Section A – Operating Data

1. Please enter the number of students that your program has served over the previous three years.

Year	Fall	Spring	Total
2012-2013	NA	NA	28185
2013-2014	NA	NA	22816
2014-2015	11918	6310	30360

2. Is the number of students served by your program increasing, decreasing, or remaining constant?

   Increasing

3. Describe the reason(s) for this trend (600 characters max).

   The numbers above represent the number of in-person financial aid student contacts. They do not include applications processed, community outreach events, workshops, email contact, phone calls, and online services. The increase in these numbers may be due to several factors: complexity of financial aid processes; need for computer access; availability of student loans; increase in students from special populations; and new regulations.

4. Enter the number of students from each demographic group that your program served in the 2014-2015 academic year.

Race/Ethnicity	Number of Students Served in 2014-2015
Asian	335
Black	1073
Hispanic	9422
Native Amer	239
Pacific Islander	575
Two or More Races	5
Unknown	7163
White	3839
Gender	Number of Students Served in 2014-2015
Female	Unknown
Male	Unknown

5. Are you able to increase the number of students your program serves and/or serve more students from underrepresented groups?

   Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

6. If no, please describe why your program is unable to do this (600 characters max).

> Our office has one designated bilingual staff, making it difficult to provide the necessary services to our community. With the creation of additional bilingual positions, we can expand both our inreach and outreach services.

Section B – Services Offered

Please describe the type of services that your program offers.

Service Offered (100 characters max)	Offered Face to Face (Day)	Offered Face to Face (Evening)	Offered Online	% of Total Students Served who Used this Service in the Past Year
Outreach services to local high schools	Yes	Yes	Yes	5.00%
Student contact in-office (document intake, status inq.)	Yes	Yes	Yes	60.00%
Computer assistance (FAFSA, printing, website serv)	Yes	Yes	Yes	14.00%
Financial Literacy Services (FATV, loan coun., Cash Course)	Yes	Yes	Yes	11.00%
Workshops (FAFSA completion, Foster Youth, SAP, VCSP)	Yes	Yes	Yes	3.00%
Financial Aid Appeals	Yes	Yes	No	5.00%
Services to special populations (foster youth, veterans)	Yes	Yes	Yes	2.00%

1. Are you able to improve the quantity or quality of services that your program offers?
Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

2. If no, please describe why your program is unable to do this (600 characters max).

Based on NASFAA staffing predictor modeling software, the Financial Aid Office staff size is deficient to meet the needs of students. The average full-time staff for similar institutions is 16.1. Our office staff is 9. In order to expand and provide services in a timely manner, increase our outreach and inreach efforts, provide additional services to special populations, and provide bilingual services as a Hispanic-serving institution, additional staff is needed.

Section C – Service Unit Outcomes

Please enter the following SUO information for your program.

Service Unit Outcome	Date/Semester of Most Recent Assessment	Brief Description of Assessment Results	Changes Made as Result of Assessment	Date/Semester of Next Assessment
Lower the federal Direct Loan Cohort Default Rate (CDR) for Ventura College	September 2014	We do not have the sufficient number of staff to aggressively carry out a comprehensive default management plan.	USA Funds will be hired as a third-party servicer to assist in efforts to reduce our CDR. Contract pending approval at DAC.	Spring 2016, then monthly
Improve delivery of financial aid to students	Spring 2015	We needed to simplify our forms and streamline processes. Our disbursement dates were not set up to best meet the needs of our students.	Internal procedures and forms were reviewed and modified. Students received 1st Pell payments as early as 8/18/15 w/ first day of F15 on 8/17/15. 2nd Pell disbursements were moved up by 1 month from 10/20/14 to 9/8/15.	January 2016
Support and/or facilitate institutional accountability by ensuring compliance w/ mandates, policy, procedures, and state & federal law	06/2015	Conducted by Vavrinek, Trine, Day & Co., LLP in June of 2015. Audit reviewed policies, processes, individual student records, reconciliation of funds, and overall compliance with fed./state regulations. Clean audit achieved with no findings.	NA	June/July 2016

The Office will support/facilitate a positive learning or service environment for students	Spring 2015	SAP Workshops led to feedback by survey. Out of 253 surveyed, 75.1% of students surveyed agreed/strongly agreed that the event helped them connect to VC personally, academically, or socially. 85.71% of students reported feeling supported/cared for.	Continue efforts to offer Warning Workshops each semester in-person. Expand on-line services through Get SAP and FATV.	Spring 2016

1. How does your program facilitate the achievement of the college's institutional student learning outcomes or institutional service unit outcomes? (600 characters max)

   We facilitate institutional accountability by participating in professional training activities including webinars, online interactive training, conferences and workshops in order to remain in compliance with regulations governing Federal and State financial aid programs. Proper training allows financial aid staff to be effective and successful in providing financial aid opportunities to eligible students. Preparing in advance for upcoming changes also allows the staff to provide a seamless transition for those students affected by changing regulations, especially to special pop. students.

