

BAKERSFIELD COLLEGE ANNUAL PROGRAM REVIEW, STUDENT SERVICES AND ADMINISTRATIVE SUPPORT UNITS, 2011-12

The Annual Program Review is a data-informed review, needs assessment, and goal setting mechanism. It must contain linkages to District and College goals. It is also a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis to the College on findings of ongoing assessment and evaluation of instructional programs and services units. The College is looking for quantitative data which document the program's and unit's quality initiatives and outcomes. While anecdotal accounts may be beneficial, they should only supplement other data which establish longitudinal trends and patterns. In addition, each review should show the progress of the Action Plan from the previous review, if applicable. Start by filling in the chart below. These data points are areas which the District and College have identified as key performance indicators of College and student success.

If you need training or any help, contact either of the following to schedule an appointment or suggest workshop times:

Ann Morgan, Director, Institutional Research and Planning (anmorgan@bakersfieldcollege.edu or x4453)

Stephen Eaton, Dean (seaton@bakersfieldcollege.edu or x4743)

Bill Barnes, Assistant Professor, Agriculture, Co-chair, Program Review Committee (wbarnes@bakersfieldcollege.edu or x4637)

Due Dates for Student Services and Administrative Support Programs

- September
 - Training for department chairs and administrators
- October
 - Week of October 3: Program data from Institutional Research & Planning to Services
 - October 31: Services submit APR to supervisor by Halloween
- November
 - November 11: By Veteran's Day finalize APR and send to supervisor, and Student Services send APR to June Charles for Vice President Joyce Ester
Administrative Services send APR to Debbie Spohn for President Chamberlain

Assessment Plan

The assessment plan and results will be due **April 16, 2012** to Dean Suderman. Forms and supporting documentation are in the Office of Academic Affairs public folder. Click here for directions to the folder.

Trend Data from Institutional Research and Planning

Note: For units that want Institutional Research and Planning (IRP) to prepare the entire data table, please supply Staff and Budget data to IRP by mid-October.

Data Points	2006-07	2007-08	2008-09	2009-10	2010-11	Comments
Total Individuals Served (may expand into categories)						
Department Retention Rate						
Department Success Rate						
Total Staff - Administrators	1	1	1	1	1	
Total Staff - Classified	15	14	14	14	15	
Total Staff - Faculty						
Personnel - % of Total Budget	92%	92%	93.5%	95%	97%	
Total \$ Non-Personnel Budget	96,972	89,389	78,582	63,450	35,676	Savings associated with reduced duplicating and postage costs due to emailing vs. U.S. mail.
Degrees/Certificates Awarded						
TBD						
TBD						
TBD						

1. Program/Unit Description, Mission, and Alignment

Description

The Office of Financial Aid and Scholarships provides annual funding in excess of \$48.5 million to more than 21,000 individual students. Due to the complex nature of financial aid applications and eligibility requirements, the program requires communication and critical thinking skills that lead to successful student learning.

The following programs and services are administered by the Office of Financial Aid & Scholarships:

Federal Pell Grant, Federal SEOG, Federal Work Study, Federal Direct Loan, Board of Governor's Fee Waiver (BOGW) Cal Grant B & C, EOP&S and CARE referrals, CHAFFEE Grant for former foster youth, BC Scholarship program, private scholarships, AmeriCorps Vouchers and Payment Request forms, Student Employment Payroll, book vouchers, short-term emergency loans, Bureau of Indian Affairs Grants, non-resident tuition installment plans.

Mission Statement

The Office of Financial Aid & Scholarships promotes student success by providing a variety of services and resources to a diverse population of students in order to remove financial barriers to higher education.

Our mission primarily supports the Bakersfield College mission by understanding the needs of our diverse student population and responding to these needs with efficiency and flexibility. Financial aid funds enhance the student's ability to remain in class and be successful. Scholarship awards honor both student excellence and our long heritage of community involvement.

Alignment with Budget Decision Criteria

Our Mission Statement, the programs and services that we provide and our budget are in alignment with the Budget Decision Criteria categories. We are in alignment with the Core Mission by providing services that meet the needs of our community and enable students to complete their programs. Student Success: Our services require communication and

critical thinking skills to overcome the complex application process and retain eligibility. Financial Aid students are held accountable by requiring and enforcing strict academic progress standards. Program and Service Sustainability: Our programs and services are well worth the cost as indicated by the continuing increase in the numbers of students requesting and receiving student financial aid funds. Facilities Needs: Our needs were addressed with the purchase of furniture for the addition of 1.5 new employees for 2011-12. Technology Needs: Computers and Software are vital to the 16.5 financial aid employees that use a computer, specifically Banner, to process volumes of applications every day. Participating in training webinars helps reduce the cost of travel. Legal Requirements and State Mandates and Human Resources Needs: Maintaining staffing levels helps to ensure that we are in compliance with all regulations governing Federal and State Aid and Scholarships. Funding is necessary for staff training and professional development to ensure compliance and to provide students and our community with accurate and helpful information.

