



Financial Aid Program Review 2013-2014

Section I – Accomplishments and Status of 2012 Program Review Report

A. Last Year's Initiatives

Instructions:

- *Provide a brief status of initiatives created last year that did not require funding. Include an explanation of what changes occurred (i.e. in student learning or student satisfaction) as a result of those initiatives.*

Initiative: USA FUNDS Borrower Connect and Life Skills (Initiative ID: FA 01)

We were able to finalize our contract with USA Funds for Borrower Connect in May 2013, a web-based tool that automates borrower communication to help improve the college's cohort default rate. This has given us the ability to generate communication with students who are delinquent on their student loan repayment, giving them options regarding their loan repayment and helping reduce the college's cohort default rate. In addition, we have been able to incorporate the USA Funds Life Skills programs into the loan request procedures. This tool has been vital in helping students understand the importance of loan responsibilities, along a variety of other "life skills," such as developing and managing their budgets. These programs provide the Financial Aid Office with more tools to assist students in keeping track of their loans, repayments, etc.

Initiative: Purchase a large-screen TV (Initiative ID: FA 02) – Purchased with categorical funds.

The Financial Aid Office was able to purchase a large screen TV and mount. The TV is portable, allowing mobility of the unit to use for a variety of functions, including provision of financial literacy to students via FATV, workshops, etc. Staff is able to provide additional information to students and the community during our financial aid presentations, target larger audiences, and use different methods of communication i.e. internet, PowerPoint, etc.

Initiative: Financial Aid Check-In Area/Computer Lab Workstations/Walk-up Windows (Initiative ID: FA 04)

The student check-in area was restructured to allow students to check-in outside of the building. This provides staff an upfront ability to refer students to the correct location for assistance (e.g. a specific staff member, financial aid computer lab, other departments, etc.), reducing wait time for some students. Additional modifications will be addressed in another section of this program review. In addition, a work station was purchased and established in the financial aid computer lab, which continues to be a highly-used facility for students to access various financial aid functions.



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Initiative: Computer Equipment-Purchase 2 laptops and 3 iPads (Initiative ID: FA 07) - Purchased with categorical funds.

Purchased additional computer equipment, allowing staff to assist students with financial aid related functions at both on and off-campus workshops and events.

B. Updates/accomplishments pertaining to any of the Student Success or Operating Goals from last year's report.

Instructions: Report any changes however; this question does not require an answer. Updates/accomplishments of SLO work will be entered in Section IIIa-A.

Section II - Description

A. Description of Program/Department

The Financial Aid Office is a unique team that is comprised of individuals who are willing and committed to ensuring student success. Our office administers a variety of federal and state financial aid programs to assist students with their educational costs at Ventura College. We also provide a variety of in-reach and outreach financial literacy information. The staff aims to educate and update current and potential students with ever-changing financial aid processes and regulations. The financial aid staff provides one on one and/or group counseling on a variety of financial aid topics including, but not limited to, assistance with completing the application for financial aid, loan counseling, student portal navigation, Higher One disbursement requirements, and general financial aid literacy or resources.

The Financial Aid Office is funded by General Fund dollars and State Categorical Funds (BFAP). The amount of General Fund dollars spent on the operation must be equal to or greater than the established State Maintenance of Effort (MOE).

B. Program/Department Significant Events (Strengths and Successes), and Accomplishments

1. The following events and accomplishments took place over the last year:

- The Financial Aid Office was able to process 13,068 2012-2013 Free Applications for Federal Student Aid (FAFSA) and is currently processing 10,313 FAFSA's for 2013-2014. The number of 2013-2014 FAFSA is expected to equal or surpass 2012-2013 totals as students can continue to complete a FAFSA until June 30, 2014.
- The strength of the Ventura College Financial Aid Office continues to be its ability to quickly modify policies and day to day procedures to comply with the constantly changing state and federal regulations.



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- Independent audits conducted by Vavrinek, Trine, Day & Co.,LLP, for the past two years have identified no findings in regard to the administration of the Financial Aid Office. This includes a review of processes, individual student records, reconciliation of funds, regulatory requirements, etc.
- The Financial Aid Office has expanded service to special populations such as Veterans, Foster Youth, Ventura College Santa Paula Site, etc.
- Outreach efforts continue to expand with our local high schools. Financial aid and hands on FAFSA workshops are offered at various locations. Financial aid staff continues to provide assistance in both English and Spanish to students, parents and the community at large. A total of 1598 students and parents were helped during the year.
- The Financial Aid Office held its first annual Financial Aid Awareness Week February 25, 2013 through February 28 2013. Four hundred and fifty-seven students attended the various events that were held on campus providing them with an opportunity to learn about financial aid, ask questions and apply for aid.

C. College Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

D. College Mission

At Ventura College, we transform students' lives, develop human potential, create an informed citizenry, and serve as the educational and cultural heart of our community. Placing students at the center of the educational experience, we serve a highly diverse student body by providing quality instruction and student support, focusing on associate degree and certificate completion, transfer, workforce preparation, and basic skills. We are committed to the sustainable continuous improvement of our college and its services.

E. College Core Commitments

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement



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F. Organizational Structure

President: Greg Gillespie **Executive Vice President:** Daniel Seymour

Dean: Victoria Lugo **Supervisor:** Alma Rodriguez

Name	Alma Rodriguez
Classification	Financial Aid Officer
Year Hired	1997
Years of Industry Experience	16
Degrees/Credentials	A. A. General Liberal Arts and Sciences B.S. Organizational Management

Name	Janette Amador
Classification	Financial Aid Technician
Year Hired	2008
Years of Industry Experience	5
Degrees/Credentials	Juris Doctorate

Name	Janeen Beard
Classification	Financial Aid Specialist
Year Hired	1984
Years of Industry Experience	29
Degrees/Credentials	A.A. Liberal Studies A.S. Administrative Aide

Name	Cristobal Bohorquez
Classification	Financial Aid Specialist
Year Hired	2006
Years of Industry Experience	7
Degrees/Credentials	Associate's Degree

Name	Forrest Doud
Classification	Financial Aid Specialist
Year Hired	2013
Year of Industry Experience	5
Degrees/Credentials	B.A. Communications Masters In Educational Technology (In Progress)

