph Lapp, MacCorkle Insurance, John H. Grady, Rosalie O'Mahony, Friends of CSM-CIS Scholarship, Zae Winter, CALBIG, Pacific Dining, Assistive Technology and Rotary Club of Burlingame.

- Bulletin boards in Buildings 17 and 36.

- The Scholarship Office participated in the *Connect to College Conference* on April 9, 2008. We had a table with material for high school students; we also gave a \$250 CSM Bookstore Certificate.

- Worked with a student applying for the David L. Boren Scholarship for study abroad. This young man has studied the Chinese language and plans to attend Beijing Normal University in China; the scholarship is sponsored by the National Security Education Program in Washington, D.C.

The annual scholarship awards reception honoring 182 students was attended by 350+ students, faculty, staff, friends and families of recipients. Also invited were members of the Board of Trustees, Foundation directors, donors and administrators. This evening was enjoyed by all; comments and remarks continue to be extremely positive.

D. Where appropriate, delineate the relationship of significant unit accomplishments in 2007-2008 to current 2006 – 2007 Student Services Planning Document:

In an effort to include and inform all CSM students about scholarship, all students received an e-mail (GUAMAIL) in December letting know the availability and criteria for the CSM Scholarship. Included in this e-mail was the information about the prestigious Karl S. Pister Leadership Opportunity Program Scholarship.

Worked with the CSM Nursing Department identifying incoming nursing students for the Margaret S. Gerlinger Nursing Scholarship; three \$3500 scholarships were awarded for 2008-09.

Identified students for the Foster City Rotary Club, Palo Alto Police Department and Rotary Club of San Mateo (six CSM transfer students received awards from the SM Rotary).

Continue to work with faculty, staff and Transfer Center to schedule workshops for 2009-10. Would like to schedule more classroom visits; maybe coordinate with Transfer Center.

E. Summarize the results of the annual student survey for your unit AND identify the implications for the future delivery of your unit's services:

- The 2007-08 scholarship recipients were asked to assess the program. Included in each Student's award letter was a card asking for an evaluation of the scholarship program

The overall survey was positive. The quality of services, the information given, the explanation of award disbursements had positive ratings. Copies of the survey and narrative comments are attached.

F. Summarize the results of the Annual Student Survey for your unit AND identify the implications for the future delivery of your unit's services:

Will forward.

G. Summarize your unit's strategies and accomplishments that have fostered a climate in which diversity is recognized and valued:

•The Scholarship Office encourages all students to apply for any and all scholarships. Faculty and staff are asked to promote the program. I send campus e-mails; visit classrooms; update office bulletin boards. Information about scholarships is in the college catalog, class schedules and on the website.

H. Anticipated goals for 2008-2009 based on the findings of your 2007-2008 Program Review:

- Continue to work with our CSM students in majors where we have significant scholarship money.
- Schedule more classroom visits and workshops.
- Continue to work with Stephani Scott, Executive Director of the SMCCC Foundation, to update scholarships keeping close watch on available funds.
- Continue to search for available scholarships for CSM students.
- Talked with Foundation, Cañada and Skyline about providing an online scholarship for all three colleges. Stephani thought this might be a task that could be handled by our ITS Department; more discussion is needed.

I. Identify your unit's needs and recommendations for 2008-2009:

I would still like a professional handout promoting and explaining the Scholarship Program at CSM. I believe, after awarding over \$235,015 this year that scholarships should be used as a marketing tool for both incoming and transferring students.

J. Notable individual accomplishments and Professional Development Activities

•This office maintains individual student scholarship accounts with the Foundation as well as ASCSM; keeps an ongoing relationship with donors; works closely with SMCCC foundation as well as community organizations and clubs.

CSM awards approximately 123 individual scholarships; every year, each donor receives a personal letter from me advising them of the recipient of their award.

Every year, all recipients of a scholarship receive a personal letter from me advising them of their donor and his/her address so that a thank you letter can be sent. This year, I will be writing 190 student letters.

•Continued to make the CSM scholarship committee's evaluation forms more complete. The faculty read and evaluates all scholarship applications. A typical application contains six pages times' 151 students. This is a time consuming task; the committee meets two afternoons to disperse the awards. It is my responsibility to note all the recipients and make sure each meets the criteria of the scholarship.

•Continue to attend off campus events honoring our student scholarship recipients.

K. Provide a brief two or three sentence description of your unit's key accomplishments for use in the "2007-2008 Student Services Key Accomplishments" publication.

The College of San Mateo Scholarship Program continues to provide resources to support current and entering students a pathway to financial and educational success. Our students benefit from the CSM Scholarships as well as outside scholarships administered through community organizations, foundations, clubs, hospitals, government agencies and private companies.

