

**Palomar College – Program Review and Planning
Non-Instructional Programs
YEAR 1
Academic Year 2012-13**

Purpose of Program Review and Planning: 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.)

Discipline: Financial Aid, Veterans & Scholarships

06/30/2012

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)

**Please Add Date
(00/00/2012)**

STEP I. ANALYSIS

	2008-2009	2009-2010	2010-2011	<<Prelim>> 2011-2012	Definitions
Annualized Credit Enrollment	41030	39985	38546	34664	Includes summer, fall, spring
Federal applications processed	10838 unduplicated	12658 unduplicated	16455 unduplicated	18746 unduplicated	FAFSA Downloaded for New and Continuing applicants
FA applications awarded	2701-TitleIV & Scholarship	3456-TitleIV & Scholarship	5074 Title IV & Scholarship	5791 Title IV & Scholarships	
FA applications not eligible	Included below	Included below	Included below	Included below	
FA applications incomplete	1925	2558	3706	2290 (total files – awarded)	Files that were either not enrolled, file not completed or did not meet the Financial Aid SAP policy.
Veterans Applications (unduplicated)	566 Fall08	1028		1594 unduplicated	New and Continuing Veterans with educational benefits
Veterans Term Certifications	926 unduplicated	1173 unduplicated		2656	Certification for each semester for new and continuing students
BOGWs-# applications processed	13,342	15,174	15037	17186	
Scholarship applications processed	1140 applied, 228 judged	1801 applied, 430 judged	1457 applied, 423 judged	1181 applied, 355 judged	
Scholarship awards	516	482	527	479	
Phone contacts	Not monitored	Not monitored		Not monitored	
e-Mail contacts	11163 g letters only	27505—F letters only	35775 G letters only	36632 J & Sch only 4700 finaid	Finaid is the college’s financial aid email address to receive and respond to emails from student’s email account. J

					and Sch email communication is what we send out to students palomar email address about their file
Intradepartmental Information Requests	6	7	22	18	Requests from other college departments needing financial aid data/.
Federal, state reporting	4	5	5	5	Annual reporting
Full-time FTEF	1.0	1.0	1.0	1.0	Full-time permanent financial aid counselor assigned to see Veterans
Part-time FTEF	.2	.2	.2	.2	Part-time academic counselors seeing Veterans
Overload FTEF					
Full-Time/Part-time %					
FTEF/FTES Ratio					
Number of FT Staff	18	18	18	18	
Number of Part-time Staff	3	3	2	2	
Staff/Student Ratio	1/2280	1/2221	1/2142	1/1926	Full-time staff based on credit enrollment

I. A. Reflect upon and provide an analysis of the four years of data above

The financial aid applicant pool will continue to be greater than the number of awards due to eligibility criteria. However, 2011/2012 we had an increase in recipients (awards processed) by 72% from the 2008/2009 award year. Economic projections show a slow growth and recovery until 2014, therefore, reflecting the continuous increase in applicants and awards processed. Reasons for the gap between applicants and awards range from academic ineligibility/disqualification, owes federal funds, and students not wanting to complete the process and just receive a fee waiver. The processing of FAFSA results still occurs for each application regardless of the end result. The complex state and federal regulations requires scrutiny and verification of the applications for each of the seven (7) different financial aid programs. The staff size is the same as it was regardless of the increase in applicant pool. As a result the processing time is on average 8 to 10 weeks.

I. B. Please summarize the findings of SAO assessments conducted.

We had three SAO's utilizing our online FATV provider through our financial aid webpage. For the 2011/2012 school year we required new student to complete the FA Orientation component and for students who were applying for a student loan we required the Financial Literacy component, Both are mandatory and questions were asked and needed to be answered in order to post that the student completed it. The SAP academic progress component was deleted due to the nature of continuous changes and interpretations in federal regulations.