Name	Eva Gallardo
Classification	Financial Aid Specialist
Year Hired	1996
Years of Industry Experience	17
Degrees/Credentials	None



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Name	Michelle Hamrick
Classification	Financial Aid Technician
Year Hired	2013
Year of Industry Experience	6 months
Degrees/Credentials	A.A. General Studies A.S. Criminal Justice B.A. Psychology (In Progress)

Name	Danielle Rodriguez
Classification	Financial Aid Specialist
Year Hired	2011
Years of Industry Experience	2.5
Degrees/Credentials	A.A. General Studies: Natural Sciences or Mathematics A.S. Business Administration for Transfer B.A. Economics (In Progress)

Name	Kay Snow
Classification	Financial Aid Technician
Year Hired	2011
Years of Industry Experience	2
Degrees/Credentials	A.A. Liberal Studies (In Progress)

Section IIIa – Data and Analysis

A. SUO Data

Instructions:

- *Provide highlights of what you learned last year in your assessments and discussions.*
- *Provide highlights of some of the changes made as a result of the assessments and discussions.*
- *How did the changes affect student learning/service performance – or how do you anticipate that they will?*
- *Based on what you learned, what initiatives requiring resources could you develop (or have developed) to improve student learning/service performance? Explain briefly. Initiatives need to be entered in more detail in Section IV.*
- *What are the most significant initiatives not requiring resources you could (or have developed) to improve student learning? Explain briefly. Initiative(s) need to be entered in more detail in Section IV*
- *Comment on the status of your SUO rotational plan and TracDat work.*

1. The Financial Aid Office Computer lab has continued to be a valuable asset for financial aid students. The lab is often filled to capacity and as more technology driven processes occur, the demand for assistance in our computer lab will continue to grow. Therefore, we will be seeking to move and expand the lab to accommodate these needs.
2. Although the establishment of the MyVCCCD portal has given students more access and real time data regarding their financial aid status and awards, there continues to be a population of students in need of assistance with navigation, information retrieval, etc. Through the use of Financial Aid TV (FATV) we will develop a custom video to further



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assist financial aid students with basic MyVCCCD portal navigation of the Financial Aid channel.

3. We began using USA Funds Life Skills Fall 2013 as a tool for teaching students how to budget and manage their loans while they are in school. 100% of those surveyed found the information useful in the lessons they completed. Furthermore, 94% of those surveyed found the information relevant to their personal financial situation and were likely to use the tools provided in the lesson. The data that we have reviewed thus far shows a continued need to provide additional financial aid literacy workshops for our students while assisting Ventura College in lowering its Cohort Default Rate (CDR).

The Financial Aid Office has developed a 5 year rotational SUO plan and will follow this plan to develop new initiatives and improve our delivery of services to students.

B. Operating Data

1. Service Data

Instructions:

- *What populations are served by the program?*

The Ventura College Financial Aid Office serves all current and prospective students and/or their parents. The chart below indicates the number of Free Applications for Federal Student Aid (FAFSA) that have been received by the Ventura College Financial Aid Office.

Free Applications for Federal Financial Aid (FAFSA)	
2011-2012	11,801
2012-2013	13,068
2013-2014 (deadline is June 30, 2014)	10,376

The chart below indicates the number of students that were logged into the system. The data below may not reflect students who walk in multiple times during the same day or when the sign-in system is down.

Award Year	Students Served At Outreach Events	Ventura College Students Served In Financial Aid Office	Ventura College Students Served in Financial Aid Computer Lab
July 1, 2011- June 30, 2012	740	24,344	5,627*
July 1, 2012- June 30, 2013	1141	20,893	7,292
July 1, 2013- October 4, 2013	TBD	7,264	2,960

*Financial Aid Computer Lab was established July 1, 2011, electronic data collection began May 1, 2012.



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The Financial Aid Office processes multiple years simultaneously and students are generally awarded for an academic year. The following chart shows the number of students who received federal and/or state financial aid awards for the previous three academic years.

Program	2010-2011		2011-2012		2012-2013	
	# of Awards	Funding	# of Awards	Funding	# of Awards	Funding
BOGW	9,547	\$3,784,508	10,999	\$5,943,849	11,121	\$7,599,522
Pell Grant	3,830	\$13,035,359	5,024	\$16,231,927	4,582	\$15,097,129
Federal Work Study	87	\$247,903	135	\$281,716	137	\$351,334
FSEOG	535	\$286,085	809	\$374,700	753	\$348,300
ACG	19	\$18,305	N/A	N/A	N/A	N/A
Cal Grant B & C	532	\$650,614	644	\$795,690	720	\$860,946
EOPS	255	\$67,486	297	\$42,108	246	\$29,840
Care	29	\$26,532	27	\$30,035	23	\$42,952
Chafee	5	\$22,500	7	\$27,034	8	\$27,256
Loans	969	\$3,707,519	1,480	\$5,424,845	1,334	\$4,895,137
CA Natl. Guard	2	\$2,326	2	\$3,102	2	\$2,327
Totals	15,810	\$21,849,137	19,424	\$29,155,006	18,926	\$29,254,743

- *Does the program/department have any other operational data from any other source (i.e., program generated, state generated, etc.) that should be reviewed/discussed in this program review?*

Satisfactory Academic Progress is a major component that determines a student's eligibility for financial aid. During the 2012-2013 academic year, we received and processed 1,665 Satisfactory Academic Progress and Maximum Timeframe Appeals. For 2013-2014, we have received 939 appeal forms for Fall 2013.

		2012-2013	2013-2014
Maximum Time Frame Appeals	Approved	711	469
	Denied	91	85
	Delayed/Incomplete	31	13
	Needs Review	0	34
TOTAL		833	601
Satisfactory Academic Progress Appeals	Approved	566	148
	Denied	224	111
	Delayed	42	6
	Needs Review	0	73
TOTAL		832	338

- *What does the data indicate about the students, student performance, program performance, or any other aspect of the program?*



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During our transition to Banner Financial Aid software, students were automatically placed in “Warning” status for Fall 2011 if they were not meeting the Quantitative and/or the Qualitative standards as written in our Satisfactory Academic Progress (SAP) Standards. This facilitated a smoother transition to Banner Financial Aid for students within the entire Ventura Community College District (VCCCD). Beginning Spring 2012, students began losing financial aid eligibility due to their failure to meet these SAP standards.

