Fall 2012 Program Review - Annual Update Profile
As of: 3/15/2013 02:29 AM EST

Program Review - Annual Update Included in this report:

- 1. Discipline/Program/Area Name
- 2. Year
- 3. Name of person leading this review.
- 4. Names of all participants in this review.
- 5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your program.
- 6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence between ethnic, gender, and location/method of delivery groups. Please comment on all three (success, persistence, and retention). Identify which trends and achievement gaps will be addressed in the current academic year.
- 7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in improvements in student achievement.
- 8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operational Outcomes (OOs) were discussed and used to make budget decisions. This should include brief descriptions of assessment results, when the discussions occurred, who participated, and what, if any, budget items/resources resulted.
- 9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in the improvement of SLOs, PLOs and/or OOs this past year.
- 10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self study and subsequent annual update(s). List program goals and objectives for this academic year, adding new ones if needed.
- 11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and explain the connection to outcomes and/or student achievement.

Fall 2012 Financial Aid (PR)

1. Discipline/Program/Area Name
Financial Aid

2. Year
2012

3. Name of person leading this review.
Sherrie Padilla

4. Names of all participants in this review.
Sherrie Padilla

5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your... *(The full text shows at beginning of the document)*

Since the peak of AVC's enrollment in 2008-2009 there has been a 26.1% decrease in annual enrollment. This decrease in enrollment is directly related to

severe budget cuts and workload reductions across the state and is not indicative of a lack of community need for education. Though enrollment has diminished, the workload of the Financial Aid Department has increased with regards to the volume of financial aid applications received growing from 27,212 in 2008-2009 to 39,125 in 2011-2012. This growth has directly impacted the staff workload due to the increased processing of aid being disbursed. Additionally, the workload of the department has increased with the new state and federal mandated regulations.

6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence b... *(The full text shows at beginning of the document)*

Not applicable to operational areas.

7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, faci... *(The full text shows at beginning of the document)*

Not applicable to operational areas.

8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operation... *(The full text shows at beginning of the document)*

Findings from outcomes assessment have been documented in the annual update and comprehensive program reviews and discussed in departmental meeting with the director and staff and at executive administration meetings with the deans and VP. As a result a request for an additional position has been requested to the budget and finance committee for approval.

9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilit... *(The full text shows at beginning of the document)*

Currently, there are processes to implement OO action plans, but no results have been measured to this point.

10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self ... *(The full text shows at beginning of the document)*

Goal 1: Continue to streamline the financial aid application process and procedures with the use of technology to deliver information and aid to students in a timely manner.
Goal 2: Continue to offer one-on-one service to students to resolve issues related to receiving financial aid.
Goal 3: Provide advising, as well as financial literacy opportunities to financial aid students.
Goal 4: Provide financial aid services at the Palmdale Center.
Goal 5: Continue to increase outreach efforts to "get the word out" that financial aid is available to students and increase the numbers of students applying for and receiving aid.
Goal 6: Review policies and procedures to enhance processes and focus on training and compliance of state and federal regulations.

No changes to be made.

11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and e... *(The full text shows at beginning of the document)*

As identified in previous program reviews, outcome assessment, and research studies there is an apparent need for the following:

STAFF

Lancaster Campus:
1. One Financial Aid Technician I, bilingual/Spanish (New) To help with the
increase in student applicants and to offer additional services in Spanish.
2. One Financial Aid Specialist (New) To assist in data management.
3. One Default Prevention Specialist (New) It is the responsibility of the Financial
Aid Office to reduce the number of students defaulting on student loans by
providing adequate loan counseling and follow up with students who are delinquent
on their loans.
4. One Clerical II (New) This additional clerical assistant position is to help with
the increase in student demand at the front counter.
5. One Educational Advisor (New) To assist in providing educational plans
and financial education to financial aid students.
6. One Assistant Director of Financial Aid This position has been approved but
has not been funded due to budget constraints.

Palmdale Center
1. One Financial Aid Technician I, bilingual/Spanish (New) To provide full
time financial aid services in Palmdale. The staff positions listed below are ranked in
order of importance for the next four years for the Palmdale Center:
2. One Financial Aid Technician I (New) To meet the increased needs for services
at the Palmdale Center.
3. One Clerical Assistant II, Bilingual (New) To meet the increased needs for
services at the Palmdale Center.

FACILITIES
Lancaster Campus:
1. Office and/or work space for additional staff (Assistant Director,
Educational Advisor, Clerical Assistant II, Financial Aid Technician, Financial Aid
Specialist)
2. Front counter with 5 workstations that include privacy barriers
3. Reception area for Financial Aid
4. Conference Room
5. Work space for ten student assistants

Palmdale Center
1. Confidential workspace for technicians
2. Private front counter space
3. Computer lab space to conduct workshops

EQUIPMENT
Lancaster Campus:
1. All equipment (computers, dual monitors, phones, desks, etc.) needed for new staff
2. Large HD scanner
3. Small scanners for all technicians
4. Computer upgrades on a regular cycle
5. Large copiers for the front counter area

Palmdale Center
1. Computer with dual monitors and access to all software and networks
2. ID card reader
3. Scanner
4. Higher One ATM
5. Phone
6. Fax
7. Secure cabinet

8. Shredder
9. Counterfeit reader
10. Copier