

**-Palomar College – Program Review and
Planning Non-Instructional Programs
Year 4
Academic Year 2016-2017**

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

10/19/16

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

	2012-2013	2013-2014	2014-2015	2015-2016	Definitions
Total Federal & State Aid	\$29,248,603	\$31,493,107	\$31,874,498	\$31,397,654	Total funds disbursed to Palomar students based on MIS data
Annualized Credit Enrollment	34,280	35,790	36,413	34,549	
FA applications processed	21,706	22,724	22,683	22,542	Includes 22,189 unduplicated ISIRs and 353 California Dream Act (CADA) applications.
FA applications awarded	6,289	8,339	8,663	7,573	Includes Title IV federal aid programs and scholarships (<i>review status completed</i>) Does not include students who submitted a FAFSA or Dream Application but receive only BOG
FA applications incomplete	4,877	5,845	3,056	2,414	Students that were not enrolled, did not complete submit all required documents or did not meet the Financial Aid SAP policy
Veterans Application	1,661	1,779	1,757	1,609	New and continuing Veterans who receive VA educational benefits
Veterans Term	2,809	3,088	3,207	2,794	Number of VA certifications for each semester for new and continuing students
BOGWs-# applications	20,459	20,296	22,377	19,549	
Scholarship applications	1,096 applied, 322 judged	1,348 applied 323 judged	538 applied 359 judged	595 applied 401 judged	
Scholarship awards	692	616	604	813	
Student contacts	48,000 phone 51,307 email	59,590 email	32,756 phone 90,679 email	63,089 email	Email and phone messages to students regarding processing financial aid information, This figure is a result of one stop operation with Enrollment

	2012-2013	2013-2014	2014 - 2015	2015-2016	Definitions
Interdepartmental Information Requests	10	11	8	8	Requests from other college departments for financial aid data.
Federal & State Reporting	5	6	6	7	Annual Required Reports – increased per new FTSSG
Full-time FTEF	1.0	1.0	1.0	1.0	Full-time permanent financial aid counselor assigned to see Veterans
Part-time Faculty	.5	.2	.3	.5	Part-time permanent financial aid counselor assigned to see Veterans
Overload FTEF	0	0	0	0	
FT/ Part-Time % Faculty	66%/33%	83%/17%	77%/23%	66%/33%	
Number of Full Time Staff	18	18	19	17	
Number of Part-time Staff	1	1	1	4	2.0 FTE and includes part-time Interim Director
Staff/Student Ration	1/1904	1/2022		1/1818	staff

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

The number of students applying for financial aid has remained relatively consistent over the past few years, although economic shifts could change that. The number of applications will always be greater than the number of awards due to students who do not qualify, do not enroll in classes or do not submit all required documents. In addition, some students are not awarded funds because they do not meet the strict federal financial aid academic standards and may apply only for a BOG fee waiver, so do not complete the application process. The number of incomplete applications decreased from 25% in 2013-14 to 13% in 2014-15 and to 11% in 2015-2016. This is a significant indication that Financial Aid services are increasing its efficiency and serving a higher proportion of students. The goal of the office is to continue to work to further narrow that gap.

It is assumed that the veteran student population will show a slight increase each year, but this is subject to change as decisions are made with military downsizing or future deployments of active military. However, there is an urgent need to reinstate staffing in the Veterans Services office. Although the office serves about 1800 veterans, there is only one college employee and the office relies heavily on student workers to assist students and process VA certifications, raising issues of confidentiality and accountability. .

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

1. The college continue to contract with Inceptia default management consultants and to participate in the US Department of Education's Experimental Site project limiting the amount students can borrow in federal student loans. These two initiatives have dramatically reduced the college's federal student loan Cohort Default Rate from 31.6% to 15.9%. This removes Palomar College from possible sanctions from the US Department of Education, including loss of eligibility to participate in federal student loan and Pell Grant programs. In addition, restricting loan amounts to first year students prevents unnecessary borrowing and reduces student lifetime cumulative student loan debt.
2. Veterans Services is requiring on-line orientation for all veterans requesting certification.

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

As an institution in danger of being subject to federal sanctions due to a high federal student loan default rate, the college continued the Financial Literacy program for loan borrowers and contracted with Inceptia, Inc. Working with our consultants, we were able to decrease the college's federal cohort student loan default rate from 31.6% to 15.9%. In a major accomplishment, this is below the national average for community colleges and removes the college from possible loss of student aid programs. Inceptia will continue to assist the college to maintain a low cohort default rate. In addition, the college participates as a US Department of Education Experimental Site and limits the amount students can borrow. There has been no feedback from students that this affects their ability to attend school. This policy appears to be encouraging students to maintain reasonable levels of student loan debt.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's [Strategic Plan 2016](#), 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.)

1. Beginning Fall 2016, students must be making Satisfactory Academic Progress to qualify for the Board of Governors Enrollment Fee Waiver. This will require additional monitoring and adjusting of awards.
2. Even though the college's default rate has improved to acceptable levels, we will maintain our Default Prevention Plan integrating academic programs, counseling and support services to ensure that borrowers are achieving their academic goals and financially capable of repaying their loans in efforts to further reduce our student loan default rate.
3. There continues to be effort to encourage students to complete their applications for financial aid and provide aid to all eligible students.
4. The change in the federal base year for the FAFSA to "prior-prior-year" will allow students to apply for financial aid for Fall 2017 as early as October 1, 2016 and is expected to increase the number of Special Condition appeals submitted by students.

