NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

Department:	Admissions and Records & Financial Aid			
Academic Year:	2016-17	Annual Update # 1	X	Annual Update #2	X

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

Admissions and Records:
Students will be able to utilize web technology and enhance their computer skills by applying, registering, and accessing their records online; ordering transcripts online; and accessing enrollment and degree verifications online.

Financial Aid:
Students will demonstrate their understanding of the financial aid process, including application for the BOG Waiver, Pell Grant, SAP requirements, and scholarships.

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

Admissions and Records:
Students will be able to utilize web technology and enhance their computer skills by applying, registering, and accessing their records online; ordering transcripts online; and accessing enrollment and degree verifications online.

BCC moved from the old Xap application process to the new state funded Open CCCApply. Unfortunately, the new process to load data from the application system into Banner is not working resulting in manual entries for A&R staff. A new consultant has been contracted to create a new interface to add the data from CCCApply to Banner. It is anticipated that the work will be completed by December 2016.

IT was finally able to install the necessary changes to the student self-service component of Banner to allow for online enrollment and degree verifications but this did not occur until the fall semester. We anticipate having data in this respect by the next program review cycle.

Student can still register online as they have been able to in the past. Student can order transcripts online.

Financial Aid:
We had 176 students successfully complete the scholarship application for 2016. Unfortunately, this is a decrease from the 214 we had apply for 2015. This decrease can be attributed to the change in the scholarship platform as the vendor moved from STARS to Award Spring. This caused the entire application to change which caused some inconvenience to our students who had already become accustomed to the STARS platform.

We still have a significant number of students beginning the scholarship application, but not completing. We had 333 students not complete the scholarship application for 2016. This is an increase over the 166 students who did not complete the application in 2015. Many of the students who did not complete the scholarship application stopped once they reached the section that required them to get two letters of recommendation. For this years' scholarship cycle the Scholarship Coordinating Council decided to remove the Recommendation Letter section from the application. We hope this will increase the number of complete scholarship applications and decrease the number of incomplete scholarship applications.

Applied vs. Incomplete Scholarship Applications

176

333

■ Incomplete ■ Applied
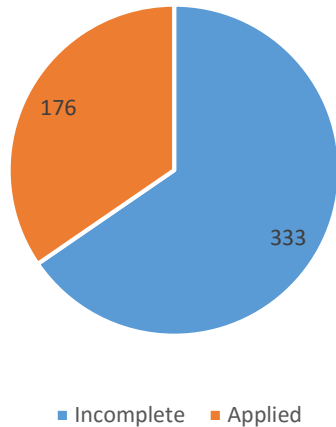
The lack of complete scholarship applications was not due to a lack of outreach on the Financial Aid Office's part. An exceptional outreach effort was put forth in 2016 which included workshops, classroom visits, and presentations at the local high schools. Some of the classroom visits included assisting each of the students in attendance with completing the scholarship application. In addition, letters were mailed out, numerous email notifications were sent, phone calls were made, fliers were posted, and information was posted to our social media sites. These outreach efforts will continue for 2017 with plans for additional workshops and more classroom visits.

Scholarship Outreach

4

2

4

22

■ Classroom Visits ■ Workshops - Main Campus

■ Workshops - Ft. Irwin ■ High School Presentations
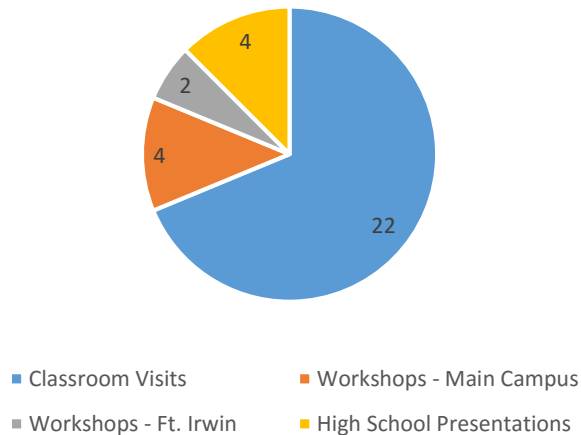
C)   Describe any improvements made by your unit as a result of the outcomes assessment process:

1. What did you learn from your evaluation of these measures?

We still have a significant number of students not applying for financial aid and not completing the Scholarship Application process.

2. What improvements have you implemented as a result of your analysis of these measures?

We are planning to do more workshops and instead of doing one Financial Aid Awareness day in the spring we plan to have one for fall and one for spring this academic year.

3. *What improvements do you plan* to implement as a result of your analysis of these measures?*
(*List any resources required for planned implementation in #3: Resources.)

Due to the low income nature of most of the students at BCC, the majority of students qualify for at least the BOG and Financial Aid needs to increase outreach efforts to encourage students to apply.

Unfortunately, we still had a large number of students whom attempted to complete the scholarship application, but did not finish. Decreasing the number of incomplete scholarship applications will continue to be a goal for the Financial Aid Office.

2.	GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)*			
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Improve Customer Service	#1 Reduce demand for same day services	Charge for enrollment verification, increase charge for same day transcript service, move students to online verifications.	Fewer students will request enrollment verifications and transcripts at the counter and will begin using the online services available for this.
		#2 Increase customer satisfaction with response time to phone calls and emails	Ensure that all phone calls and emails are returned within 24 hours	Record the response time to phone calls and emails
		#3		

Goal #1 Annual Update: (Assess progress made toward goal attainment)

Objective 1: This was completed early fall 2016.
Objective 2: This objective is being met except during peak registration times. It is crucial that A&R and Financial Aid have temporary assistance during peak processing times to ensure that we have solid customer service.

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2	Successfully implement automation to increase efficiency	#1 Reduce time to process diplomas	Implement DegreeWorks and then create an online graduation petition process	The length of time to process diplomas will decrease to under six weeks
		#2 Reduce time to process applications with issues	Implement Open CCCApply	Fewer students will be held in suspension due to the stronger residency methodology in Open CCCApply compared to the current online application
		#3		

Goal #2 Annual Update: (Assess progress made toward goal attainment)

Objective 1: The District has now decided to not purchase DegreeWorks and is waiting on similar software from the Chancellor's office. We will have to wait until we know more about the intended to software to determine if this will assist us in reducing the graduation petition clearing process.
Objective 2: The previous version of the download process for CCCApply has not worked effectively and we are in the process of implementing it again.

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3		#1		

		#2			
		#3			

Goal #3 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #3 in this box)

3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source