In addition, the Financial Aid Office participated in conducting the National Association of Student Financial Aid Administrators (NASFAA) 2012 Staffing Predictor Model that compares and generates a custom report and measures the staffing size in the Financial Aid Office against other institutions operating in similar circumstances.

The data used to conduct the report was based on the 2010-2011 award year (July 1, 2010 through June 30, 2011):

1. Gross dollar of Pell Grants distributed: **\$13,035,359**
2. Gross dollar amount of Institution Aid (scholarships) distributed: **\$81,380**
3. Total number students who applied for financial aid at your institution (unduplicated count of enrolled students who completed a FAFSA, an institutional aid application, or an aid application from any other source known to you, whether or not your office was directly involved in selecting recipients: **12,166**
4. Total number of students who received financial aid at your institution (unduplicated count of enrolled students who received financial aid from any source known to you, whether or not your office was directly involved with the selection of recipients or disbursement of funds: **4,357**

Staffing Model Based on 2010-2011 Award Year Data		
Total Number of Permanent FTEs under your budgetary control	Number of Permanent FTEs under your budgetary control located outside FAO	Number of Permanent FTEs not under your budgetary control but regularly working on aid administration at least part of the time
*8	0	3
Prediction of Staff Size		
Average FTE for Similar Institution	Your FTE	Variance from Average
14	*8	-6.4

Based on the following data, the Financial Aid Office is understaffed by 6.4 full-time FTEs. This is in comparison to other institutions of similar qualities.

***The 2012 Staffing Predictor Model was completed prior to the recent hiring of a Financial Aid Specialist on September 18, 2013.**



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What about the data encourages or gives you cause for concern?

- Does the data meet your expectations? Why or why not?
- What initiative(s) could you develop based on what you have learned from the data. Explain briefly. Initiative to be entered in more detail in Section IV.
- Provide the data in an attachment or provide an online link.

The data above demonstrates not only a high demand for financial aid but also the need to provide additional services such as:

- SAP workshops
- Financial Literacy
- Loan Counseling
- FAFSA and California Dream Application workshops

This data continues to show the need to hire additional financial aid staff in order to provide these services to our students in a timely manner. The Financial Aid Specialist positions need to be bilingual as Ventura College is a Hispanic serving institution and this department is not able to effectively outreach and serve our community without bilingual staff.

As more financial aid student functions are web-based, the data also shows a need to relocate and enlarge the Financial Aid Computer Lab to accommodate the volume of students we continue to serve.

2. **Budget**

Instructions:

- Review of summarized budget information is required. The yellow and blue sections of your budget data provide summaries. Detail data is provided if you want to see additional information; however, reviewing the backup data is not required. Check the boxes below if you have no further comments to make. Note: do not delete these boxes when/if you delete instructions from this document.
- Have there been any significant changes in the budget over the past three years? Have these changes had a positive or negative effect on student learning? If additional funds are needed, explain why. Initiatives will be required to be noted in more detail in Section IV.

Program members have reviewed the budget data.

No comments or requests to make about the budget

The Financial Aid Office operates on both a General Fund and BFAP budget. The California State Chancellors Office establishes a Maintenance of Effort (MOE) for each school that participates in the Board of Governor's Fee Waiver (BOGW) program. Ventura College has an MOE of \$511,791 as minimum amount of General Fund dollars that should be dedicated to the Financial Aid Office. During fiscal year 2011-2012, Ventura College did not meet MOE and as a result the District Office received a cut in their portion of the BFAP allocation of funds. For 2012-2013, Ventura College once again did not meet MOE and had to rely on District Office assistance to meet this match to avoid further penalties.



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Our 2012-2013 budget included \$449,906 from the State (BFAP) to assist with financial aid needs. For 2013-2014 we have received a slight increase to \$468,848. These funds do have set restrictions that we must comply with every year.

C. Resources

1. Non- Instructional Faculty

Instructions:

- *How does your program/department's FTEF compare to the college? Have there been any changes in FTEF for part and/or full time faculty over the last three years?*
- *What is the effect of part time FTEF on your program/department (i.e., Does your area have difficulty finding hourly instructors? Is the program lacking faculty with a particular specialty? Are there any accreditation requirements for FT faculty?, etc.)*
- *What contract faculty member(s) (if any) will you be requesting based on what you have learned? Explain briefly. Requests need to be entered in more detail in Section IV.*

N/A

2. Classified Staff

Instructions:

- *Have there been changes in the number of classified staff in the program/department over the last three years?*
- *What has been the effect of decreases/increases in classified staff on the program or department?*
- *What classified positions (if any) will you be requesting based on the data/numbers/changes in program/department? Explain briefly. Requests need to be entered in more detail in Section IV.*

Although the total number of classified staff in the Financial Aid Office has remained fairly consistent over the last three years at 8 or 9 FTEs, we have experienced staffing turnover during peak times. Two Specialist positions were vacated with one position being filled by a Technician on March 20, 2013 and the second position was not filled until September 18, 2013. The vacant Technician position was filled on June 5, 2013. Additionally, the majority of our experienced student workers transferred to four year universities in August 2013 and replacements have been hired and are currently being trained.

The number of financial aid applicants in the last three academic years has increased significantly with federal and state regulations have increasing in number and complexity as well. The Financial Aid Office must be adequately staffed in order to remain in compliance with these regulations and is requesting the following positions:

- **Office Assistant** - Current staff members are assigned the duties of requisitions, mail, document creation and other clerical assignments.
- **Financial Aid Specialist/Bilingual (2)** - Current caseload is unreasonable given the current staffing model and increased federal and state requirements.

3. Inventory

Instructions:



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In the last year, a complete inventory has been taken of all college equipment. Detailed inventory lists, by room, are now available for your review. If you are requesting equipment, you need to review the inventory list and explain whether or not it is accurate. If you have any questions pertaining to inventory lists, please contact Dave Keebler.

