**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name: Financial Aid

Program Type: [ ]  Instructional [x]  Student Affairs [ ]  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: Our rigorous and supportive learning environment fosters students’ ability to think critically, communicate effectively and demonstrates competencies and silds in order to engage productively in their communities….

Program Mission Statement: The Office of Financial Aid will promote financial literacy through quality outreach our diverse student population.  We will maintain the integrity of our programs by providing timely, accurate financial assistance, in compliance with all federal and state regulatory requirements and standards

**II. Progress on Program Goals:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

|  |  |  |  |
| --- | --- | --- | --- |
| **Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement****(choose one)** | **Comments** |
| 1. Enhance the Financial aid application by through technology by having students submit applications online will reduce barriers. Address the compliance concern with the Department of Education. All financial aid application must be completed within 8 weeks of the initial record download. | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [x]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | In order to abide by the mission statement students must learn on line technology in order to engage productively in their communities and the world. Technology will enhance student’s ability to communicate effectively which will provide a faster process to received federal, state and foundation funds.  |
| 2. Sustain the Financial Aid programs through compliance | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [x]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Hire a Financial Aid System Analyst to comply with federal and state regulations. |

1. List new or revised goals (if applicable)

|  |  |  |
| --- | --- | --- |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
|  | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  |  |

**III. Trend Data Analysis:**

Highlight ***any significant changes*** in the following metrics and discuss what such changes mean to your program.

1. Changes in student demographics (gender, age and ethnicity).
2. Changes in enrollment (headcount, sections, course enrollment and productivity). *Total amount of applications and funds have increased from 14-15: application 19,438 and funds $48,545,577 to 15-16 application 20,347 and funds $49,997,481 with an anticipated increased in 16-17.*
3. Success and retention for face-to-face, as well as online/distance courses. *Harvard Graduate School of Education study and our Achieving the Dream partners have proved there is a direct correlation in retention/ success/ completion and financial aid*.
4. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond*. Prior –Prior was implemented by the Obama administration to allow student to apply for financial aid in October rather than January. This will also allow students and their families to fill out the FAFSA form earlier than ever before in hopes to have their financial aid packages before making college decisions. BC cannot accommodate this requirement due to the technology and staff limitations.*

**IV. Program Assessment (focus on most recent year):**

Use attached **Assessment Report Form AU Tab**

1. Describe *any significant changes* in your program’s strengths since last year. *The Financial aid office completed the goal of processing application within a timely matter and decrease wait lines.*
2. Describe *any significant changes* in your program’s weaknesses since last year. *An increase in staff morale and human errors*
3. If applicable, describe any unplanned events that affected your program*. Prior-Prior, with the expectation of processing financial aid applications at a faster rate, BC will be unable to comply with federal compliance and the need of the students.*

**V. Assess Your Program’s Resource Needs:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
3. Professional Development:
4. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
5. What professional development opportunities and contributions can your program make to the college in the future?
6. Facilities:
7. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
8. How will your Facilities Request for next year contribute to student success?

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
3. Discuss the effectiveness of technology used in your area to meet college strategic goals.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

*CampusLogic will increasing student completion rates, aid is packaged in a timely manner. Technicians will spend less time chasing paper through archaic, inefficient procedures, they gain quality one-on-one student advisement time. This not only increases enrollment, it aids persistence and achievement. Every student who drops out due to incomplete financial aid processing represents lost revenue and a potential default risk. With the use of technology, BC can adhere to compliance and student success.*