

Student Services Annual Program Review Update

I. General Information

Date: 6/22/10

Program/Department: Financial Aid & Scholarships
 Authors of Report: Cindy Castillo

II. Status Since Previous Program Review

What significant changes have occurred since the last complete program review? Were those changes based on SSLO assessments? How have these changes affected your program? You may also address how these changes affect the following: resource allocation requests, strategic initiatives, "main areas for improvement", mission statements, or physical/organizational restructuring.

Change: The fall of the national/state/local economy in 2008 has driven more students/families than ever to apply for financial aid	Effect: Applications increased 18% from 07-08 to 08-09, 26% from 08-09 to 09-10 and we are already at 66% for 10-11 and we have not even started the school year yet. This is a reaction to the bad economy, not a result of SSLO.
Change: Increased demand	Effect: Due to the continuing increased demand and, luckily, steady staffing, we have changed policies to make sure that our resources (human and financial) are being spent primarily on students targeted by strategic planning initiatives.
Change: Conversion to new ERP	Effect: We have spent the last two years preparing for a complete conversion to a new ERP system which examines everything we do from awarding packages to communicating with students electronically to sharing a system with our sister college.
Change: Conversion to new scholarship application system	Effect: We had an opportunity to create an online system of advertising and applications for our scholarship programs. Partially due to student feedback, we went 100% electronic. While we had some donor resistance, it was largely successful and we are conducting a satisfaction survey this summer. We also restructured our approach to donations and giving by creating pooled scholarships to minimize the workload of creating a brand new scholarship for every donation. We are in transition for several years, but this is proving to be successful as well.

III. SSLO Information

	How many SSLOs have been written?	How many were assessed in 2009-10?	How many are committed to be assessed in 2010-11?	How many SSLOAC* were completed in 2009-10?	How many SSLOAC are committed to be completed in 2010-11?
Program/Department:	2	1	1	1	1
	Total	How many participated in writing SSLO?	How many participated in assessment phase in 2009-10?	How many will participate in assessment phase in 2010-11?	How many participated in Reflection & Enhancement discussions in 2009-10?
Faculty/Staff in Program:	11.5	4	research 2	research 2	11.5

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***SSLOAC = a complete SSLO Assessment Cycle includes writing an SSLO, assessing the SSLO, reflecting on the results /process, and planning enhancements to improve student learning/achievement.**

SSLOAC Discussion and Analysis: Summarize the discussions and analyses of your program/departments' SSLOAC results.

With the help of research we developed one SSLO that we could assess with their help during this year of preparation for "going live". They conducted an online survey of all students who had turned in a FAFSA to date and produced a summary, statistical data, and comments. Our staff analyzed the data, reviewed the comments, and discussed ways to use the information to make changes to our program. A small group took the manageable recommendations and made a proposal to the entire staff and then implemented the agreed upon changes. A copy of the analysis can be provided. Difficulty for us has been teasing out the part of the financial aid process that we are accountable for (separate from the US Govt, state gov, IRS, DHS, etc) and trying to make changes/improvements on those items within our control. Also, the financial aid application process is laden with a tyranny of turning in information(forms and electronic) to various agencies and students are subject to lots of compliance requirements so finding a way to construct a SSLO without asking for additional actions that could hinder our ability to provide funding as quickly as possible has been a challenge,

especially in a year when our staff is working overtime on a regular basis with implementation of the ERP system. This is likely to continue one more year until we are more comfortable with the process and then we can be more creative with SSLOs. We routinely ask for feedback from students and it comes even unsolicited! We feel we are constantly making improvements to our services based on our student demands, however, we are not in control of the entire process, so must find that balance between compliance and change.

Suggestions for the SSLOAC Discussion & Analysis (above):

Detailed data supporting some or all of the statistics collected.

Patterns that emerge or are confirmed when SSLO data are viewed, either alone or in combination with other data (such as student success or retention rates) at the program level.

What your goals were for any 'benchmark' percentages and whether you achieved those goals.

Evidence of value derived from the SSLOAC process within your program.

Some of the challenges your staff and faculty continue to face in attempting to hit your program goals with respect to SSLO.

If enhancements/improvements that you have just identified can be implemented within your program or division's currently existing structures and allocated resources, then consider this update form complete and submit to Jim Haynes (haynesjim@deanza.edu). If ADDITIONAL resources are needed through the Student Services Planning and Budgeting process, then complete Section IV. (below).

IV. Resource Requests: (Use this section ONLY if you have a NEW resource request)

Program/Department:

Please submit your top three (or less) choices below in ranked order:

Item Name:

Cost estimate

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Item Name:

Item Name:

What SSLO Assessment findings, if any, support and guide the resource request?

How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement?

How will the resource enhance your program with respect to the College mission or Strategic initiatives and/or your program's goals for improvement as stated in your last program review?

Other information that may be important to support your request?