# Palomar College – Program Review and Planning
## Non-Instructional Programs
## Year 2
## Academic Year 2013-14

**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.)

# Financial Aid, Veterans & Scholarships          10/18/2013

## STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

| | 2009-2010 | 2010-2011 | <<Prelim>> 2011-2012 | 2012-2013 | Definitions |
|---|---|---|---|---|---|
| **Annualized Credit Enrollment** | 39985 | 38546 | 34664 | **34280** | **Includes summer, fall, spring** |
| **Federal applications processed** | 12658 unduplicated | 16455 unduplicated | 18746 unduplicated | 21706 unduplicated | **FAFSA Downloaded for New and Continuing applicants** |
| **FA applications awarded** | 3456-TitleIV & Scholarship | 5074 Title IV & Scholarship | 5791 Title IV & Scholarships | 6289 Title IV & scholarships | |
| **FA applications not eligible** | Included below | Included below | Included below | Included below | |
| **FA applications incomplete** | 2558 | 3706 | 2290 (total files – awarded) | 4877 (total files-awarded) | **Files that were either not enrolled, file not completed or did not meet the Financial Aid SAP policy.** |
| **Veterans Applications (unduplicated)** | 1028 | | 1594 unduplicated | 1661 | **New and Continuing Veterans with educational benefits** |
| **Veterans Term Certifications** | 1173 unduplicated | | 2656 | 2809 | **Certification for each semester for new and continuing students** |
| **BOGWs-# applications processed** | 15,174 | 15037 | 17186 | 20459 | **10646 BOGW C, no online app; 9813 online apps** |
| **Scholarship applications processed** | 1801 applied, 430 judged | 1457 applied, 423 judged | 1181 applied, 355 judged | 1096 applied, 322 judged | **322 completed SA2014 checklists** |
| **Scholarship awards** | 482 | 527 | 479 | 692 | **692 scholarship awards, not unduplicated students** |
| **Phone contacts** | Not monitored | | Not monitored | 48,000 approximately | **This figure is a result of one stop operation with Enrollment Services** |
| **e-Mail contacts** | 27505—F letters only | 35775 G letters only | 36632 J & Sch only 4700 finaid | 51307 K and 3994 SCH 2/1/12- 8/31/13 | **Finaid is the college's financial aid email address. J and Sch email communication is what we send out to students, Palomar email address** |

| | | | | | |
|---|---|---|---|---|---|
| | | | | | about their file. |
| Intradepartmental Information Requests | 7 | 22 | 18 | 10 | Requests from other college departments needing financial aid data/. |
| Federal, state reporting | 5 | 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 | .5 | Part-time academic counselors seeing Veterans |
| Overload FTEF | | | | | |
| Full-Time/Part-time % | | | | | |
| FTEF/FTES Ratio | | | | | |
| Number of FT Staff | 18 | 18 | 18 | 18 | This includes 1 FT staff person from Enrollment assigned to financial aid |
| Number of Part-time Staff | 3 | 2 | 2 | 1 | |
| Staff/Student Ratio | 1/2221 | 1/2142 | 1/1926 | 1/1904 | 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 additional federal eligibility criteria.  However, 2012-2013 reflects a substantial increase in recipients (awards processed) by 58% from the 2009/2010 award year.  Economic projections show a slow growth and recovery until 2014, therefore, this reflects there will still be an increase into the 2013-2014 year.   Reasons for the gap between applicants and awards range from stricter academic standards, student owes federal funds, and student not wanting to complete the process and just receive a fee waiver.  In accordance with federal regulations the processing of FAFSA results is still required 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 6 months before the Fall semester starts and into the first 8 weeks is on average 8 weeks.  Therefore, it is vital that the use of technology through automation such as online forms, document imaging work flow and academic advisement be a priority.

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

While we initially had three SAO's utilizing our online FATV provider through our financial aid webpage. For the 2012-2013 school year we only required students who were applying for a student loan to complete  the Financial Literacy component,  This was the only mandatory online session we could require students to complete.  We could no longer mandate FA orientation for new students since it is considered a barrier to students being award  which is prohibited by law.  The SAP academic progress component was deleted due to the federal government continuously interpreting the law and regulations.