- *What equipment requests are you making (if any) to ensure that the program/department has functional, current, and otherwise adequate inventory to maintain a quality learning environment? Is the current equipment aging and need replacement or is new equipment needed? Is ongoing maintenance required for some equipment? If so explain. Requests need to be entered in more detail in Section IV.*

The Financial Aid Office has reviewed the inventory list provided for the BCS FA Building. And there are a couple of items that need to be updated. The Financial Aid Office has a total of 6 tables that are used for events. The inventory list only indicates 1. The computer lab has 4 tables and the inventory list only lists 1.

4. Facilities or other Resource Requests

Instructions:

- *Is your program/department making any other requests for resources, including for facilities?*
- *Initiatives will be entered in more detail in Section IV.*
- *Note: Any safety issues need to be reported immediately and not wait for program review. Safety issues may be reported here in addition to being reported to the dean.*

The Need: Expansion of the Financial Aid Computer Lab. – estimated at \$50,000*

Remodel/Convert old International Students and Academic Senate areas in the BCS Building into a computer lab that can house between 20 and 25 computer stations. The lab must be handicap accessible and provide privacy in compliance with FERPA.

The Reason: The Financial Aid Computer lab is extensively used and is often completely full with people waiting in the hallway to access the computers. This is due to the number of households that have no computer and/or internet access and the number of students needing assistance. In addition, the Financial Aid Office needs to provide sessions on a variety of financial aid topics, including but not limited to: financial literacy, loan counseling, satisfactory academic progress, etc.

The lab is also used by students making corrections to their FAFSA or California Dream Applications as well as students who need to complete on-line requirements for Financial Aid.

The number of people seen in the lab for 2012-13 (7/1/12 – 6/30/13) was **7,292**

The number of people seen in the lab for 2013-14 (7/1/13 to 10/04/13) is **2,960**

The expansion will include:

- Demolition of the wall between Academic Senate and International Students areas
- Flooring – Match the flooring in the International Students area to that in the hallway (Academic Senate flooring already matches)
- Networking for 20-25 computers & monitors



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- Electrical networking
- Furniture – purchasing tables that allow computers to drop down (can ask BKM for quote-room has been measured). Purchase 20-25 chairs for students.**
- 20-25 desktop computers (computers may be purchased using BFAP funds)

*Quote was requested from Maintenance and Operations but nothing received. The amount above does not include the purchase of the computers.

**An Exception Request form may be submitted to the State Chancellor's Office for consideration of the purchase of the computer tables and chairs.

5. Combined Initiatives

Instructions:

Does your program have any combined initiatives that address more than one data element? If so, explain and enter the initiative with more detail in Section IV.

Counselor/Liaison to Financial Aid Office – Shared with the Counseling Office:

The Financial Aid and Counseling Offices are joining together to request the establishment of an academic counselor that can act as the liaison between the two departments. This position would follow the model of the current athletic counselor position. The counselor would be housed in the counseling department and would be under the direction of the Dean of Student Services.

Veterans Center – Shared with Admissions and Records:

Provide a safe environment in which veterans can receive comprehensive services and support to improve their overall success.

Student Services Specialist/Student Records – Shared with Admissions and Records:

The Student Services Specialist/Student Records position will work in collaboration with the Financial Aid Office by providing timely evaluation and posting of student external transcripts and degrees for financial aid purposes. External academic transcripts and degrees affect the evaluation of a student's eligibility for aid.

Section IIIb – Other Program Goals and Initiatives

A. Other Program Goals

Instructions: Aside from the goals determined from looking at specific institutional and program data, are there any other program goals for which you may or may not request funding? If so, please explain and enter it as an initiative with more detail in Section V. Such goals may include:

- Innovation
- Legislation
- Regulations
- Industry Standards
- New Technology
- Professional Development
- Advisory Committee Recommendations

1. Financial Aid Workshops:



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Students need to be addressed in larger groups in order to be more efficient with staff and student time. Financial Aid workshops focusing on New Student Financial Aid Orientations, Financial Literacy, Satisfactory Academic Progress, Loan Entrance and Exit Counseling, etc. will provide students with the knowledge needed to make smart financial decisions.

This year, the office has experienced a much larger number of late financial aid applicants. This led to longer wait times. In addition, students have lacked knowledge about the basic financial aid procedures and new regulations that affect their eligibility, which has required increased one-on-one time to:

- Explain rules, regulations, procedures
- Train students on the functions of the MyVCCCD student portal
- Explain Higher One disbursement information

These workshops would allow designated times to be set up for large groups of students to interact with financial aid staff to be able to:

- Navigate their MyVCCCD portals
- Learn the differences between different types of aid (grants, loans, work study)
- Complete online requirements
- Learn about the importance of Satisfactory Academic Progress
- Learn about the importance of financial planning when it comes to borrowing loans, etc.

It is important to note that the expansion of the computer lab to accommodate more students is vital to the implementation of large group workshops/orientations.

2. AB540 Outreach

With the passage of AB130 and AB131, AB540 students began applying for the Board of Governor's Fee Waiver (BOGW) beginning with Spring 2013. For the 2013-2014 academic year, AB540 students began applying for other state aid (e.g. Cal Grants, EOPS, etc.) and institutional scholarships by completing the California Dream Application.

In an effort to serve these students, the Financial Aid Office is seeking collaboration to bring about outreach programs to urge students to apply for AB540 status and to complete the California Dream Applications, as well as the hiring of 2 bilingual financial aid staff members to assist with this outreach.

The FAO would like to see collaboration in order to:

- Create an AB540 web page in both English and Spanish on the Ventura College website
- Promote district wide educational opportunities to educate staff on how to best serve the AB540 population
- Provide middle/high school students and their families outreach events to educate potential AB540 students of possible higher education opportunities.



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- Design/distribute outreach/educational materials to potential AB540 students and their families in the form of flyers, pamphlets, radio/TV advertisements, etc. Again, material should be provided in both English and Spanish.

The Financial Aid Office has:

- 199 Dream Act Applications received as of 09/27/2013
- 6 eligible AB540 Cal Grant recipients
- 191 AB540 Board of Governors Fee Waiver recipients for Fall 2013, totaling \$90,482

The California Student Aid Commission has received over 29,000 Dream Act Applications statewide.

