**Program Efficacy Evaluation and Recommendation  
Spring 2012**

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| **Program: Financial Aid** |
| **Reviewers: Sandra Waters, Romana Pires, Paula Ferri-Milligan** |
| **Overall Recommendation with Rationale: CONTINUATION**  Overall recommendation for the Financial Aid Program is Continuation. The Financial Aid Program meets the Strategic Initiative in all areas. The document is well written and has provided clear and detailed analysis of the PROGRAM. The Financial Aid Program has been extremely productive with a growing trend of serving more student applicants despite the drop in overall enrollment of the college from **22,494** to **19,169** students. Area of concern for the program is the need for additional staffing to support the program services. Current staff to student ratio reported is 1/1310. Staff has made adjustments by providing full service on high demand days and utilizing low demand days for in services and workshops to avoid disruption of student services.  Program has provided information on website, participated in outreach activities, and is planning to use existing computer labs to provide assistance and information to students. |

**Part I. Questions Related to Strategic Initiative: Access**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part I: Access** | | |
| ***Demographics*** | *The program does not provide*  *an appropriate analysis regarding identified differences in the program’s population compared to that of the general population* | *The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.*  *If warranted, plans or activities are in place to increase services underserved populations.* |
| ***Patterns of Service*** | **Does Not Meet** | **Meets** |
| The program’s pattern of service is not related to the needs of students. | The program provides evidence that the pattern of service or instruction meets student needs.  If indicated, plans or activities are in place to meet a broader range of needs. |

| **Demographics: X Meets or** **Does Not Meet  Reviewer Feedback:**  The Program’s data shows that African American students have outpaced the campus population by **7.67%**. The report indicates that the reason for the increases is due to collaboration efforts between the Financial Aid office and the SBVC Outreach Department.  Data indicates that there is an “increased disabled student population from the campus average of **3.9%** to our population of **7.27%** which represents a significant increase of about **3.37%.** There is an increase in DSPS students overall on campus due to the economy (**857** students in 2007- 2008 and **1215** students for 2010-2011) and is directly related to the quality services provided by the DSPS High Tech Computer Laboratory where staff have provided direct assistance for disabled students in maneuvering the FAFSA online process.”  **Patterns of Service: X Meets or Does Not Meet  Reviewer Feedback:**  Services are offered at varied times and days to accommodate students needs and usage. Program provides evening and weekend services during the first two weeks of each semester to accommodate student needs. |
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**Part II. Questions Related to Strategic Initiative: Student Success**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Data demonstrating achievement of instructional or service success** | Program does not provide an adequate *analysis* of the data provided with respect to relevant program data. | Program provides an analysis of the data which indicates progress on departmental goals.  If applicable, supplemental data is analyzed. |
| **Student Learning Outcomes and/or Student Achievement Outcomes** | Program has not completed the first three-year SLO/SAO cycle. | Program has completed the first three-year SLO/SAO cycle. Discusses how SLOs were evaluated and has plans to continue SLO process. |
| **Student Success: X Meets or Does Not Meet  Reviewer Feedback:**  Program analysis provides detailed data regarding grants, loans, scholarships and funds dispersed to student population. It indicates that there has been a decrease in awards in some specialized Grants . (Supplemental Educational Opportunity Grant SEOG). Most of the decrease in Specialized Grants is due to the reduction in the SEOG awards over the past few years, which is related to the funding timelines not to student need. The Board of Governors Fee Waiver grant has benefited low income students who would not have been able to register due to cost. “Currently, approximately **71%** of our entire student population receives the BOG Fee Waiver.”  **SLOs or SAOs: X Meets or Does Not Meet  Reviewer Feedback:** SLOs/SAO are in place and program has began the evaluation process under the guidance of the new director. | | |