L. Additional comments:

I feel strongly that CSM offers a quality program to our students; I take great pleasure in talking and encouraging students to apply for scholarship. I am also happy when they share with me their awards and accomplishments. I receive some wonderful personal notes from our students thanking me when it is the students themselves that deserve the thanks; they are pretty extraordinary and have succeeded under some tough circumstances.

I feel some of our own faculty and staff does not understand the depth of our program; or for that matter, even know we have a scholarship program. For a student to transfer from CSM with a \$3000 - \$5000 scholarship is pretty fantastic; for a student to be entering the CSM Nursing Program and receive a \$3500 scholarship is pretty incredible.

I believe CSM is ranked in the top ten for scholarship funds awarded in the California community college system.

I've included the surveys from our website; make of it what you want. I don't believe it is a true measure of what the scholarship office provides. Indeed we have some happy students; and of course, some are disappointed because they were not recognized and awarded a scholarship. I am available to go over the survey and review the comments.

Summary: Student Service Program-Scholarships

[View Responses](#)

Filter: None
 Options: Show Open Ended Questions, Show Full Text



Edit

Total Responses: 23 Report Time: 6/4/2008 1:50:06 PM

1. Overall quality of the Scholarship services received:

Response	Response Count	Percentage
Excellent	12	54.55 %
Very Good	6	27.27 %
Fair	3	13.64 %
Poor	1	4.55 %
Totals	22	

2. Overall satisfaction with Scholarship Office staff:

Response	Response Count	Percentage
Excellent	12	54.55 %
Very Good	3	13.64 %
Good	2	9.09 %
Fair	1	4.55 %
Poor	4	18.18 %
Totals	22	

3. Ability of the Scholarship staff to answer my questions:

Response	Response Count	Percentage
Excellent	11	50.00 %
Very Good	4	18.18 %
Good	1	4.55 %
Fair	3	13.64 %
Poor	3	13.64 %
Totals	22	

4. Hours of availability of the Scholarship office:

Response	Response Count	Percentage
Excellent	4	18.18 %
Very Good	7	31.82 %
Good	7	31.82 %
Fair	2	9.09 %
Poor	2	9.09 %
Totals	22	

5. Explanation of the Scholarship application process:

Response	Response Count	Percentage
Excellent	8	38.10 %
Very Good	5	23.81 %
Good	3	14.29 %
Poor	5	23.81 %
Totals	21	

6. Explanation of the disbursement (i.e., receipt of awards/grants/loans) process:

Response	Response Count	Percentage
Excellent	7	31.82 %
Very Good	5	22.73 %
Good	5	22.73 %
Poor	5	22.73 %
Totals	22	

8. What Scholarship services do you wish we could provide?

Response
I wish it was a little easier to find out wich scholarships one qualified for.
I wish there was more information available about scholarships that are available outside of College of San Mateo online. It would be very helpful if applications and information was online, so I wouldn't have to go to the office every week to check the bulletin board.
getting scholarships well known to the students
I think the best way is to increase number of Students for award the scholarships.The more students were award, and more students interest in their ability to achieve their education goals.
None
People who are caring, and helpful and could sit down with you to actually help you do the application and answer any questions that come up.
ass hole@!!!!
Better explanation of the process. Friendly staff.
Summer School scholarships...only because now gas is so expensive and summer school attendance is highly important due to the Monday through Friday schedule.
I can't speak for everybody, but I know that I wish I was better informed about the scholarships available. I know flyers get posted, word of mouth is spread, and e-mails get sent, but not everybody gets to, or has the time, to look at everything that is out there. I know it is my responsibility to apply for these scholarships, but I was disappointed when I found out I was a couple of days too late to apply for scholarships after I had found out where I was going to transfer to in the fall.
to let people know about it
disabled program student scholarship counselors and schlarships.

7. What Scholarship services did you find most useful?

Response
Nancy Pendergast was always very friendly, helpful and organized.
Nancy Pendergast is a huge help!!!
filling out application
To buy books
All of them
the support and able to ask for help with applying
ass hole@!!!!
Information provided not only about CSM scholarships, but outside ones as well.
NANCY IS SO AWESOME!!!
Nancy Pendegrass-is an awesome employee here at CSM. She is always attentive and quick to respond to so many questions asked to her. She is very informative with letting the students know in advance what other scholarships may be available to us by mailing them out and by posting them around the campus. Thanks Nancy.
The process is just fine... but I felt like the staff felt I asked too many questions and didn't want to be bothered.
The lady in the scholarship office is very friendly and helpful.