The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office /program and to assess its strengths, opportunities, needs, and connection to the TJ -0Tma/ 7rgts ofsic vsol003 Tc 21.13 ge.(e)1(T)-4

VP/Division Head's Comments (required) :
I have read this comprehensive review of the Financial Aid department. I <u>do not</u> recommend the hiring of a full -time Financial
Aid Director . Nor do I see a need to reorganize the department. Hence, I do not recommend the reclassification of Financial Aid
technicians to 0 0 Td [aa.(8f)1(F)3(i)2(n)6(a)6(n)6(ci(s t0.26))-2(i)3(s)1173(i)2(ze)7(t)1(n)6(t),6173(iu(ti)3(p -0.00-3(t)3(a)711(i)3(2(i)3(s)s)3(a)7(lg(n)6

➔ *For services/offices/non-instructional programs scheduled for comprehensive review in spring 2015, please complete Sections I, II, and III.*

➔ *For services/offices/non-instructional programs scheduled for annual review, please complete Sections II and III.*

Please complete this section for services/offices/non-instructional programs scheduled for comprehensive review in spring 2015. Go to Section II for services/offices/non-instructional programs scheduled for annual review in spring 2015.

A. OVERALL SERVICE /OFFICE/ PROGRAM EFFECTIVENESS

1. Describe your service/office/non-instructional program in terms of its overall effectiveness over the past several years *.*

Please consider the questions below in describing your area.

- *What are your area's primary functions?*

The purpose of financial aid programsis to remove financial barriers that may prevent students from pursuing your educational goals. By working on your application together, we help students understand how to pay their way through college and how they can reach their goals more quickly ra(o)1.04 0 0 11.04 -4(re)2(Tc 0.012 Tw 0.228 6 Tw 0.1002]TJ a0.012 Tc 0.012 Tw6 Tw chh8TJ 0 cTc 02 0.0u)-1(Tc 0.001 75 Tc 0.012 Tw 0.228 11.04 72 1onl0 T.772 0 Td (f 1.

- We work with Veterans Program in processing FAFSA records so they can work with student Veterans who are receiving financial aid.
- We work with Admissions & Records in consultation on student residency, student fees, grading deadlines, and academic standings.
- We work with Sports Counseling & the Athletic Department to ensure that they are aware of Out of State Delay of Program requirements and deadlines for out of state student athletes.
- We work closely with the Hartnell College Foundation on the disbursement of Scholarship funds.
- We work very closely with the Counseling Faculty on SAP processing for financial aid students who are in disqualification.
- We work with all of the Academic Dean's Offices in interpreting both state and federal financial aid regulations.
- We work very closely with the Business Office/Cashier's Office on all financial aid disbursement processes and in reconciliation of all financial aid awarded programs.
- We work very closely with the IT department and all of the programmers in issues relating to financial aid
-

- o We lowered our Student Default Rate to below 30% for the last two years.
- o Supported the College's Panther Prep days with financial aid presentations to students and parents.

- *What professional activities have staff recently (last three years) participated in?*

The staff annually attends any of the following conferences to remain in compliance with training requirements.

- o Federal Student Aid Conference (FSA) held at the annually in December every year
- o California Community College Student Financial Aid Administrators Association (CCCSFAA) Annual conference held every spring semester
- o Western Association of Student Financial Aid Administrators (WASFAA)
- o California Association of Student Financial Aid Administrators (CASFAA)
- o Federal Student Aid Training Sessions (Loan Default, Compliance, etc.)
- o 3CDUG Conference/Workshops

Faculty – Part-time	n/a	n/a	n/a
Student Workers	3.0	4.0	4.0
Professional Experts	.5 (20 hrs)	.5 (10 hrs)	.5 (10 hrs)
Total Full Time equivalent Staff	15.25	16.25	16.25

2. What staffing factors /challenges have influence d the effectiveness of the service/ office/ program?

   1. The most challenging aspect that the department faces is the lack of having a Financial Aid Director in its organizational structure. The Dean serves as the administrator for Admissions & Records, International Students, and the Veterans Program in addition to the Financial Aid Office. It is very difficult for both the Financial Aid Lead and the Dean to keep on top of all of the ever changing federal/state regulations and all of the required structure that must be put into place to keep the College in Title IV compliance. Failure to comply with these federal regulations could result in warning, sanctions, and possible removal from all Title IV financial aid. Often times, other departments such as the Admissions & Records, Academic Affairs and our IT department must be called in to strategize and review the new regulation implementation. As a result of not having a full time Financial Aid Director, we have not been able to have regular training sessions for all financial aid staff on key processes which have resulted in some miscommunication with students.