3. Electronic Records

The Ventura County Community College District (VCCCD) has contracted with Hyland Services to implement document imaging. This innovation will allow the office to free up space held by thousands of files and allow faster access to a student's documentation and improved recordkeeping. Students will have the ability to complete and submit certain financial aid forms online.

This transition may require:

- Access to materials/equipment necessary to convert old files
- Man-hours to convert current records to electronic records
- Training to orient and prepare staff to work with new electronic file format
- Creation of new office policies and procedures related to document imaging and safekeeping of electronic files

4. Social Media Outreach

It is important for Ventura College to collaborate with other offices on campus to develop a social media campaign that will sustain evolving social media trends (e.g. Facebook, Twitter, website pages, etc.).

Currently, the following Departments have individual Facebook pages, with a limited number of followers:

- Ventura College Financial Aid Office
- VC Transfer & Career Center
- VC Admissions Office
- Ventura College Football
- Ventura College Foundation
- Ventura College Student Services
- Ventura College Santa Paula

However, the Ventura College Facebook page has a substantially larger number of followers than these individual pages.



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Ventura College can initiate a campaign to promote services, deadlines, and events on campus through social media by:

- Allowing individual campus pages the ability to publish informational posts regarding deadlines, events, etc. to a centralized Facebook page
- Planning strategic promotional events such as:
Financial Aid Awareness Month, Student Success Week, University Transfer Awareness Month, etc.
- Creating groups for specific subsets of students such as athletes, math/science majors, psychology majors, nursing students, etc.
- Creating an event calendar on Facebook that allows students to RSVP to activities such as Transfer Day, Holistic Health Week, Student Services Fairs, guest speakers, etc.

Providing these services effectively and efficiently through the use of a designated staff member can increase student participation in activities/student services as well as promote enrollment.

5. Professional Development

It is imperative that financial aid staff participate 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.

6. Student Success Act

Under the Student Success Act, a set of regulatory changes intended to improve educational achievement in the California Community College system are currently underway. These changes will realign student support services in a manner consistent with the goals of the Student Success Initiative.

As a result, students will be required to complete orientation and assessment, identify a course of study, and develop an educational plan. The college should establish a task force of student service and faculty representatives to prepare the college and students as they transition to meet these requirements.

7. Re-Establish a District Financial Aid Committee

Establish/re-establish a district Financial Aid Committee consisting of college Financial Aid Officers, college administrators, and district staff.

There are functions related to the overall operation of financial aid that require involvement, cooperation and collaboration with campus and district departments, such as the campus fiscal service offices and various district departments. With the creation of a District Financial Aid Committee, financial aid regulatory changes impacting district-wide operations can be discussed



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in a more formal setting and necessary changes and policies can be developed district-wide. This committee would provide Financial Aid Officers, college administrators, and district staff/managers the ability to discuss current district-wide compliance issues, best practices, technology-related needs, separation of function issues, etc. as they relate to Financial Aid Office operation.

Section IV - Initiatives

Instructions:

Please list your initiatives below, including any you are carrying forward from prior years. Add as many as needed. Deans/division offices will put the information onto the initiatives charts. Every program/department needs initiatives that do not require resources.

Ranking:

The ranking provided below indicated the program/department's ranking. The initiatives will be ranked again later at the division level before going to the appropriate committees (i.e. technology) for additional ranking.

R = Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.)

H = High – Approximately 1/3 of the total program/department/division's initiatives by resource category

M = Medium – Approximately 1/3 of the total program/department/division's initiative by resource category

L = Low – Approximately 1/3 of the total program/department/division's initiatives by resource category

Example:

Initiative: Provide a brief title

Initiative ID: (i.e. CD1301 = Child Development, 2013, first initiative. Maintain initiative numbers from prior program review if any are being carried forward into this new year.)

Link to data (Required): From which area of data is this request associated? Within the category, be specific. (i.e. Success data for a specific course, PSLO #1, . . . , etc.)

Expected Benefits: What benefits to student learning or completion, etc. do you anticipate?

Goal: What do you believe needs to occur? (i.e. raise student success in ____ course)

Performance Indicator: What do you see as a realistic goal? (i.e. a 5% increase in student success)

Timeline: When do you expect to achieve this success within in the next three years? (i.e. by May 2015). These timelines will create a multi-year plan for your program/department.

Funding Source Category:

- No new resources
- Additional general funds for hourly instruction, supplies and services (includes maintenance contracts)
- College equipment funds (non computer)
- Technology funds
- Facilities funds
- Staffing resources
- Grant funds

Ranking: (i.e. H)

List your initiatives below, including any you are carrying forward from prior years. Please note that every program/department needs to include initiatives that do not require resources. You may copy and paste this section



Financial Aid Program Review 2013-2014

- A. Initiative:** Financial Aid Specialist/Bilingual (2)
Initiative ID: FA1401 (Modification from last year; not funded)
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: By hiring two additional Financial Aid Specialists/Bilingual positions, financial aid duties would be more manageable. We would also be able to conduct much needed workshops in topics such as SAP, financial literacy, loan default management, and bilingual workshops. With the passage of AB 130 and AB 131, hiring Financial Aid Specialist/Bilingual positions will provide and enhance service to our AB 540 population. In addition, there is a need to provide additional services to special populations, such as foster youth, veterans, EAC, EOPS, and other off-campus populations.
Goal: Hire two additional Financial Aid Specialists/Bilingual positions.
Performance Indicator: The caseload for each Specialist would be reduced by approximately 25%. Financial aid applications and files would be processed in a shorter timeframe, therefore reducing the wait time for students to receive their financial aid funds. In addition, Ventura College is designated a Hispanic-serving institution (HIS) and bilingual staff will allow our office to help serve this population.
Timeline: 2013-2014
Funding Resource Category: Staffing Funds
Item Description: Financial Aid Specialist/Bilingual (2)
Cost: \$178,000 (\$89,000 each for salary and benefits)
Ranking: H
- B. Initiative:** Office Assistant
Initiative ID: FA1402
Link to Data: Section IIIb – Data and Analysis- Operating Data
Expected Benefits: By hiring an Office Assistant, current financial aid staff will be able to reduce their current clerical work such as document creation, processing mail, responding to voicemail and email, requisitions, and other clerical duties. With an Office Assistant, financial aid staff will be able to provide additional services to current and future financial aid applicants with workshops, outreach, and in-reach.
Goal: Hire an Office Assistant.
Performance Indicator: The Office Assistant will reduce the clerical duties of each of the current financial aid staff by approximately 9%.
Timeline: 2013-2014
Funding Resource Category: Staffing Funds
Item Description: Office Assistant
Cost: \$70,000 for salary and benefits
Ranking: H
- C. Initiative:** Pager System
Initiative ID: FA1403
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: Increased student accessibility to financial aid services. Students would be able to check-in for service and travel to farther areas on campus (the LRC, MCW/MCE) allowing student's flexibility and options while waiting for financial aid services. Note: during peak processing times, wait times can exceed 2 hours.



