





IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

DATE:	2/7/2013
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DEPARTMENT/PROGRAM:	Financial Aid
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IMPERIAL VALLEY COLLEGE
MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE

PROGRAM REVIEW NON-ACADEMIC PROGRAMS

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-
Functions; Funding Sources Statement)

Financial Aid Office Mission Statement: To ensure access and eliminate financial barriers to post-secondary education for all eligible students, the Financial Aid Office will provide timely, accurate information and high quality services to students, potential students, and the community while effectively administering all financial aid programs.

Funding sources: District (11001-931-6460) and Categorical (BFAP 15201-931-6460)

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of
assessment process; results; decisions & recommendations)

1.Outcome #1: Students will successfully complete the on-line FAFSA

Est. Completion Date: 6-30-2013 Way(s) to assess: Federal report comparing number of FAFSA completed by students attending IVC.

2.Outcome #2: Financial Aid students will demonstrate knowledge and understanding of Satisfactory Academic Progress (SAP) standards.

Est. Completion Date: 6-30-2014 Way(s) to assess: Students who attend the Financial Aid SAP Workshop will have a better understanding of the Satisfactory Academic Progress standards for financial aid.

3.Outcome #3: Financial Aid students will demonstrate knowledge of courses required to complete their program of study within maximum timeframe standards.

Est. Completion Date: 6-30-2014 Way(s) to assess: Students who are required to submit a Student Education Plan Review at 60 or more degree applicable units will be better prepared to complete their programs within maximum timeframe standards.

III. **DATA** (use data pertinent to your program/department; include qualitative and
quantitative data; survey-evaluation results; and other relevant data to assess
program/department effectiveness)

FAFSA Data (see Table 1 attached)

Financial Aid Lab Stats (see Table 2 attached)

2012 Survey Results (attached)

2011-12 FA Processing Stats (attached)
2012-13 FA Processing Stats (YTD attached)

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department provide thorough interpretation of data and complexity of analysis)

The FAFSA Data table clearly indicates the continued increase in applications since 2008-2009. For many years this meant longer back-logs in financial aid processing. In recent years, changes were made to the financial aid process such as elimination of 100% verification of files that reduced processing time. Another change which reduced processing times during summer months is our "Don't Delay" campaign to encourage students to apply earlier in the award year. Comparing the 2011-12 vs. 2012-13 FA Processing stats shows that processing time has been reduced and files are being processed in a timely manner.

The Financial Aid Office conducted their first student survey this past year. Unfortunately there was a problem with a few of the questions which forced students to provide answers to all questions even if they had previously indicated the topic did not apply to them. Despite this problem, responses were mainly positive regarding services offered by Financial Aid.

Increasing the number of students who successfully complete the FAFSA remains a top priority of the Financial Aid Office. The Financial Aid Lab Stats shows a reduction in the number of students served, however the number of applications has remained steady. We would expect that more and more students will start completing the FAFSA through use of their own technology at home or through personal mobile devices.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

We continually review, evaluate and adapt our processing policies and procedures in order to reduce the amount of time between student completion of all institution application requirements and the awarding of financial aid. We will continue to seek ways to improve the success rate of our Don't Delay campaign with a specific target on entering freshman.

The Financial Aid Office has recently assumed responsibility for certification of Veteran's benefits. Staff is currently being cross-trained and we will continue to seek ways to improve service to our Veteran population.

The FAFSA completion focus has switched to financial aid awareness both on campus for existing students and to high school students through our outreach efforts with the

Imperial County Partnership for Higher Education. Financial aid awareness includes the maintaining of financial aid through successful completion of a college program or goal.

Financial Aid will continue to conduct surveys to monitor student satisfaction with services offered.

- VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process.)

See table

**PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS
PROCESS IMPROVEMENT OPPORTUNITIES**

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT Financial Aid
<i>Opportunities for:</i>
PROCESS #1: Workstudy
Work efficiencies: Improve Workstudy and Student Employment process
Cost reductions: Distribute Workstudy and Student Employment duties to appropriate departments and allow for faster processing
Contributions to student enrollment &/or success: Allow for faster processing and contribute to intended objectives of Workstudy program.
Supports Institutional Goal and Objectives: 2.3
PROCESS #2: Student Self-Service
Work efficiencies: Improve Student Self-Service to be easier to navigate and allow students to complete and submit forms electronically
Cost reductions: Reduce number of phone calls, in-person inquiries, faxes and paper form handling
Contributions to student enrollment &/or success: This would allow faster processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems.
Supports Institutional Goal and Objectives: 2.3
PROCESS #3: SAP Calculations
Work efficiencies: Use Degreeworks and Banner to automatically calculate SAP
Cost reductions: Financial Aid Officers spend a large portion of their time manually calculating SAP prior to awarding a file. Auto/reliable SAP calculations would reduce awarding time significantly.
Contributions to student enrollment &/or success: This would allow faster processing of student financial aid. More students would be eligible for fee waivers at registration, book vouchers before school starts and payment at first disbursement date which should reduce number of drops due to financial problems
Supports Institutional Goal and Objectives: 2.3