   With such a large population of students receiving financial aid (approximately 83%) at our institution, it is especially critical that we

4. We need to enhance the financial aid services at the King City campus. We have had several students who have been told to come to the Main Campus financial aid office because the ESS at the KC campus wasn't sure how to handle the situation. We need to offer more training to both off campus ESS's to ensure that they are well trained and are offering consistent financial aid services. A

SERVICE / OFFICE / PROGRAM GOALS

1. List and describe

II. ANNUAL REVIEW

This section must be completed for ALL services/offices/non-instructional programs, including those scheduled for a comprehensive review in spring 2015.

A. DATA & TRENDS

1. Provide available data and information that define target recipients of the service/office/non- instructional program , including numbers /size, types and characteristics/needs of current and potential users, students, client s, and /or other relevant populations . List the sources of this data and information.

2. Analyze and report on salient patterns and trend s in this data. Given these patterns and trends in users, needs,

B. SERVICE/ PROGRAM MODALITY

1. Describe the different physical locations (campuses, sites, etc.) at which, the various delivery vehicles (phone, online, face -to -face, etc.) through which, and the times (of day, evening, week, etc.) at which the service/program is provided to intended re cipients. Consider staffing and other resources available to serve user needs for each location, vehicle, and time specified.

   In additional to

- Collect student fees; prepare receipts as appropriate; sell parking permits, produce reports from cash register to balance and reconcile cash drawer and make deposits to Cashier's Office.

The Main Campus ESS's are not required to perform these functions as we have major departments to handle these responsibilities again because of the sheer volume of students at the Main Campus.

3. Describe the process to change and improve service/program quality for the more challenging locations, vehicles, and/or times.

    - We need to schedule regular staff financial aid trainings in addition to regular meetings in which the financial aid staff can be kept apprised of changes/updates that occur through the Student Affairs organization so they can stay well informed. Regularly scheduled training would help to develop more efficient services to students.

    - We plan on continuing to support the ongoing training of the off campus Enrollment Services Specialist throughout the coming months. It is extremely important to continue to obtain the support of the King City Center's Dean to release the ESS to regularly attend trainings.

C.

		providedat the MoneyMonday eventto very informative. In addition,88%of the participants indicatedthat they would attend a similareventin the future.
Students will be able to report their level of satisfaction with the services they receive from the staff of the financial aid office	Next Steps: While the current results exceeded our expectations, we will continue to administer the su5(i)0 Tc7esuBDC dleyr in1(xc)3(e th)5(e)1Caidt(l)3lle	

List Service Area Outcome(s) scheduled for assessment in AY 15-16	How will the Outcome(s) be assessed?
Students will be able to utilize the financial aid staff resource when completing their financial aid application using the Department of Education's online FAFSA application during the Financial Aid Money Monday's sponsored event. Target Date: Spring 2016	Assessment Tool: A mixed model of quantitative/qualitative survey. This survey was a partially open-ended leaving students to self reporting their level of satisfaction. Criteria for Assessment: Students surveyed will report a level of positive support for the Money Monday events.
Students will be able to report their level of satisfaction with the services they receive from the staff of the financial aid office. Target Date: Spring 2016	Assessment Tool: A mixed model of quantitative/ qualitative survey. This survey has a true/false rating with students reporting their level of satisfaction. Criteria for Assessment: Students surveyed will report at least an 80% satisfaction rating with the services they receive from the financial aid staff.
Financial aid processes and services will be such that students will be able receive financial aid disbursements in a timely fashion. Target Date: End of Spring 2016	Assessment Tool: We will be using data gathered from our student information system Ellucian in order to determine on which of the Grant Lists students receive their first disbursement of Pell Grant. Criteria for Assessment: The percentage of students receiving their first disbursement of Pell Grant for the semester on the first, second, or third grant lists will be higher when compared with the same semester of the previous school year.

D. PREVIOUSLY SCHEDULED ACTIVITIES

This subsection focuses on activities that were previously scheduled An activity can address many different aspects of your service/office/ program, and ult imately is undertaken to improve or enhance your service/office/program , and keep it current.

Activity scheduled	What success has been achieved to date on this activity?	What challenges existed or continue to exist?	Will activity continue into AY 15-

regulations.

