Name of Department: **Financial Aid**

Efficacy Team: Kenny Melancon, Denise Knight, Kay Weiss

Overall Recommendation (include rationale): **CONDITIONAL**

Overall the department is showing improvement in service to students. Implementing a friendlier waiting area which includes shade and water improves the overall experience. Financial aid reports increases in awards distributed and decreases in the turn-around time to process financial aid applications. The department, however, needs to more thoroughly analyze data and demonstrate that they incorporate the trends shown within the data, into their plans.

The department needs to address the does not meet categories and submit a revised report to the Program Review Committee by October 14, 2016, that gives direction to the program and improves program viability as it moves forward. If the report does not adequately address the does not meet categories, the department will receive probational status.

Strategic Initiative	Institutional Expectations	
	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 <u>analysis</u> of the demographic data and provides an interpretation in response to any identified variance.* *If warranted, discuss the plans or activities that are in place to recruit and retain underserved populations.*

Efficacy Team Analysis and Feedback: Meets

The program gave reasonable analysis of the available data.

The program is using campus wide data as they serve the campus wide population, though they are serving nearly twice as many students as actually enrolled.

Even though it was selected as a meets the numbers are simply duplicated without a rational clarification. The response indicates 30,543 students served, of that number how many of those students processed went on to attend Valley College?

How does their demographic compare with the campus-wide number?

What was the composition of the 17,044 students that were awarded financial aid in 2014/15?

Pattern of Service	*The program's pattern of service is not related to the needs of students.*	*The program provides <u>evidence</u> that the pattern of service or instruction meets student needs.* *If warranted, plans or activities are in place to meet a broader range of needs.*

Efficacy Team Analysis and Feedback: Does not Meet

The department provided a good explanation of services, but, no data to support the patterns of service currently available. Questions exist regarding available services, evenings, Fridays and available weekends when the department offers limited assistance. The department stated "these are lower demand times" but provided no data to support this statement. There is some explanation regarding need for staff to complete other projects during these hours, and that in special circumstances, assistance can be made available to students, but provided no information regarding **how students would gain service during these "off" hours.**

There are comments about counter service, but what about evenings or weekend service? This question was not fully answered.

Part II: Student Success		

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.*

Efficacy Team Analysis and Feedback: Does Not Meet

There is no data to support the goals addressed within the EMP (to increase the number of FAFSA applications, etc.) The department presents data regarding numbers of students served in the variety of financial aid programs, and dollars awarded – but those numbers appear to be decreasing, rather than increasing.) No discussion regarding how the presented data supports goal achievement is presented.

Student Learning Outcomes and/or Student Achievement Outcomes	*Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.*	*Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.*

Efficacy Team Analysis and Feedback: Does Not Meet

Document was provided for only one semester of assessment. The department needs to show continuous evaluation. They have provided the most recent SAO evaluation. The department needs to more thoroughly address how they may generate improvement regarding the trends.

Part III: Institutional Effectiveness		
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.*

Efficacy Team Analysis and Feedback: Meet

The department has a mission and purpose that clearly ties to the college 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.*

Efficacy Team Analysis and Feedback: Meet

The department should be commended in improvements in processing and turnaround time as reported in the document.
The department attributes these improvements primarily to new software implementation, streamlined processes, and staff training.

Although I have this as a "meets" the response only addressed processing times.
What about outreach to underserved populations, or are there any populations that are underserved?

Are all students receiving a financial aid package that meets their needs?

How many FAFSA applications are submitted by the March 2nd deadline or perhaps a better question is would be what percentage of applications are submitted by the March 2nd deadline and are any efforts being made to increase those numbers?

Where's the data to show the FAFSA is is submitted on time? Out of the 17,044 applicants receiving financial aid what percentage submitted applications by March 2nd.

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Relevance, Currency, Articulation	*The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* *Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.*	*The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.*

Efficacy Team Analysis and Feedback: Does not meet

The department does not have curriculum, so is not expected to address this. However Financial Aid information is prevalent in the catalog and should have been reviewed and commented on.

Part IV: Planning		
Trends	*The program does not identify major trends, or the plans are not supported by the data and information provided.*	*The program identifies 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.*

Efficacy Team Analysis and Feedback: Does Not Meet

The department has identified trends that impacting financial aid and enrollment and includes legislative changes that will also impact financial aid. However no data is included supporting this trend. It is unclear if these will be future impacts or are currently impacting the program. More clarity is needed.

This could be a meets but is there data supporting the number of students failing to meet eligibility requirements.

Accomplishments	*The program does not incorporate accomplishments and strengths into planning.*	*The program incorporates substantial accomplishments and strengths into planning.*

Efficacy Team Analysis and Feedback: Meet

The department has identified strengths and accomplishments which include successful software implementation greater student communication regarding status and hosting workshops and financial aid fairs. These strengths are tied into their goals within their EMP.

Weaknesses/challenges	*The program does not incorporate weaknesses and challenges into planning.*	*The program incorporates weaknesses and challenges into planning.*

Efficacy Team Analysis and Feedback: Does not Meet

The department does identify the challenges with technology (software and available computers for student use) and office space and configuration. They make recommendation to address the challenges but do not include the recommendations within their plans.

Please elaborate on accomplishments and address in more detail how services to students have improved.
The first Friday of each semester the following workshops are held:

Additionally the team did not see efforts to explain to staff or faculty ways to support students in the financial aid process even if it's just to provide information to the students enrolled in their classes.

How about staffing is there enough staff to address the needs of our students?

Part V: Technology, Partnerships & Campus Climate		
	Program does not demonstrate that it incorporates 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 does not have plans to implement the strategic initiatives of Technology, Partnerships, or Campus Climate.	*Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.*

Efficacy Team Analysis and Feedback: Meet

The department uses technology extensively to process financial aid for students.

The department indicates campus climate has improved by creating more comfortable waiting area which includes seating, shade, and water. They also have improved processing and turnaround time for the students.

They partner with a variety of campus departments and external agencies to promote financial aid.

Again no mention of social media to support outreach.

Part VI: Previous Does Not Meets Categories	
Program does not show that previous deficiencies have been adequately remedied.	*Program describes how previous deficiencies have been adequately remedied.*

Efficacy Team Analysis and Feedback (N/A if there were no "Does not Meets" in the previous efficacy review): N/A