Financial Aid Program Review 2013-2014

- Goal:** A new pager system needs to be purchased to provide a wider signal range.
Performance Indicator: By purchasing a new pager system, students will be able to respond to our page within a reasonable time frame (e.g. 15 minutes).
Timeline: 2013-2014
Funding Resource Category: Equipment-non computer
Item Description: Pager System
Cost: \$2348
Ranking: H
- D. **Initiative:** Walk-up Check-in Window Tinting
Initiative ID: FA1404
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: Tinting the windows will allow the staff to interact more effectively with students seeking to check in to our office, answering general student status questions, and directing the student traffic.
Goal: Windows need to be tinted.
Performance Indicator: Improve staff and student visibility by 80%
Timeline: 2013-2014
Funding Resource Category: Facilities Funds
Item Description: Walk-up Check-in Window Tinting
Cost: \$360
Ranking: R
- E. **Initiative:** Walk-up Check-In Window Speaker System
Initiative ID: FA1405
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: Communication between staff and students will improve dramatically. The confidentiality of student information will be protected.
Goal: To communicate more effectively with students and to protect their privacy.
Performance Indicator: By purchasing a speaker system the communication between staff and students will improve by 80% or more.
Timeline: 2013-2014
Funding Resource Category: Equipment-non computer
Item Description: Walk-up Check-In Window Speaker System
Cost: \$3,600
Ranking: R
- F. **Initiative:** Computers (3)
Initiative ID: FA1406
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: If the Financial Aid Office staff increases by 2 Financial Aid Specialists/Bilingual and one Office Assistant, 3 full computer stations are needed to allow staff to perform their duties.
Goal: Purchase 3 computers
Performance Indicator: Staff will be able to function at 100% by having adequate computer equipment.



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- Timeline:** 2013-2014
Funding Resource Category: Grant Funds
Item Description: Computers
Cost: \$3500
Ranking: M
- G. Initiative:** Computer Monitors (7)
Initiative ID: FA1407
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: As a result of the DAC’s contract with Hyland, the Financial Aid Office is one of the first departments undergoing the transition to document imaging. The additional computers and monitors will provide each staff member the ability to work more efficiently in a paperless environment.
Goal: Purchase 7 monitors
Performance Indicator: Staff will continue to be responsible to review multiple documents simultaneously in order to complete verification and determine eligibility for financial aid. Each workstation should have dual monitors, etc. to be able to accomplish this process.
Timeline: 2013-2014
Funding Resource Category: Grant Funds
Item Description: Computer Monitors
Cost: \$2000
Ranking: M
- H. Initiative:** Financial Aid Staff Workstations (3)
Initiative ID: FA1305 (FA05 – last year)
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: We have remaining workstations that are not ergonomically designed. Staff spends the majority of their day at these workstations and many physical complaints have been raised. It is imperative that we provide the staff with the necessary work setting to allow them to be more productive.
Goal: Purchase 3 ergonomic workstations for staff.
Performance Indicator: Staff should have an ergonomic workstation which enables them to perform their duties.
Timeline: 2013-2014
Funding Resource Category: Equipment-non computer
Item Description: Financial Aid Staff Workstations
Cost: \$12,000
Ranking: H
- I. Initiative:** Review Financial Aid Forms, Processes and Procedures
Initiative ID: FA1408
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: Expedite more timely review of student financial aid eligibility. Streamlined processes will help decrease long lines and help relieve student frustration.



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- Ability to deliver financial aid in a more timely manner will help decrease student withdrawal due to lack of funds.
- J. Goal:** Review and revise Financial Aid Forms, Processes and Procedures
Performance Indicator: In an effort to work more efficiently and deliver financial aid to eligible students in a timely manner, while remaining in compliance with federal and state regulations, revise forms, processes and procedures.
Timeline: 2013-2014
Funding Resource Category: No new resources needed
Item Description: Review and revise forms, processes and procedures
Cost: -0-
Ranking: R
- K. Initiative:** Target Late Applicant Population “Before You Break for Summer”
Initiative ID: FA1409
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: Reduce the extensive number of students completing their financial aid files after priority deadline.
Goal: Devise communication to target the “late applicant” population to assist students with the completion of any outstanding financial aid requirements prior to financial aid priority deadline.
Performance Indicator: Revision of the instructional calendar to determine timeline of Fall registration as we believe the elimination of early April/May registration had direct correlation with students failing to meet the financial aid priority deadline. By the development of communication tools (e.g. letters, emails, portal messages, step-by-step pamphlets and brochures, phone campaigns, etc.) to assist students with the financial aid process, we believe there will be a significant decrease in the number of students failing to meet the financial aid priority deadline.
Timeline: 2014-2015
Funding Resource Category: No new resources needed
Item Description: Communication Campaign to Target Late Applicant Population
Cost: -0-
Ranking: M
- L. Initiative:** Re-establish a District Financial Aid Committee
Initiative ID: FA1410
Link to Data: Section IIIa – Data and Analysis- Operating Data
Expected Benefits: Provide Financial Aid Officers, college administrators, and district staff/managers the ability to discuss current district-wide compliance issues, best practices, technology-related needs, separation of function issues, etc. as they relate to Financial Aid Office operation.
Goal: Establish/re-establish a district Financial Aid Committee consisting of college Financial Aid Officers, college administrators, and district staff.
Performance Indicator: There are functions related to the overall operation of financial aid that require involvement and cooperation with campus and district departments, such as the college fiscal services and various district departments that require discussion, collaboration, technology, etc. With the creation of a District Financial Aid Committee,



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financial aid regulatory changes impacting district-wide operations can be discussed in a more formal setting and necessary changes and policies can be developed district-wide.

