



Program Review Annual Update

1. **Department:** Financial Aid
2. **Reporting year:** 2013-2014
3. **Names of the individuals participating in the review:** Matt Levine, Director of Financial Aid; Diann Jackson, Technician III; Shawn Hubbard, Technician II; and Brianna Kirkpatrick, Technician I
4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**
 1. Work with Administration to develop a plan to increase expenditures in the administration of financial aid to meet BFAP MOE requirements to include: Review and reclassify the Technician III and Director positions to more accurately reflect the skill sets developed and needed. Employ additional staff during peak periods. *Partially met*
 - As of 2012-2013 part-time workers were used during the peak enrollment times
 2. Work with new College Outreach Office to coordinate activities and to provide listings of potential students from both the Import ISIRs group and the Unlinked ISIRs group for outreach and recruitment. *Not started*
 3. Given that the college will continue to desire early disbursement of Pell funds, increased emphasis needs to be placed on the timely submission and processing of grades from the prior term. *In-process*
 4. Increased emphasis needs to be placed on timely submission and processing of “No Show” reporting. *In-process*
 5. Utilize training material available through enhanced NASFAA membership and develop training schedule for staff. *In-process*
 - During fall 2013, the new financial aid staff participated in online webinar trainings.
 6. Expand involvement of Technician IIs in verification process up through the point of validating students eligibility and establishing students awards with Technician III checking all files processed for accuracy and compliance. *In-process*
 - During 2012-2013 and 2013-2014 discussions have occurred in departmental meetings.
 7. Develop and implement follow up procedures for students in a delinquent status on repayment of their Federal Stafford Loans, encouraging them to stay in contact with their lender and to provide information regarding deferment and forbearance options. *Completed/On-going*
 - As of fall 2013, students have been contacted by the department on a periodical basis.
 - As of fall 2013, the department has been in contact with the third-party servicers on a periodical basis.
 8. Continue to expand and revise our Entrance Interview Counseling and to tighten the Professional Judgment reviews to identify potential borrowers who are at risk of defaulting. *Completed/In-process*
 - In fall 2013, a study was conducted to identify students that are at risk of default
 - In addition, more professional judgment reviews are being conducted to screen applicants.
 9. The Financial Aid Office will continue to expand its efforts at ensuring students awareness on the need to meet Satisfactory Academic Progress Standards and achieve their academic goals. *Not started*
 - Exploring options with the release of the portal

10. Continue focus on outreach early in the year and encouraging students and potential students, to file their FAFSA early in the year and to respond to Financial Aid Office request for documents in a timely manner with correct and consistent information in order to complete the verification process and have an award established. *Completed/In-process*
11. Continue to encourage students to complete the verification requirements as soon as possible so that an award for the year can be established. *Completed/In-process*
12. Advocate for continued enhancement of our website and student portal with the goal of students regularly utilizing their portal access for timely access to relevant information regarding their financial aid applications. *Not started*
13. Advocate for positive student success programs and plans which assist our students in completing their educational goal and obtaining employment. *In-progress*
 - Student Success Committee will be established in 2013-2014

5. Outcome Assessment (SLOs/PSLOs/AUOs):

- a. Specify any emerging needs based on assessment of outcomes (SLO, PSLO or AUO).
- b. Specify any planning or budget changes (ie. human, facilities, equipment, technology, financial, professional development) based on assessment of outcomes assessment.
- c. Include any examples of changes that resulted in improved SLO, PSLO and/or AUO findings.

During the 2012-2013 year the data was not assessed. However, the 2013-2014 data will be assessed from the annual student services survey.

6. Curriculum: Not Applicable

7. Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.

- Expansion of reports available and online
- Shifting communications to electronic format
- Implementation of Default Management Plan (\$5,000)
- Expand to (5) two monitor desktops (\$3,000)

8. Progress and Reprioritization of Recommendations:

- a. Review the prioritized recommendations in the previous program review.
- b. Record outcomes of items in the planning agendas for each section.
- c. Specify any changes in priority as well as any additions or deletions.
- d. Provide updated planning agenda forms for each planning committee.

Table 1. 2013-2014 Financial Aid Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 2. 2013-2014 Financial Aid Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 3. 2013-2014 Financial Aid Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome

Table 4. 2013-2014 Financial Aid Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
3	(5) two monitor desktops	2015-2016	3,000	Install the monitors

Table 5. 2013-2014 Financial Aid Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
1	Implementation of Default Management Plan	2015-2016	5,000	Plan implementation

9. Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.

- Seeking to explore the opportunities to contact student through newly established college e-mail