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

While regulations allow us to continue with the Financial Literacy for loan borrowers especially now that students are automatically applying for both loans.  We had hoped that requiring the students to do the Financial Literacy workshop would minimize loan borrowing and reduce amounts, this has not occurred.  The state's economically situation has been one of the factors in the increase in loan dollars being borrowing by students that are more concern about meeting their financial needs to support themselves today than worrying about repaying their loans.  This appears to be one of the factors for the continual increase in our default rate and what is estimated to be in the years ahead.

## STEP II.  PLANNING
**Reflecting on the 4-year trend data, the SAO assessment results, and the college's <u>Strategic Plan 2016</u>, 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.  In addition the anticipated high student loan default rate will result in the institution having to established a Default Prevention Plan that integrates what the college is doing with respect to academic programs, counseling and support services to ensure that the student achieves their academic goal and is financially capable of repaying their loans.  The constant changes in state and federal regulations and the dynamics of a diverse student population is a continuing workload challenge. Current staff is already processing a large volume of applications while ensuring compliance with regulations.

**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 away that has other duties from processing the files.   In addition the mandatory orientation should provide information on academic choices and the consequences of taking courses not required or not completing them satisfactorily.   This may help identify courses needed and the number of sections needed to meet the demands of the student,.

## 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 2016 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 2016 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 2016 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 2016 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. | Renewal of FATV Online orientation and workshops for students | 2 | 1.2 | For the past 6 years BFAP categorical funds have covered this cost. However, with increase salary and benefits for current staff being paid from these funds, we will no longer have funds available to maintain this program. | $20,000 | Yes | BFAP funding. increase in current staff salary and benefits. |
| 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 2016 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 | 1.4, 1.7 | Transcripts from other colleges need to be evaluated prior to processing file Evaluation staff is already over extended in performing other tasks. In addition, increase annual overtime expended for current evaluator to review transcripts for Veterans eligibility certification. | $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 2016 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? |
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**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 2016 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.

- In January, we held an all division staff meeting to develop a Mission Statement for Enrollment Services.  Over a period of several months we worked on the mission statement collaboratively and through the assistance of Michelle Barton.  Our mission statement is:
*"The Division of Enrollment Services is committed to excellence.  We provide support services that enable prospective and current students to successfully navigate college and meet their learning goals.*

*The Division is made up of professionals who serve in the following areas:  Admissions, Evaluations, Financial Aid, International Education, Records, Scholarships, and Veterans.*

*We value empowerment, collaboration, and innovation.  We complete our work accurately and maintain compliance with all federal, state, and local regulations.  We work as a team and in partnership with all other areas of the college from a student's first point of contact through completion.  We care about our students and their success."*


Administering over $34 million dollars in financial assistance programs.  Continued partnership with Enrollment Services as a one stop service operation, providing services to students at the front counter and on the phone. Partnership also with EAP and Summer Bridge Program for new high school graduates to the college along with speaking at a High School Counselors workshop help on campus.
Smooth operation of Veterans Services by hourly and student workers while two classified positions remain vacant until February 2013.

## 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 19 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. the Director is 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 $34 million dollars a year and overall operational issues and relationships with on campus departments and outside agencies. The department's operations for a staff this size as compared to other departments who have supervisors or managers below the Director with a smaller staff size and minimal institutional liability. In addition to the need for an Associate Director, there is a need for another FTE academic counselor to see financial aid students who have been disqualified and need specialize academic counseling to ensure student's eligibility for federal funds. This counselor can also meet with Veteran students.

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

| Angelina Arzate | Beth Hicks | Mary SanAgustin |
|---|---|---|
| *Name* | *Name* | *Name* |

| | | |
|---|---|---|
| *Name* | *Name* | *Name* |

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**Department Chair/Designee Signature**                                          **Date**

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**Division Dean Signature**

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**Division Vice President Signature**                                          **Date**

- **Provide a hard copy to the Vice President Gonzales 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**