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

We have recently been informed that we are prohibited from requiring students to submit additional documents or complete a workshop including online as part of processing their file. Therefore we cannot require students to complete the FA orientation and hope that they will still log on to obtain information in addition to reading the materials on our webpage. We are continuing with the Financial Literacy for loan borrowers especially now that students are automatically applying for both loans. While we had hope that requiring the students to do the Financial Literacy workshop would minimize loan borrowing and reduce amounts, this has not occurred. The increase in loan borrowing may result in a high default rate in the years ahead. As for the SAP academic workshop, until there is stability in the new regulations and interpretations are clear and concise by the Department of Education, we will not require the online workshop and hope that students read our policy and comply with it.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's [Strategic Plan 2013](#), describe/discuss the discipline planning related to the following:

II. A. Programs changes and 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.)

The implementation of the Student Success Task Force will impact the workload if requirements regarding the Board of Governors Enrollment Fee Waiver are passed on to the department. The constant changes in state and federal regulations and the dynamics of the diverse student population is a continuing workload challenge. Current staff is already processing a large volume of applications while ensuring compliance with regulations. While it is vital that the software is maintained and upgrades/bundles are installed in a timely manner, it is also important to address the workload of the current Financial Aid Functional Specialist who is responsible for Financial Aid, Veterans, Scholarships and EOPS, CARE, CalWorks. In addition, the current office space and layout is outdated and does not allow for office efficiency.

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)

A mandatory orientation requirement for all students with emphasis on the use of technology such as eServices and student email to check their status and communicate with the department. The constant in person, emails and phone communications takes staff that has other duties away from processing the files.

In addition, there is a critical need for an additional academic counselor. In 2000, the department was successful in obtaining one full-time permanent academic counselor to see financial aid students who have been disqualified. Unfortunately, as the Veteran student population increased to a current figure of almost 2000, the counselor was assigned to meet with Veterans to establish Educational Plan. In addition, two part-time counselors are also assigned to see veterans. An additional full-time counselor is needed to address the increase in Veterans as well as the need for financial aid students who are not making academic progress. In addition, the counselor can then be assigned to review 2nd level appeals which is currently handled by the Director.

STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

a. Equipment (per unit cost is >\$500) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.							
a2.							
a3.							
a4.							
a5.							

b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.							
b2.							
b3.							
b4.							
b5.							

c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.							
c2.							
c3.							
c4.							
c5.							

d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.							
d2.							
d3.							
d4.							
d5.							

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	Financial Aid Advisor/Evaluator	1	2.6	Transcripts from other colleges need to be evaluated prior to processing file Evaluation staff is already over extended in performing other tasks	\$80,000	On-going	None
e2.							
e3.							
e4.							
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.							
f2.							
f3.							
f4.							
f5.							

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

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STEP IV. SHARE YOUR ACCOMPLISHMENTS Please include at least one discipline accomplishment that you'd like to share with the college community.

Continued partnership with Enrollment Services to support EAP, Encuentros and yearly High School Counselors workshop. Smooth operation of Veterans Services by hourly and student workers while two classified positions remain vacant. Increase number of awards with the current staff level and increase applicant pool Continued financial aid workshops on campus and at local high schools

STEP V. ACCREDITATION For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

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STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

The Financial Aid, Veterans and Scholarships Department have a staff size of 18 which includes 1 academic counselor plus 2 part-time counselors. However, unlike Enrollment Services which have 2 supervisors at the San Marcos location, there is no office manager or supervisor to deal with the day to day operation, supervision and meeting with students. While this form does not allow the official request for a CAST position. I am respectfully requesting an Assistant Director position be strongly considered. This person would also be the systems administrator for financial aid. The Director needs to focus on the policy issues to ensure state and federal compliance for seven (7) programs over \$26 million dollars a year and overall operational issues and relationships with on campus departments and outside agencies.
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Please identify faculty and staff who participated in the development of the plan for this department:

Angelina Arzate <i>Name</i>	Mary San Agustin <i>Name</i>	 <i>Name</i>
 <i>Name</i>	 <i>Name</i>	 <i>Name</i>

Department Chair/Designee Signature

Date

Division Dean Signature

Division Vice President Signature

Date

- Provide a hard copy to the Vice President Vernoy no later than **September 14, 2012**
- Email an electronic copy to jpettit@palomar.edu by **September 28, 2012**
- Email an electronic copy to jdecker@palomar.edu by **September 28, 2012**