



2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Financial Aid
DESCRIPTION/PURPOSE	The Financial Aid Office at Imperial Valley Community College provides assistance with educational expenses for eligible students. We strive to provide students and their families with courteous and efficient service while complying with all federal and state regulations as well as college policies. We encourage

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
<p>INSTITUTIONAL MISSION AND EFFECTIVENESS The College will maintain programs and services that focus on the mission of the College supported by data driven assessments to measure student learning and student success.</p> <p><u>1.1</u> Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.</p> <p><u>1.2</u> Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.</p> <p><u>1.3</u> Develop systems and procedures to ensure that the college maintains a collegial and self reflective dialogue that improves effectiveness.</p> <p><u>1.4</u> Develop systems that are inclusive, cyclical, and understood by all stakeholders.</p>	<p>STUDENT LEARNING PROGRAMS AND SERVICES The College will maintain instructional programs and services which support student success and the attainment of student educational goals.</p> <p><u>2.1</u> Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p><u>2.2</u> Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.</p> <p><u>2.3</u> Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p><u>2.4</u> Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review.</p> <p><u>2.5</u> Ensure that the Library meets as closely as possible that “Standards of Practice for California Community College Library Faculty and Programs” of the Academic Senate for California Community Colleges.</p> <p><u>2.6</u> Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.</p>	<p>RESOURCES The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.</p> <p><u>3.1</u> Develop and implement a resource allocation plan that leads to fiscal stability.</p> <p><u>3.2</u> Implement a robust technological infrastructure and the enterprise software to support the college process.</p> <p><u>3.3</u> Build new facilities and modernize existing ones as prioritized in the facility master plan.</p> <p><u>3.4</u> Design and commit to a long term professional development plan.</p>	

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Banner SAP Calculations		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met		<input type="checkbox"/> 2 Student Learning Outcomes
Describe how this program goal increased student		<input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3

3

PASTPROGRAMGOAL#3

B. PRESENT DATA ANALYSIS AND PROGRAM HEALTH ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. ***Attach electronic excel file with graphs or trend data, do not include them in the narrative below.***

- a. Strengths

Discuss what you do well in your program/department.

We have an experienced staff with many years of service in the financial aid program. The staff performs as a collaborative team, able to problem solve and open to developing new processes to best serve students and contribute to departmental and institutional goals. The department has a great working relationship with IT and benefits greatly from support and guidance from Dean and VP. The staff is dedicated to serving students and participates in various outreach programs with high school counselors, administrators, parents and the community in general.

- b. Weaknesses

Discuss areas in your program/department that need improvement.

Although we have made great strides in the automation of manual processes, there are more that need to be addressed such as Cal Grant reporting, verification processing and paper file handling. Student self service requires improvement with respect to "ease of use" and also electronic submission of documents. Students continue to lack understanding of the requirements to maintain financial aid, specifically in the area of Satisfactory Academic Progress standards. **Weaknesses, require various opportunities,**

d. Challenges

Discuss obstacles/barriers that may influence program improvement.

BOG Fee Waivers will decline once academic progress limitations are imposed which will in turn reduce BFAP funding. These limitations will also lead to reductions in student enrollment. Contract issues with current third party disbursement servicer may delay necessary changes for service improvement with respect to financial aid disbursement services.

e. Program changes

What program changes if any, do you expect to have a positive effect on students?

Auto packaging, Auto SAP calculations and earlier disbursements have all been recently implemented and we expect that these changes will have a positive effect on student enrollment. We expect that fewer

C.FUTURE LIST OF "SMART" (SPECIFIC, MEASURABLE, ATTAINABLE, RELEVANT)

FUTURE PROGRAM GOALS

(Describe future program goals. List in

Objective: To increase work efficiency, reduce staff time with current identification process and improve delivery of funds to students.

- 1.1 1.3
- 1.2 1.4
- 2 Student Learning Outcomes
- 2.1 2.4
- 2.2 2.5
- 2.3 2.6
- 3 Resources
- 3.1 3.4
- 3.2 3.5
- 3.3
- 4 Leadership & Governance
- 4.2 4.5
- 4.3

RESOURCE PLAN

(Check all that apply.)

- Facilities Marketing Technology Professional Development Staffing

Task(s)

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)
 Contract to be signed by Finance

\$ _____

- Facilities Student Learning Outcomes Technology Professional Development Staffing

Timeline: By end of Fall 2014 pending contract issues with existing third party servicer.

Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Develop implementation plan for

Develop