**Part III: Institutional Effectiveness**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
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| Mission and Purpose | The program does not have a mission, or it does not clearly link with the institutional mission. | The program has a mission, and it links clearly with the institutional mission. |
| Productivity | The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed. | The data shows the program is productive at an acceptable level. |
| Relevance, Currency, Articulation | The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate. | *The program provides evidence that curriculum review process is up to date. Courses are relevant and current to the mission of the program.*  *Appropriate courses have been articulated with UC/CSU or plans are in place to articulate appropriate courses.* courses. |
| **Mission and Purpose: X Meets or Does Not Meet  Reviewer Feedback:** Program’s purpose supports the college mission.  **Productivity: X Meets or Does Not Meet  Reviewer Feedback:** Program’s productivity has been demonstrated by data provided. “Staff to student ratio of 1/871 for last program review and current ratio is 1/1310, which demonstrates the trend that staff is serving more students with less resource.”  **Relevance, Currency and Articulation: X Meets or Does Not Meet  Reviewer Feedback:**  Program reports it has re-designed its website and has implemented new information on the department to increase effectiveness and meet student needs. | | |

**Part IV. Planning**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part IV: Planning - Rubric** | | |
| Trends | The program does not identify major trends, or the plans are not supported by the data and information provided. | The programidentifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support. |
| Accomplishments | The program does not incorporate accomplishments and strengths into planning. | The program incorporates substantial accomplishments and strengths into planning. |
| Challenges | The program does not incorporate weaknesses and challenges into planning. | The program incorporates weaknesses and challenges into planning. |
| **Trends: X Meets or Does Not Meet  Reviewer Feedback:**  Program has identified and described major trends and has discussed how trends affect the program.   * **Increase in Student Applicants**   “The FA office is experiencing a dramatic increase in the number of applicants overall,  which we believe is related to the number of un-employed and under employed  students that are re-entering the system for retraining”.   * **Elimination of ATB (Ability to Benefit) Testing Option**   The FA office plans to create a special publication for implementation in the Fall 2012 semester to address this issue, with resources from community partner organizations and information on the options for students to consider such as San Bernardino County adult education programs.   * **Satisfactory Academic Progress (SAP) Standards for BOG Fee Waiver**   This fee waiver eliminate the ability of students without a high school diploma  or GED to receive financial aid by taking the ATB (Ability to Benefit) exam.  This change will potentially impact **252** students who are re-entry and trying to  return to school to pursue their education after they mature.  **Accomplishments: X Meets or Does Not Meet  Reviewer Feedback:** Numerous accomplishments have been described and discussed. Examples are:   * FA Website has been re-designed and provides new information about the program. * The Satisfactory Academic Progress (SAP) appeal form was streamlined and made available on line * Improvements to Web Advisor that included access to Financial Aid information   **Challenges: X Meets or Does Not Meet  Reviewer Feedback:** Program has described major challenges and how they impact the program. Discussion of challenges includes:     * **The Cohort Default Rate (CDR)** * In 2010-2011 the district opted to no longer offer direct loans through Financial Aid due to the CDR of our student population which was at **10.4%.** Currently, the FA office only offers private loans in a much smaller number. Due to the reduction in number, the rate is still adversely affected by those students that go into default and our most recent rate is **11.8%** to **13.2%.** * **Limited Staff & Increased Applications**   “ The EMP indicates that the Financial Aid office has had a challenge of serving more  students with the same number of staff and this has continued to be a challenge and  weakness.”   * **Laboratory Space for FAFSA Assistance**   “The SLOs indicates that the Financial Aid office should implement an expanded FAFSA Lab to allow students the assistance to complete the FAFSA with staff assistance. Due to lack of staffing, this was not completed and in addition the existing computer area was not utilized either. “ | | |
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| **Part V: Technology, Partnerships & Campus Climate** | | |
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|  | **Does Not Meet** | **Meets** |
| Technology, Partnerships & Campus Climate | Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.  Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate | Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.  Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate. |
| **Technology, Partnerships & Campus Climate: X Meets or Does Not Meet  Reviewer Feedback:**  Current strategies include an office wide replacement of all computers, scanners and software critical to speeding up the processing of Financial Aid application date.  Improvements have been made to student waiting area. Steps were taken to incteas confidentiality and improve the flow of traffic both in and out of the office.  Staff has increased their participation in campus wide events such as Classified Staff Week workshops. Staff is more active and participating on campus and district committees.  Partnerships at local, state, and federal levels have been noted. The program also is active at the college level with various departments and organizations.   * US Dept of Education * Community College Chancellors office * EOPS * Science Division * Outreach Department | | |
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