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

We are continuing to work with a Peoplesoft consultant to develop more efficient processes, such as, Satisfactory Academic Progress and fund disbursement procedures that are more beneficial for students. These and other federally mandated processes would be greatly enhanced by an on-line Student Education Plan. Both federal financial aid and state SSSP regulations require a monitored "academic plan" that establishes the student's program of study based on an "informed goal" for all students and clearly defines the courses the student needs to reach that goal..

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 2019 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 2019 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 2019 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 2019 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.							

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 2019 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.	Veterans Services Supervisor – Request continued from prior years	1	2.1, 2.2, 4.1,	Palomar has the largest population of veterans of all CCCs, but is not staffed accordingly. Currently, there is only one FTE in Veterans Services to provide services to over 1700 veterans. By comparison, Mira Costa has approximately 5 FTE. The other colleges in the region with only one Veterans Services staff member have very few veterans, such as Southwestern College, which has only about 250 veterans.	\$88,000 (salary & benefits)	On-going	None
e2.	Assistant Director, Financial Aid – Request continued from prior years	2	2.2, 4.1, 4.3	Financial Aid is one of the most technically complex offices on campus, manages over \$31,000,000 in student aid each year and is subject to federal, state and institutional audits. Although there are approximately 19 staff, only the Director has supervisory authority. This position would allow that responsibility to be shared and provide additional administrative support and allow for back-up supervision and succession planning.	\$100,000 (salary & benefits)	On going	none

e3	Veterans Services Technician – 2 positions	3	2.2, 4.1, 4.3	Palomar has the largest population of veterans of all California Community Colleges but is not staffed accordingly. There is currently only one staff member assigned to Veterans Services, although the office processes over 1600 applications for GI benefits and almost 2800 VA term certifications. As a result, the college relies on student workers to process these documents, creating possible FERPA and confidentiality violations. The NAVPA Organization recommends that colleges provide one FTE for every 300 Veteran students. This lack of staff not only causes delays in services to our students but could be cited as a lack of administrative capability on the part of the institution. We are requesting these positions to remedy this situation and improve services to veterans. By providing more and more efficient Veterans' services, we may also be able to increase the number of enrolled veterans.	\$ 150,000 (est. salaries and benefits)	On-going	None
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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 2019 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?
f2.	Peoplesoft Systems Consultant	1	2.2, 2.4	The college has contracted with a Peoplesoft consultant to review Financial Aid processes and recommend more efficient and student-friendly administration of financial aid programs, including implementing Early FAFSA, more efficient and frequent disbursements and SAP changes..	\$30,000	As needed	BFAP
f3.							
f4.							
f5.							

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

Plan for Academic Year 2016-17

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

1. Most important Financial Aid accomplishment is our reduction of the 3-year federal student loan Cohort Default Rate (the percentage of students who default within 3 years of entering repayment status) to below 30%, the level at which colleges become subject to federal sanctions and loss of federal aid. This is also below the national average for community colleges:
2013 Official CDR = **15.9%** (this is the current 3-year default rate and is based on borrowers who entered repayment status in 2013)
2012 Official CDR = 31.6%
2011 Official CDR = 31.3%
2010 Official CDR = 33.1%
2. Implementation of the Early FAFSA allowing students to apply for financial aid for Fall 2017 as early as October 1, 2016
3. Transition from an annual SAP review to a semester review allowing students a Warning semester that allows them to improve academically while receiving financial aid.
4. Streamlining disbursement processes to minimize manual data entry and provide more timely disbursement of funds to students.
5. Continued partnership with Enrollment Services as a one stop service operation, providing services to students at the front counter and over the phone.
6. Participation in outreach activities, such as, EAP, Summer Bridge Program and the High School Counselors workshop help on campus.
7. Continued operation of Veterans Services by hourly and student workers although, due to a current vacancy, there is only one college employee staffing the department.
8. Due to efforts and cooperation of all staff, effective operation of Financial Aid Services during 18-month vacancy of Director's position

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.

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

The 1.5 years that the Director position has been vacant show the urgent need for an Assistant Director position. This position would be an expansion of the duties of the systems administrator for financial aid to incorporate supervisory responsibility and allow the Director to focus on ensuring state and federal regulatory compliance. Palomar College participates in seven (7) major federal and state student aid programs that provide over \$30 million dollars to students each year. Failure to comply with the thousands of federal and state regulations could result in institutional financial penalties. The Financial Aid, Veterans and Scholarships Department have 19 staff members, including 1 academic counselor plus 2 part-time counselors. This is an unusually high number of staff reporting to one manager. There is a need for an Assistant Director who can assist with the day to day operation, supervise staff and, generally, back up the Director. In addition, this position would provide the college with a succession plan and allow for less disruptive transitions during periods when administrative vacancies occur.


There is also a need for another FTE academic counselor in Financial Aid to assist students who have been disqualified from financial aid eligibility and need specialized academic counseling to ensure eligibility for federal funds. General Counselors not experienced in working with federal programs and cannot be expected to provide the level of technical and regulatory information to students as a specialized counselor would.

There is an urgent need for additional staffing in Veterans Services. The lack of support for veterans has limited the services the college is able to offer, delayed processing certifications for VA benefits and created lapses of confidentiality due to the reliance on student workers to fill in due to lack of personnel. Veterans are an important segment of our student population and we are not currently able to provide services and administrative support that they need and deserve.

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

Angelina Arzate Name	Beth Hicks Name	Dr. Patricia Hurley Name
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Name	Name	Name
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Department Chair/Designee Signature


Date

11-2-2016



Division Dean Signature

11-3-16



Division Vice President Signature

Date

11/8/14

- Provide a hard copy to the Vice President Gonzales no later than
- Email an electronic copy to mlavigueur@palomar.edu by

- Email an electronic copy to mlavigueur@palomar.edu by