2. Other Program Data

Provide and discuss other data that is available and relevant to your program

The administration of financial aid promotes oversight and accountability by ensuring compliance with federal, state and local agencies that provide and regulate funds. FA maintains fiscal responsibility through various reporting mechanisms and reconciliation processes. The Financial Aid Office is required to verify information the student reported on the Free Application for Federal Student Aid (FAFSA) and resolve discrepancies. It is important to note that the FAFSA has an application period of 18 months, starting January 1st of each year and ending June 30th of the following year. We have until September 30th to pay students, report and reconcile funds. Therefore, from January 1st through September 30th of each year, we are concurrently processing two different aid years. The data below indicates the dramatic increase in the number of students who apply for financial aid by submitting a FAFSA. The impact of growth in our programs is a reflection of our community needs. These are appropriate and compelling reasons to request resources for staffing to promote student excellence and success.

2006-07	12,824	2009-10	21,699
2007-08	13,465	2010-11	24,653
2008-09	16,768	2011-12	22,418 (with 8 months left to apply)

3. What are the Program’s/Unit’s strengths?

- Discuss the following elements where applicable. List any strength that may be unique to your program or unit. For each strength, complete all relevant boxes on the chart.
- Questions to consider [Link to APR SWOT Questions](#)
- Best practices contact [Link to Form](#) (this will ask for name, email, phone, practices)

Strength	Relationship to Budget Decision Criteria	Outcomes Achieved	Assessment Results	Innovative Solutions/ General Best Practices	Program Data - Discussion of Findings / Impacts	List of Attachments/ Data Tables / Graphs
Collaboration with						

4. What are the Program's/Unit's weaknesses?

Weakness	Relationship to Budget Decision Criteria	Outcomes Not Yet Achieved	Assessment Results	External Conditions	Internal Conditions	Trend Data
Student Loan Cohort Default Rate (CDR) increased from 13.9% to 18.9% in one year.	Program and Service Sustainability: Process is in place to determine if the student loan program is worth the cost of losing eligibility for all Title IV programs. Human Resources: Maintain and train staff.	In progress	In progress	Federal regulations prohibit us from denying students loans except on a documented case by case basis. Can lose eligibility for all Title IV programs after 3 years of CDR 30% or higher.	Staff is needed for training and implement of default preventative measures to reduce or maintain CDR Levels.	Federal Stafford Loan applicants: 2006-07 346 2007-08 446 2008-09 790 2009-10 1,905 2010-11 1,888 82% increase from 2006-07 to 2010-11.

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5. What are the Program's/Unit's opportunities?

- Consider items that do not currently exist in the program/unit that could be implemented to help the program, unit, and/or College reach its goal.

Opportunity	Relationship to Budget Decision Criteria	Possible Outcome	Assessment Methods	Non-Financial Resources Required (including collaboration)	Funding/Support Requested	
					Equipment <ul style="list-style-type: none"> ▪ Include # of units & estimate total cost ▪ For ISIT requests, use web link in 9 ▪ For M&O requests, use web link in 8 	Staffing <ul style="list-style-type: none"> ▪ # Positions ▪ Total cost for each position ▪ % time ▪ Other ▪ Link to Position Request Form

- How could the weaknesses listed above be addressed to move them from weaknesses to strengths?

6. What external threat(s) does the Program/Unit face?

Threat	Relationship to Budget Decision Criteria	Source of Threat	Action Planned If Threat Materializes
Increase			
Fraud			

7. List your Program's/Unit's goals for the coming year.

Goal	Relationship to Budget Decision Criteria	Action Plan
Immediate replacement of any vacated FA positions to enable timely and efficient delivery of aid to students.	Legal requirements: To ensure compliance with all local, state and federal regulations governing student financial aid. Student Success: A large percentage of our students depend on financial aid to purchase books and for other school related expenses in order to remain in class and be successful. Human Resources Needs: Staffing levels	Proactively submit and justify all paperwork required for any vacant positions. Follow up with the appropriate areas to reduce the delay in filling positions.
Improve the quality of services to meet student needs by increasing the number of students receiving the first Pell Grant payment of Fall semester by 25%. (From Fall 11 – Fall 12)	Student Success: A large percentage of our students depend on financial aid to purchase books and for other school related expenses in order to remain in class and be successful.	Maintain staffing levels. Develop a schedule for FA Technicians to have blocks of uninterrupted time for processing and packaging awards.
Provide holistic services that support student success by staff participation	Student Success: Improve customer service skills to establish good working	Circulation notification of training opportunities to all staff as soon as

<p>In at least one training opportunity Each year through webinars, meetings and conferences.</p>	<p>relationships with our students and the community. Human Resource Needs: Professional development. Legal Requirements and State Mandates: Remain knowledgeable and compliant with the ever changing regulations governing student financial aid.</p>	<p>available. Keep a calendar for scheduling of staff participation in training and professional development events.</p>
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8. List any Maintenance and Operations needs [Link to multi-page Excel form \(LaMont and Todd\)](#)

Support need for room with appropriate [Link to room utilization statistics](#) developed by FCDC subcommittee

9. List Information Systems & Information Technology (ISIT) Requests [Link to multi-page Excel form \(Todd and Kristin\)](#)

10. Evaluation [Link to Evaluation \(Survey Monkey\)](#)

Please click the link above that will take you to an evaluation form that asks:

- What did you find beneficial about this process?
- How can we improve the process?
- Is there anything else you would like us to know?