

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

Academic Year 2017-2018

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

11/17/17

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

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	Definitions
Total Federal & State Aid	\$29,248,603	\$31,493,107	\$31,874,498	\$31,397,654	\$29,353,146	Total funds disbursed to Palomar students based on MIS data
Annualized Credit Enrollment	34,280	35,790	36,413	34,549	34,840	
FA applications processed	21,706	22,724	22,683	22,542	22,867	Includes unduplicated ISIRs and California Dream Act (CADA) applications.
FA applications awarded	6,289	8,339	8,663	7,573	7468	Includes Title IV federal aid programs and scholarships (review status completed) 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	2946	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	1105	New and continuing Veterans who receive VA educational benefits
Veterans Term	2,809	3,088	3,207	2,794	2611	Number of VA certifications for each semester for new and continuing students
BOGWs-# applications	20,459	20,296	22,377	19,549	9632	FAFSA application available 10/1 resulted in more students getting a BOGFW through FAFSA – BOGFW awards did not decrease.
Scholarship applications	1,096 applied, 322 judged	1,348 applied 323 judged	538 applied 359 judged	595 applied 401 judged	595	
Scholarship awards	692	616	604	813	1153	
Student contacts	48,000 phone 51,307 email	59,590 email	32,756 phone 90,679 email	63,089 email	67,808	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	2016-2017	Definitions
Interdepartmental Information Requests	10	11	8	8	8	Requests from other college departments for financial aid data.
Federal & State Reporting	5	6	6	7	16	Annual Required Reports – increased (IPA-PPA)
Full-time FTEF	1.0	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	.5	Part-time permanent financial aid counselor assigned to see Veterans
Overload FTEF	0	0	0	0	0	
FT/ Part-Time % Faculty	66%/33%	83%/17%	77%/23%	66%/33%	66%/33%	
Number of Full Time Staff	18	18	19	17	19	
Number of Part-time Staff	1	1	1	4	0	
Staff/Student Ratio	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. 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.

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

1. The college continues 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 19.1%. 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 are able to continue to decrease the college's federal cohort student loan default rate, 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 2019, 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/JUC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)

1. 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.
2. There continues to be effort to encourage students to complete their applications for financial aid and provide aid to all eligible students.
3. The change in the federal base year for the FAFSA to "prior-prior-year" will allow students to apply for financial aid for Fall 2018 as early as October 1, 2016 and is expected to increase the number of Special Condition appeals submitted by students.
4. Expansion of state aid has allowed for a variety of households to receive assistance which has resulted in a significant increase in processing tasks.

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.

Plan for Academic Year 2017-18

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.	Business System Analyst	1	2.1, 2.2, 2.4, 2.5, 2.6	Financial aid / Scholarships Services has increased federal and state regulations and program offers. The technical support is key in the success of delivering available aid to all students. ie. AB19, Palomar Promise, Completion Grants, Dreamer grants, hunger grant, equity grants	\$90,000 (salary & benefits)	On-going	None
e2.	Assistant Director, Financial Aid – Request continued from prior years	2	2.1, 2.2, 2.4, 2.5, 2.6	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

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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 continued to contract 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?

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

1. Streamlining disbursement processes to minimize manual data entry and provide more timely disbursement of funds to students. Resulting in more students being paid in a timely manner and also allowing for focus on other areas ie outreach and In reach.
2. Continued partnership with Enrollment Services as a one stop service operation, providing services to students at the front counter and over the phone.
3. Participation in outreach activities, such as, EAP, Summer Bridge Program and the High School Counselors workshop help on campus.
4. Continued operation of Veterans Services.
5. Hired a full time Director

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.)

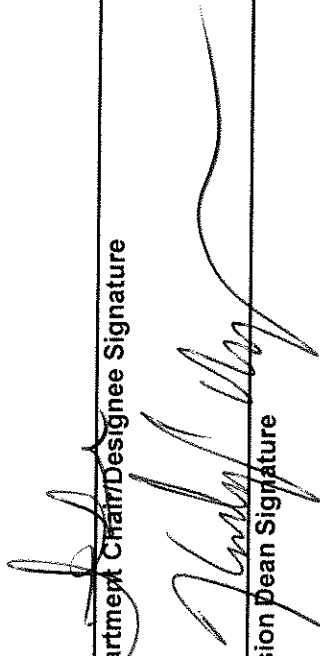
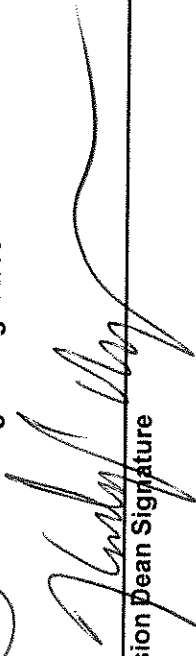

Increasing compliance/regulation and implementation of state and federal aid has surfaced a need for an assistant director, this position would be an expansion of the duties of the systems administrator for financial aid to incorporate supervisory responsibility and allow the Director to focus on ensuring state and federal regulatory compliance. Palomar College participates in seven (8) 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 an immediate need for another Business System Analyst. With all of the additional programs including but not limited to: Promise California, AB19, Completion grants and Palomar College Promise – technical/system responsibilities in the financial aid office has almost doubled. Currently the Veterans office has no assigned BSA, this position would assist in the area of FA and Veterans Services.

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

Adrianne Lee <small>Name</small>	Beth Hicks <small>Name</small>
	Angelina Arzate <small>Name</small>

Name	Name
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 Department Chair/Designee Signature	Date
 Division Dean Signature	Date 11/22/17
 Division Vice President Signature	Date

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