Timeline: 2013-2014

Funding Resource Category: No new resources needed

Item Description: Re-establish a District Financial Aid Committee

Cost: -0-

Ranking: H

M. **Initiative:** Veteran's Center (Collaborative Initiative with Admissions)

Initiative ID: FA1411

Link to Data: Section IIIa – Data and Analysis- Operating Data

Expected Benefits: Improve retention, persistence completion and financial aid literacy among military veterans and dependents by providing comprehensive services and support in an environment that is conducive to meeting their unique needs.

Goal: Provide a safe environment in which veterans can receive services and support to improve their overall success.

Performance Indicator: Initial 20% reduction in the number of veterans on academic progress probation.

Timeline: 2015-2016

Funding Resource Category: No new resources needed

Item Description: 40% relocation of Veterans' Benefits technician to Veterans Center, hire VC student workers at no cost to college

Cost: -0-

Ranking: H

Funding Resource Category: Equipment-non computer

Item Description: 2 staff workstations, chairs; student workstations similar to those in Welcome Center, chairs; comfortable seating in waiting area/gathering space, TV

Cost: \$15,000 estimate

Ranking: H

Funding Resource Category: Technology Funds

Item Description: 2 staff computers, 1 printer, student computers and 1 multipurpose copier/fax/scan machine

Cost: \$8,000 estimate

Ranking: H

Funding Resource Category: Facilities Funds

Item Description: Facilities that is somewhat isolated (such as the area in the back of the cafeteria building that previously housed the foundation), provide access to restrooms, room for meeting area

Cost: Unknown until location is identified

Ranking: H

N. **Initiative:** Student Services Specialist/Student Records (Collaborative Initiative with Admissions)



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Initiative ID: FA1412

Link to Data: Section IIIa – Data and Analysis- Operating Data

Expected Benefits: Establish and fill Student Services Specialist for Student Records to perform course-to-course articulation, manage document imaging process, and support financial aid operations by providing timely evaluation and posting of student external academic transcripts and degrees.

Goal: Provide students and counselors with a usable, efficient planning tool to increase student knowledge and use of a Student Educational Plan (SEP) as a guide.

Performance Indicator: 100% of new matriculated students will complete a comprehensive SEP by the time they have earned 15 semester units.

Timeline: 2014-2015

Funding Resource Category: Staffing Funds

Item Description: Classified Staff- FTE Student Services Specialist position to build and maintain course-to-course articulation of external coursework in Banner, manage document imaging of external transcripts.

Cost: \$56,000 estimated cost

Ranking: M

Funding Resource Category: Technology Funds

Item Description: Computer with 2 wide screen monitors for document comparison

Cost: \$2,000 estimate

Ranking: M

O. Initiative: Counselor (Collaborative Initiative with Counseling)

Initiative ID: FA1413

Link to Data: Section IIIa – Data and Analysis- Operating Data

Expected Benefits: Increase communication between financial aid and counseling; provide quicker service to students on financial aid appeals. The Financial Aid and Counseling Offices have seen an increase in requests for Student Educational Plans (SEP) which are required for the following:

- Satisfactory Academic Progress (SAP) Appeals
- Unusual Enrollment Appeals
- Direct Loan Appeals
- Pell Lifetime Eligibility Flag
- Remedial Units Flag

Financial aid, in an effort to bring down the Direct Loan default rate, has enacted a new appeals process that requires students to complete a SEP with an academic counselor. Federal Student Aid has also enacted new regulations for students who are flagged as having “unusual enrollment” history. Unusual enrollment students are required to submit official transcripts from outside institutions and submit a SEP to the Financial Aid Office to determine if there is potential fraud. By hiring a counselor to liaise with financial aid, the



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counselor would be able to learn the rules and regulations governing Federal Student Aid in an effort to link the Counseling and Financial Aid Offices in order to more effectively comply with federal regulations while maintaining and promoting student success. The counselor would meet with students for specific financial aid academic matters, as well as sit on the Financial Aid Appeals Committee. The counselor would perform general counseling activities/assignments as well.

Goal: Hire a lead full time counselor/financial aid liaison. This position would follow the model of the current athletic counselor position. The counselor would be housed in the counseling department and would be under the direction of the Dean of Student Services.

Performance Indicator: *The Financial Aid Office has:*

- **939** Fall 2013 SAP/EXTEND appeals received as of 10/07/13.
- **1,665** SAP/EXTEND appeals approved/denied in the 2012-2013 aid year.
- **150** SEPs submitted for unusual enrollment, remedial units, Pell lifetime eligibility, and Direct Loan appeals as of 10/07/2013.

Stricter guidelines and regulations require much more time and effort be put into the area of educational planning while receiving federal funds. Therefore, this position may relieve the burden felt by general academic counselors during peak times when students are required to submit SEPs. Students may also feel relief with (hopefully) shorter wait periods for appointments/drop in sessions and consistency in information.

Timeline: 2014-2015

Funding Resource Category: Staffing Funds

Item Description: Hire a full time counselor/financial aid liaison

Cost: \$95,000

Ranking: H

P. Initiative: Relocation and Expansion of the Financial Aid Computer Lab

Initiative ID: FA1414

Link to Data: Section IIIa – Data and Analysis- Operating Data

Expected Benefits: The Financial Aid Computer Lab is extensively used. It is filled to capacity and unable to accommodate larger groups. Many financial aid functions and/or requirements can be taken care of through the student portal or on the internet. However, many students either do not have computer or internet access at home or require hands on assistance from our staff. Relocating and expanding the Financial Aid Computer Lab will allow the Financial Aid Office to provide this service along with offer a variety of much needed workshops on topics such as:

- financial aid literacy
- loan counseling
- Satisfactory Academic Progress (SAP)
- Financial Aid Orientation



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Timeline: Spring 2014

Funding Resource Category: Equipment-non computer

Item Description: Remodeling of old International Student and Academic Senate Office

Cost: \$50,000*

Ranking: H

Funding Resource Category: Technology Funds

Item Description: Networking and wiring to allow for 25 computers

Cost: Included in the overall cost of the expansion

Ranking: H

Funding Resource Category: Equipment-non computer

Item Description: Computer Tables and Chairs

Cost: Included in the overall cost of the expansion

Ranking: H

Funding Resource Category: Grant Funds

Item Description: 20-25 Desktop Computers

Cost: \$20,000

Ranking: H

Section V – Process Assessment

Instructions: Please answer the following questions:

A. How have the changes in the program review process this year worked for your area?

The process is still very time-consuming and complex. It seems to be geared to addressing the needs of instruction; not student services.