Implement Communication Module (automatic emails/letters) on such financial aid processes such as: • FA Award letters • SAP notifications • R2T4 notifications • All FA/student notifications	We are currently in the process of creating the last of the communication tracks.		Currently in progress	Maintenance only
We need to have an easy process to merge duplicate student records.	This item has been placed on the CORE IT project list from Financial Aid –Jan. 2015	We are currently developing an assessment model for all IT projects.	Yes	Yes
Go back to having the District provide matching funds (25%) in support of the Federal Work Study Program (FWS)	This was completed in the 2013-2014 year.			

Develop better
queries/r9l bre f 5Dpo0 1 Tf -0.6eries/r9l bre f 5Dpo0 1 T

1. Evaluate the success of each activity scheduled, including activities completed and those in progress. What measurable outcomes were achieved math)TJ 0(i) (r)13(a)ortieTJ 0t13(c)7(led)17(e3(h)lo(a)3(ed)4(tieJ -0.005 T783 0(.009 Tc 0.009 Tw 0.576 0

III.   ANNUAL ACTION PLAN

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2015.

A. NEW ACTIVITIES

This subsection addressesnew activities for, and continuing new activities into, AY 201 6-17. An activity can address many different aspects of your service/office/ program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources.   The first activity listed should be the most important; the second activity listed the second most important, etc. Acti viti es can in clude but are not li mit ed to:

a. NEW CURRICULUM
b. FURTHER DEVELOPMENT OF THE PROGRAM OR SERVICE
c. GRANT DEVELOPMENT AND PROPOSALS
d. FACULTY AND STAFF TRAINING
e. MARKETING/OUTREACH
f. ENROLLMENT MANAGEMENT
g. STUDENT SERVICES
h. ADMI NISTRATIVE SERVICES
i. SUPPORT OPERATIONS
j. FACIL I TIES

***Please complete items 2a-e immediately below for EACH new acti**E-AC4 Tw 2.55 0 Td (/)Tj 0.5021cn

b) Describe how this activity supports a ll of the following that apply :
   1) Service Area Outcome (list applicable service area outcome)
   2) Program level Outcome (list applicable program level outcome)
   3) Course level Outcome (list applicable course level outcome)
   4) Serv ice/Program Goal (list applicable s ervice /program goal outcome)
   5) Strategic Plan Goal (list applicable strategic plan outcome)

Activity #1: This activity would support the department's program goal of remaining in compliance with both federal and state financial ai requirements.

Activity #2: This activity would ensure that we are meeting the College's strategic priorities for students and student access. This activity would also be supporting the department's program goal of maintaining a level of efficiency to students.

Activity #3 This activity would ensure that we are meeting the College's strategic priorities for student access and student access. Thi activity would also be supporting the department's program goal of maintaining a level of timely and efficient service to students.

Activity #4 This activity would ensure that we are meeting the College's strategic priorities for student access and student access. Thi activity would also be supporting the department's program goal of maintaining a level of timely and effective services to students.

c) Does this activity span multiple years?   YES   NO

   If yes, describe the action plan for completion of this activity.

N/A

d) What measureable outcomes are expected from this activity? List indicators of success.

Activity #1 A Program Area Outcome (PAO) would be assessed with the Financial Aid employees to ensure that we are meeting their professional development needs regarding financial aid. A success indicator could also be the passing of a Federal Title IV audit.

Activity #2 The indicator of success for this activity would be that the College passes a Federal and/or State financial aid audit.

Activity #3 The measureable outcome will be assessed using our Student Area Outcomes(s) model to ensure that we are meeting the needs of the Alisal Campus student population.

Activity #4 The measurable outcome will be assessed using our Student Area Outcome(s) model to moy (s)6())8(m)4(o)12(de)3(l)43(Ps)6(/M0

B. RESOURCE REQUESTS

If new/additional resources are needed for your service/office/program , it is important that you identify them and project their cost,   and that these resources and costs be considered through the College's integrated planning (budget development, funding decision making, and resource allocation) processes. A resource is likely to be something needed to support an activity that you have identified in IIIA above, in which case you must link the resource with a specific activity number (first column below).   The first activity listed should be the most important; the second activity listed the second most important, etc.   A resource could also be something necessary for your service/program is 24(a)7a71 (t6)1( )611(y)11fou24t[(s)9selys tos i

APPENDIX A . Strategic Priorities & Goals
(from Hartnell College Strategic Plan 2013 -2018)

Priority 1: ## Student Access

Goal 1A:Hartnell College will provide higher education, workforce development, and lifelong learning opportunities —with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

Priority 2: ## Student Success

Goal 2A: Hart

Priority 5 : Innovation and Relevance for Programs and Services