2. How many department/program meetings have you held in the previous year in which SUO's have been discussed?
   3 meetings

3. Are you able to improve the service unit outcomes for your program (i.e. number of SUO's assessed, adherence to rotational plan, improved SUO assessment results, etc.)?
   Yes

   If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

4. If no, please describe why your program is unable to do this (600 characters max).

Section D – Program Staffing

Please enter the following staffing information.

Type	Headcount	FTE
Full-Time Non-Instructional Faculty	0	0
Adjunct Non-Instructional Faculty	0	0
Classified Staff	9	9
Unclassified Staff	0	0

1. Describe any changes in the staffing levels in your program over the past three years, and if applicable, describe how these changes have impacted your program (600 characters max).

   The total number of full-time positions in our office has not changed since 2008. Staffing levels continue to be inadequate to meet student and community needs. Based on NASFAA staffing predictor modeling software, the Financial Aid Office staff size is deficient to meet the needs of students. The average full-time staff for similar institutions is 16.1.

   As a Hispanic-serving institution, the Financial Aid Office has only 1 bilingual staff member to serve the needs of the Spanish-speaking population. We are unable to adequately provide in-person, over the phone, or outreach services.

Section E - Previous Year Initiatives

Program	Funding Category	Initiative ID	Initiative Title	Initiative Description	Cost	Grants/ Categorical	College Funds	Program Priority	Division Priority	Committee Priority	College Priority	Funded	Status	Outcome
Financial Aid	Classified	FA 1401 A	Full Time Bilingual Financial Aid Specialist	Increase services to financial aid students	75,000		75,000	H	M	M	M	No	Ongoing	
Financial Aid	Classified	FA 1401B	Financial Aid Specialist	Increase services to financial aid students	75,000		75,000	H	L	L	L	No	Discontinued	
Financial Aid	Classified	FA 1402	Full time office assistant	Assign clerical duties to staff instead of techs/specialists	70,000		70,000	L	L	L	L	No	Ongoing	
Financial Aid	Facilities	FA1414	Relocate/expand FA computer lab	Need a larger lab to accommodate more students	20,000		20,000	H	H	H	H	No	Pending	
Financial Aid	Facilities	FA1502	Front Counter Dividers	Provides students with more privacy and confidentiality at the front counter, where they discuss sensitive information with staff	10,000		10,000	H	H	H	H	No	Pending	

Financial Aid	Equipment	FA1501	Financial Aid workstation	Need one workstation for staff	4,000		4,000	H	H	H	H	Yes	Completed	A Financial Aid Specialist will have an adequate workstation to privately meet with students
Financial Aid	Equipment	FA1503	Storage Unit	Need a storage unit in the FA Office to house items that were stored in the previously vacant International Students Office	2,139		2,139	M	M	M	M	No	Discontinued	
Financial Aid	Equipment	FA1504	New Flooring/carpeting in the FA Office and FA computer lab	Need new flooring to provide a cleaner, more professional space; need linoleum floors in lab due to high level of traffic	10,000		10,000	M	L	L	L	No	Ongoing	
Financial Aid	General Fund	FA1505	Contract with a third-party servicer as a part of our default	Need to secure a contract with a third-party servicer to assist with	9,500		9,500	H	M	M	M	Yes	Pending	

			management t plan	aggressive phone, email and letter campain targeting our delinquent borrowers to reduce our cohort default rate.										

Section F – 2015-2016 Initiatives

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Financial Aid	FA1601	Full-Time Bilingual Financial Aid Technician	Increase front-line services to students and increase capacity to serve bilingual students and parents	70,000	College Funds	Classified	☒Goal 1 ☒Goal 2 ☐Goal 3 ☒Goal 4 ☒Goal 5	☐Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☐Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps	☐Req ☒High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low
Student Services	SSC001	Student Services Center	Build a comprehensive Student Services Center to house all student service departments, along with conference rooms, computer labs, etc.	Unknown	College Funds	Facilities	☒Goal 1 ☒Goal 2 ☐Goal 3 ☒Goal 4 ☐Goal 5	☒Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☒Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps	☐Req ☐High ☒Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Financial Aid	FA1602	Reconstruction of the Financial Aid front counter	Front counter is not ergonomic compliant for both staff and students, making it physically difficult to provide services.	20,000	College Funds	Facilities	☒Goal 1 ☐Goal 2 ☐Goal 3 ☒Goal 4 ☐Goal 5	☐Enrollment ☐# Under-represented students ☒Quantity/ Quality of Services ☐Course Success Rate ☒Productivity/ Fill Rate ☐Close equity gaps	☐Req ☒High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low
Financial Aid	FA1603.	Technical Data Specilist	The Financial Aid Office has a need for a Technical Data Specialist to support the technical operations of the department. Currently there is one position at the DAC that supports all 3 colleges and this does not adequately serve the needs of our	85,000	College Funds	Classified	☒Goal 1 ☒Goal 2 ☐Goal 3 ☒Goal 4 ☐Goal 5	☐Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☐Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps	☐Req ☒High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low	☐Req ☐High ☐Med ☐Low