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

Develop two tracts for the review process; one for instruction and one for student services. Revise the templates to address each, accordingly.

Create a 3-tier rotational review process. The first year would be a full review. The second and third would be shorter reviews, automatically populating any unfunded initiatives from the prior year. Provide checkboxes to identify if those initiatives are still needed for the program and allow the addition of new initiatives if the department/program believes they are needed as a result of regulatory mandates.

C. 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



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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 D) 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.

VI – Submission Verification

Instructions: Please complete the following section:

Program/Department: Ventura College Financial Aid

Preparer: Alma Rodriguez

Dates met (include email discussions): September 20, 2013, September 27, 2013, October 4, 2013.

List of Faculty who participated in the program Review Process: No faculty. However, the following Financial Aid staff participated in the program review process:

Alma Rodriguez, Janette Amador, Janeen Beard, Cristobal Bohorquez, Forrest Doud, Eva Gallardo, Michelle Hamrick, Danielle Rodriguez, Kay Snow

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. Dean may also provide comments (optional):



Program Review Process Map

I . Status report and accomplishments from prior year

II. Description

III(b). Other program goals and initiatives

(Innovations, regulations, legislation, new technology, industry standards, professional development, or advisory committee recommendations, etc.)

IV. Summary of initiatives and requests
Minority reports if any

VI. Process assessment

VII. Verification of review



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Program Review Resource Initiatives Guidelines

WHAT TO LEAVE OUT

The purpose of this document is to clarify what kinds of resource requests should NOT be included in the Program Review Document as initiatives.

<p>The table below summarizes the types of resources that DO NOT need to be included in the Department Plans. The “Who to Contact” column lists who to contact when the resources or services are needed.</p>		
Excluded Items	Who to Contact	Explanation
Safety Issues, including but not limited to broken chairs or desks, etc. that can be resolved through the normal process.	Dean, M&O or Appropriate Office	All safety issues should be immediately reported to the Dean, M&O, or appropriate department.
EAC Accommodations that can be resolved through the normal process.	DSPS and Dean	Any accommodation should have the guidance of the DSPS office.
Routine M&O maintenance & repair (light fixtures not working, holes in walls, locks, cleaning, broken desks or chairs, etc.) that can be resolved through the normal process.	M&O or Division Office	Complete an email request to vcmaintenance@vcccd.edu or notify your division office so they can handle for you.
Cyclical Maintenance (painting, flooring, carpet shampooed, windows, etc.) that can be resolved through the normal process.	M&O or Division Office	Complete an email request to vcmaintenance@vcccd.edu or notify your division office so they can handle for you.
Classroom technology equipment repairs (projector light bulb out, video screen not working, computer not working, existing software updates) that can be resolved through the normal process.	Campus Technology Center or Division Office	Complete an email request to vchelpdesk@vcccd.edu or notify your division office so they can handle for you.
Section Offerings/ Change of classrooms	Dean/Department Chair	Dean will take requests through the enrollment management process.
Substitutes	Dean	Dean will process in accordance with existing guidelines.
Conferences, Meetings, Individual Training	Professional Development Committee	Requests should first be addressed by the PDC and only go through program review if costs cannot be covered.



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Program Review Resource Initiatives Guidelines

WHAT TO LEAVE IN

The purpose of this document is to clarify what kinds of resource requests should be included in the Program Review Document as initiatives.

Faculty and Staff from each department will meet as a division to prioritize initiatives resulting from the Program Review process. The initiatives will then go to each respective governance groups such as Staffing Priorities, Technology Committee, Budget Resource Council, etc., for further prioritization. Administrative Council and the Executive Team will develop the final prioritized list and distribute for implementation.		
Included Items	Committee Group	Explanation
Replacement of classroom furniture	Facilities Oversight Group	Only when it is an entire classroom/lab/office at a time or a safety or disability issue that has not been resolve through the normal process.
Upgrade and/or replacement of computer and other technological equipment	Technology Committee	These items will go on to a list for replacement or upgrade per the technology plan.
New Equipment/Furniture/classroom items (i.e. microscope, etc.)	Budget Resource Council	These items must be approved included in a plan to improve student learning and/or services.
Buildings/Office Space (new renovation, modernization)	Division Dean	The division dean will work with Administrative Council and the Fog Committee to pursue the projects.
New Software	Technology Committee	These items must be approved included in a plan to improve student learning and/or services.
New Faculty Positions	Faculty Staffing Priorities	Requests for new positions will compiled on a list and sent to the FSP committee.
New Classified Positions/or increase in percentage of existing positions.	Classified Staffing Priorities	Requests for classified positions will compiled on a list and sent to the CSP committee.
New Programs/certificates	Curriculum Committee	These program/certificates must be approved by the curriculum committee.
Training and Professional Development above normal	Professional Development/Budget Resource Council	These are items over and above what the PDC can provide.
Expansion/Conversion to Distance Learning	Dean of Distance Learning and Distance Learning Committee	Requests will be compiled and sent to the committee process for discussion.
Service Agreements	Budget Resource Council	Requests must include justification.
Instructional Materials and Office Supplies/Advertising/Student Workers/Printing/Duplicating	Budget Resource Council/Dean	These items must include a compelling reason and be above what the normal budget will allow.



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Appendix D

APPEAL FORM

(Due to Office of Institutional Effectiveness by November 8)

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 on November 9, 2011 at its regularly scheduled meeting (3:00 – 5:00 p.m.). You will be notified of your time to present.