NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT

PROGRAM INFORMATION:

Assume the reader doesn't know anything about your program/department. Briefly describe your department and how your department supports one or more of Golden West College's mission and goals. **This description will likely be used on your department's website**.

The Financial Aid Department at Golden West College participates in Title IV and State programs to provide access and recourses for students and parents to afford a college education. We offer Workshops and participate in outreach activities to increase awareness on campus and in our community of the many resources available to eligible students.

Program Contributions: Describe how your department contributes to the campus. Consider areas such as diversity, campus climate, student success, campus processes, student support, and other college goals below.

Financial Aid is just one component in a student's academic success here at Golden West. The financial aid office collaborates with various departments such as Counseling, Faculty, EOPS, Enrollment Center, DSPS, the Bookstore and various committees/clubs on campus.

In collaborating with various departments it allows financial aid to continuously improve our processes and promote our program to students and the campus. Following are how we contribute to achieving our goals:

- Provide confidential and understanding assistance to our students.
- Promote Financial Aid on campus in various languages (English, Vietnamese and Spanish) by hosting workshops, provide presentations to various student population groups: Veterans, Foster Youth, Summer Bridge, classroom presentations, participating in campus events and hosting are Financial Aid Awareness event.
- Meet with the community by participating in off-campus events with our local high schools, community service and agencies and other partners.
- Work with counseling to assist students in obtaining Ed Plans, which provides guidance for students to meet their educational goal in a timely manner. This assist in allowing students to budget their remaining eligibility for financial aid.
- Address students' special circumstances and provide confidential counseling and advisement in regards to their financial aid, refer to other support programs and address issues specific to their individual needs.
- Aiding students in the development of self-advocacy skills and achieving personal responsibility for their financial aid and education.
- Maintain program integrity through comprehensive administrative oversight.

College goals (check all that apply):
- ☐ Institutional Mission & Effectiveness
- ☐ Instructional Programs
- ☒ Student Support Services
- ☐ Library and Learning Support Services
- ☐ Student Engagement
- ☐ Student Equity
- ☐ Human Resources
- ☐ Facilities & Campus Environment
- ☐ Technology
- ☐ Fiscal Resources
- ☐ Planning Processes
- ☐ District Collaboration
- ☐ Community Relations
- ☐ Business, Industry, Governmental Partnerships

External Requirements: Indicate any requirements that are imposed on your program/department by the state, federal regulations, or other external accrediting bodies (If applicable).

Financial Aid is regulated by Title IV for federal aid. Within the regulations we are required to monitor Academic Progress, Ed Goal, Ed Level, enrollment, and conflicting information on the students file. For state aid we are regulated by CSAC (California Student Aid Commission), which would be for the following programs: Cal Grant, FTSSG, Chafee, and the Board of Governors Fee Waiver. We are also held to ensure that the following is reported: FISAP, Gainful Employment, Consumer Information, and Enrollment to NSLDS. There additional reports that are submitted throughout the year.

REVIEW OF LAST CYCLE PROGRAM REVIEW

Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program/department achieved. (2 pg limit) Link to Previous Program Review Reports

Our initiatives were altered due to the centralization of financial. The office had to adjust to the loss of staff, and moving of key student processing functions. New initiatives became a priority to continue to provide service to students with the new centralization.

SWOT ANALYSIS

Strengths:
- What does your program/department do well?
- Assist students with professional judgments and review student files, outreach/in reach events.
- What do you believe your students, potential employers, or transfer institutions see as your program's/department's strengths?
- Willingness to do presentations, customer service in assisting students with completing their FAFSA and documents.

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Weaknesses:
- In what areas does your program/department need to improve?
- Consistency and efficiency in reviewing student files
- What are your program's/department's immediate needs?
- Additional Permanent staff
- What limitations or barriers is your program experiencing?
- The centralization has limited the ability to have flexibility, to many hands involved with student's files, and processes are unclear and at times differ week to week.

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Opportunities
- What opportunities exist for your program/department?
- To decentralize, will allow for clearer roles and responsibilities. It would assist with consistency and efficiency in reviewing student files.
- What opportunities exist that may allow your program/department to expand/improve on efficiency?
  Financial Aid PIT- is reviewing and interviewing all 3 campus, district and campus/districts outside of the Coast District. With the results PIT will provide a recommendation based on the results of the review.
- What external funding opportunities are available for your program/department? (If applicable)
- What partnerships/collaboration (internal, district-wide, external) can be established or expanded to the benefit of your program/department?
  Working with the Athletics Counselor, to provide financial aid workshops for athletes starting this summer '16. The workshops are to assist with completing or correcting their FAFSA, also to complete their file if additional paperwork.

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Threats/Challenges
- What challenges exist for your program/department?
- The lack of tech support: Financial Aid does not have a dedicated IT Tech to assist with the needs of financial aid. Financial Aid is not a priority within TSS and due to this processes are delayed. Ex: unlocking staff from PowerFAIDS when they have locked themselves out can take up to 1 week. This hinders the office because staff cannot log in to our system to assist students and/or do their job.
- What budgetary constraints is your program/department facing?
- Could use more general funds to hire 1 or 2 more staff
- Are there upcoming changes to state and federal regulations that will impact your program? Elaborate.
  We have two changes coming up for 17-18:
  1. The FAFSA will now be available to students to complete and submit in October. Also starting in 17-18 students will be providing prior prior year tax information.
  2. BOGW will now be tied to academic progress. Students who not meet the terms of SAP will be DQ and will have to go through an appeal process.

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PROGRAM DATA AND ANALYSIS

Measures of Scope of Program (Who does your department serve? How many do you serve?)

☒ Student   Number of Students Served: 21,619
☒ Faculty   Number of Faculty Served: varies
☒ Staff   Number of Staff Served: varies
☒ Managers   Number of Managers Served: all managers

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Measures of Effectiveness/Customer Satisfaction?
- What type of data did you use to measure customer satisfaction? Provide your analysis of the data.
We offered financial aid workshops starting in fall '15 for student appeals, loans, and assistance with completing and submitting the FAFSA and completing their financial aid file once the FAFSA had been received. We had a survey created and emailed to the students who attended. The number of returned surveys was extremely low, due to

sending them out late in the term. Overall of the ones we did receive, the students found the workshops helpful.

- What type of data did you use to measure departmental accomplishments? Provide your analysis of the data

N/A

Measures of Efficiency/Productivity
- What type of data did you use to measure improvements in efficiency and productivity? Focus on:
  - Time
  - Personnel
  - Other Resources

N/A

Review of Budget/Expenditures
Provide a breakdown of your allocated budget and actual expenditures
(Please summarize here and provide excel spreadsheet of your budget as an attachment)
We are funded by two sources: General and Categorical (BFAP). Our BFAP allocation fluctuates year to year, this year we were allocated: $445,420. For our General Funds we were allocated approximately $700,000.

PROGRAM PLANNING

Based on your analysis of previous program review and current data/information:
- What does your program want to accomplish in the next three years?
Banner Financial Aid Implementation
- What areas does your program plan to improve?
Timing of notifications to students
- What specific actions will you take to improve upon those areas?
Setting up PowerFAIDS to easily identify groups and establish a timeline to send out notifications.
- How will you assess whether your program has accomplished those goals?
Track the notifications and number of students, PowerFAIDS will track the date and time the notifications were sent.

RESOURCE ALLOCATION

In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. Link to resource request form.

- o Staffing
- o Facilities
- o Technology
- o Equipment
- o Funding for Professional Development