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
			college. Financial aid is governed by federal and state regulations and we have a responsibilty to be compliant and provide data on a timely manner and improve processes.									
					- Select -	- Select -	☐ Goal 1 ☐ Goal 2 ☐ Goal 3 ☐ Goal 4 ☐ Goal 5	☐ Enrollment ☐ # Under-represented students ☐ Quantity/ Quality of Services ☐ Course Success Rate ☐ Productivity/ Fill Rate ☐ Close equity gaps	☐ Req ☐ High ☐ Med ☐ Low	☐ Req ☐ High ☐ Med ☐ Low	☐ Req ☐ High ☐ Med ☐ Low	☐ Req ☐ High ☐ Med ☐ Low
					- Select -	- Select -	☐ Goal 1 ☐ Goal 2 ☐ Goal 3 ☐ Goal 4	☐ Enrollment ☐ # Under-represented students	☐ Req ☐ High ☐ Med ☐ Low	☐ Req ☐ High ☐ Med ☐ Low	☐ Req ☐ High ☐ Med ☐ Low	☐ Req ☐ High ☐ Med ☐ Low

							☐ Goal 5	☐ Quantity/ Quality of Services ☐ Course Success Rate ☐ Productivity/ Fill Rate ☐ Close equity gaps				

Educational Master Plan Goals

Goal 1: Continuously improve educational programs and services to meet student, community, and workforce development needs.

Goal 2: Provide students with information and access to diverse and comprehensive support services that lead to their success.

Goal 3: Partner with local and regional organizations to achieve mutual goals and strengthen the College, the community and the area's economic vitality.

Goal 4: Continuously enhance institutional operations and effectiveness.

Goal 5: Implement the Ventura College East Campus Educational Plan.

Section I – Process Assessment
How have the changes in the program review process this year worked for your area?

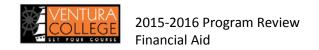**How would you improve the program review process based on this experience?**

Appeals

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals form (Appendix E) that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.

Section I – Submission Verification
Preparer:

Dates met (include email discussions):

List of Faculty/Staff who participated in the program Review Process:

Preparer Verification:
☐ I verify that this program document was completed in accordance with the program review process.
Dean/VP Verification:
☐ I verify that I have reviewed this program review document and find it complete. *The dean/VP may also provide comments (optional):*

APPEAL FORM

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program) _____

Date:_____

Category for appeal: _____ Faculty

                         _____ Personnel – Other

                         _____ Equipment- Computer

                         _____ Equipment – Other

                         _____ Facilities

                         _____ Operating Budget

                         _____ Program Discontinuance

                         _____ Other (Please specify)

Briefly explain the process that was used to prioritize the initiative(s) being appealed:

Briefly explain the rationale for asking that the prioritization of an initiative/resource request be changed:

Appeals will be heard by the College Planning Council. You will be notified of your time to present.

Section I – Program Review Process Assessment and Submission Verification

1. Program Name Financial Aid

2. Please assess the changes made to this year's program review process. (600 characters max)

   The template was shorter, more straight forward, and easier to complete. The drop-down options eliminated questions regarding format. The length restrictions allowed answers to be concise and to the point. Overall, the process did not seem as daunting as recent years.

3. How would you improve the program review process? (600 characters max)

   Reassessment of the Program Review questions as they pertain to Student Services. The questions being asked by the template do not seem to take into consideration all of the functions of the student services departments. Operating data questions did not allow for a breakdown of the types of services provided or whether these were in-reach, out-reach, special populations, etc. Also, students are seen multiple times in the office for different reasons. Staff identified a lack of training provided to Student Services in developing SUO/SLOs and the need for assistance in gathering research data.

Submission Verification

1. Preparer: Alma A. Rodriguez

2. Dates met (include email discussions): September 24, 2015 and October 2, 2015

3. List of Faculty who participated in the program Review Process:

   Classified Staff who participated:
   Areum Chin, Danielle Rodriguez, Eva Gallardo, Forrest Doud, Janeen Beard, Janette Christian, Kay Snow and Michelle Hamrick

   Classified Supervisor: Alma A. Rodriguez

Preparer Verification:

☒ I verify that this program document was completed in accordance with the program review process.

Dean Verification:

☐ I verify that I have reviewed this program review document and find it complete. *The dean may also provide comments (optional):* (600 characters max)

Appeals

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals form (available on VC Program Review 2015-2016 website) that explains and supports your position.

The appeal will be handled at the next higher level of the program review process.