

Palomar College – Institutional Review and Planning Non-Instructional Programs

Purpose of Institutional Review:

The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

Financial Aid, Veterans and Scholarship Services

Department/Discipline Reviewed

2007-08

1. 3-year trend of quantitative data

	2004-05	2005-06	2006-07
Annualized Credit Enrollment	36,173	37,770	39,147
Federal applications processed	7160	7915	7779
FA applications awarded	1686	2055	2603
FA applications not eligible	Included below	Included below	Included below
FA applications incomplete	5765	6248	6002
Veterans application processed	1546	1600	1522
BOGWs-# applications processed	9958	9963	9529
Scholarship applications processed	244	624	588
Scholarship awards	614	679	664
Phone contacts	Not monitored	Not monitored	Not monitored
e-Mail contacts	13056	19464	20441
Intradepartmental Information Requests	5	4	3
Federal, state reporting	3	3	3
Full-time FTEF	1	1	1
Part-time FTEF			
Overload FTEF			
Full-time/Part-time %			
FTEF/FTES Ratio			
Number of FT Staff	19	19	19
Number of Part-time Staff	4 student workers	3 student workers	9 (1 hrly/8 student workers)
Staff/Student Ratio	1/1904	1/1988	1/2061

2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.

While the number of financial aid awards continues to be considerably lower than the applications processed (i.e., 30% of applications), staff members still have to perform the required detailed and complicated work (verify, review, etc...). The total of financial aid and BOGWs actually awarded is not

reflective of the demanding workload placed on the current staff. We anticipate an increase in processing as the state budget deficit affects potential and current students and a possible fee increase. We also anticipate an increase workload in scholarship processing as the department continues to perform the review of student eligibility and disbursement responsibilities that was previously handled by the Foundation Office. Number of FT staff has remained constant as a result of categorical funds (BFAP) available. The department lost two district funded FT Staff five years ago.

3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p>a. Programs changes/improvements (consider changes due to Growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)</p> <p>Financial Aid students are historically full-time students. As we increase the number of recipients, the college’s FTES will increase as well. Our office continues to process student applications for 2007-2008 through May 2008. As 4 year university fees and tuition continue to escalate, we will continue to see an increase in number of applicants enrolled for the first two years of their higher education at the college. Financial Aid application workshops and one to one assistance will be provided to students.</p>	
<p>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</p> <p>Continue supporting training opportunities for Enrollment Specialists and Financial Aid staff to keep current with financial aid processing to improve efficiency and service to students in the One-Stop Service Concept of Enrollment Services and Financial Aid.</p> <p>In addition to staff training, we established a one hour Satisfactory Academic Progress Workshop requiring students who are disqualified as a result of not completing courses, low GPA, and excess units. The workshop goals to minimizing number of students being disqualified a second time and educating students about maintaining progress towards their declared major.</p>	

4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:

PLAN 2007-08	Assessment/Outcome – 2008-09
<p>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</p> <p>Implementation of Document Imaging starting 2007-2008 will provide a more efficient processing of financial aid documents and improve record maintenance in compliance with the federal 5 year record retention. BFAP Categorical funds are the sole source of funding available to provide training to staff with software, and other technological utilizations.</p>	
<p>b. Budget - budget development process, one-time funds, grants, etc.</p>	

<p>The vacancy of one full-time staff member funded by BFAP categorical funds have allowed the department to use funds for outreach purposes and training needs. The department continues to emphasize the importance of obtaining new classified position funded by district funds to support the increase in students and the additional workload as a result of all scholarships (external and internal (including Foundation) being disbursed by the Financial Aid Office. It should be noted that several years ago when the college experienced a major budget cut, the department lost two positions (i.e., vacancies not filled) and all funds in the 4000 to 6000 account category.</p>	
<p>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</p> <p>Minor renovations have been done to accommodate space and equipment for Document Imaging equipments. All future renovations are halted with the anticipation of the department being relocated to the Library in five years.</p>	
<p>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</p> <p>The department current has one FTE faculty (academic counselor) to provide service to all VA students and financial aid students. In addition, BFAP categorical funds are utilize for a part-time counselor to provide evening service. There are approximately 700 VA students and 2600+ financial aid students that are expected to see the 1.5 FTE counselors.</p>	
<p>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</p> <p>The Financial Aid Office assumed full responsibility of scholarship disbursement (external and internal) since Summer 07 WITHOUT an increase in staff. The staff size has been status quo only due to the fact that BFAP funds are available. The department lost two full-time district funded classified staff over 5 years ago due to major college budget cuts.</p>	
<p>f. Other</p>	

5. Discuss one department/discipline goal linked to Palomar’s Strategic Plan 2009 and how it will support the success of students.

The department’s goal is to provide funds necessary to minimize financial burden for students attending Palomar College in order to ensure “Student Success.” The department continues to provide financial aid application workshops, scholarship workshops, individual assistance with completing the online federal application, academic counseling to ensure academic progress in declared goals. In addition, the department conducts academic progress workshops to ensure continued financial aid eligibility to ensure college retention. All of these activities supports Palomar College Strategic Plan 2009.

6. Student Learning Outcome progress:

a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.

Financial Aid Satisfactory Academic Progress Workshop was established and required for financial aid students who have been disqualified from financial aid as a result of not completing units attempted, low GPA or excess units. The learning outcome is to educate students about the responsibility of receiving financial aid funds, the importance of staying focus on taking courses required to complete program major and the importance of completing what they are enrolled in. In addition to educating students about meeting responsibilities and commitments, the goal is to also minimize second disqualification status.

b. Describe a learning outcome that is difficult to assess.

Money management is a learning outcome difficult to assess. While the department does provide funds to students to cover cost of education, we are not trained, have the skill or have sufficient staff to educate students about managing the funds they receive to maximize its utilization for the entire school year. There continues to be an increase in the number of students borrowing student loans (first and second) as well as those who submit petition and appeals indicating that without financial aid they cannot afford to support themselves or their families. The intent of financial aid funds is to minimize the financial burden and supplement to cover the cost of education and not supplant. Students are becoming too financially dependent on financial aid beyond the cost of education that they will be in for a cultural shock when they transfer to a higher cost institution.

7. Describe a department accomplishment that you would like to share with the college community.

Implementation of document imaging (i.e., department is the first within the college). Financial Aid students contribute to the college's FTE numbers as such that in Fall 2006 (most recent statistics available), Financial Aid student headcount was 5,976, Credit FTES was 2,200.3, Credit FTES per student was 0.433. In addition, .0408 FTES were in degree applicable courses. 2,200 FTES X \$4,565 equals \$10,043,000.

8. Are there other resources (including data) that you need to complete your department/discipline review and planning?

For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

9. Other comments, recommendations

The department anticipates a reduction in BFAP categorical funds (which funds salary/benefits for 5 classified staff members) in the 2008-2009 year and the year to follow. While we need additional district funded staff positions, we hope that district funds will be available to provide funds that is not available through BFAP.

Please identify faculty and staff who participated in the development of this plan:

Angelina Arzate, Financial Aid Systems Module Functional Specialist

Name/signature

Date