Service Area Outcomes (SAOs)

Program Outcomes Assessment Report – Phase II

"Assessment of Program-level Area Outcomes"

Date:	**09-01-2012**
The Department Name:	**Financial aid Office/BFAP Program**

Contact Person & Others Involved in Process:	**Lead: Lisa Seals Others: Bertha Ortega, Gail Parish, Maria Trejo, Alma Orozco, Leti Santiago, Kandy Algravez, Marissa Izarraraz, Karina Lopez, Cesar Supnet, Juan Carlos Aguilar-Valenzuela, Genia Maciel, Carey Fristrup.**

Mission Statement or Description of the Department or Program:	**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.**

Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:

__X__**ISLO1** = communication skills; _X___**ISLO2** = critical thinking skills; __X__**ISLO3** = personal responsibility;

__X__**ISLO4** = information literacy; ____**ISLO5** = global awareness

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

1. **First Method of Assessment:**
    a. **How did you assess Outcome #1?** Federal Report entitled "FAFSA Data By School" comparing submission of FAFSA's by all Title IV receiving institutions.
    b. **Provide a summary of results:** Through March 31, 2012, the number of 2011-12 applications submitted decreased 2.2% over the number submitted during the same time in 2010-11.
    c. **How will your program use this information to improve student learning or services?** The Department will analyze the data in order to determine possible reasons for the drop in applications this past year such as drop in enrollment overall at the campus this year. We will then work on developing ways to encourage more students to apply.
    d. **What is your Timeline for Program Modifications or Response to Data?** A new financial aid year begins January 1, 2013. We will make necessary changes to our application process and procedures at that time.

Outcome # 2: Financial Aid students will demonstrate knowledge and understanding of Student Academic Probation policies.

1. **First Method of Assessment**:
    a. **How did you assess Outcome # 2?** Reviewed data regarding content, success and completion of the SAP Workshop which became an on-line process beginning 2010-11
    b. **Provide a summary of results:** Although we have 2010-11 and 2011-12 data on SAP Workshop completion at this point, the Dept of Education completely changed the SAP policy for 2011-12. This required a change in the content of the workshop as well as imposing much more strict rules regarding SAP. Data between the 2 years cannot be compared. The first few years of data will be skewed because the change in policy will make it much more difficult for students in Warning status (formerly probation) to remediate by the following term. This will make it difficult to determine the knowledge of satisfactory academic progress rules and procedures gained through successful completion of the Workshop final exam. More time is necessary to track these students in order to determine if completion of the new on-line workshop has any correlation to future success or non-success in school.
    c. **How will your program use this information to improve student learning or services?** A few more years will be required to determine if a correlation exists given that the SAP rules have changed significantly for 2011-12.

We will compare results and in the future, content of the workshop and standards for completion of the final exam will be modified in accordance with results.

d. **What is your Timeline for Program Modifications or Response to Data?** Once enough data is collected, modifications to the workshop and final exam will be made for the following academic year.

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

1. **First Method of Assessment**:
   a. **How did you assess Outcome # 3?** Reviewed data regarding number of students who were required to submit a Student Education Plan review form at 60 or more degree applicable units.
   b. **Provide a summary of results:** Although we have initial date for 2011-12 data indicating 585 students completed the SEP Review at this point, we will need more time to determine if in fact these students ever reach an MTF status which will tell us if the student exceeded Maximum Timeframe standards in the future.
   c. **How will your program use this information to improve student learning or services?** A few more years will be required to determine if completion of the SEP Review has any correlation to future success or non-success with program completion within Maximum Timeframe standards. We will compare results and in the future, procedures and student requirements will be modified in accordance with results.
   d. **What is your Timeline for Program Modifications or Response to Data?** Once enough data is collected, modifications to the SEP Review process will be made for the following academic year.