**APR Report for the Year 2017-2018  
*2018-2019 Cycle***

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| **Section I: Program Description** |

**IA1. Program (Select your program from the drop down list)**

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| Financial Aid & Scholarships |

**IA2. Other Program (If your program is not on the above list, write it in here)**

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**IB. Program Lead (Your first and last name)**

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| Barbara Amerio |

**IC. Program Mission Statement**

Provide the Program’s Mission Statement.

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| The mission of the Financial Aid Program & Scholarships is to provide financial resources for students to fund their educational goals and provide a more efficient way of getting the aid to the students. This is accomplished through the offering of grants, waivers, scholarships and work study programs. In administering these programs, our staff works directly with applicants for student aid, with their parents or sponsors, and with secondary school personnel. Our student-focused employees will provide professional knowledge and personalized service to help students and their families seek and obtain the best use of all financial resources available. We value the opportunity to minimize students' financial distress while they are attaining a quality education. |

**ID. Program Summary**

Provide a brief summary on the current status of the program being reviewed.

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| Our Financial Aid & Scholarships program has served the majority of our currently enrolled students. Through one or more of the following: The Free Application for Federal Student Aid, the California DREAM application, Chafee Grant for Foster Youth application, the Board of Governors Fee Waiver application and the College Central Network job application, students are able to apply for grants, waivers and work study opportunities to help financially support their efforts here at Taft College. We also offer various scholarship opportunities in which our students can apply**.**  Our Financial Aid program is dependent upon student feedback to ensure students are receiving the level of service they need. Thankfully, the Financial Aid & Scholarships program has a high level of face-to-face student interaction. We take pride in our flexibility and our ability to adjust our processes to accommodate the greatest number of our students. Due to our small size, we’re able to make the changes students need without being mired in bureaucratic stasis.  Along with our sibling programs here at Taft College, the Financial Aid & Scholarships program is sensitive to the needs of a rapidly changing and consistently growing population of students. Of particular note is our need to best serve our non-English speaking population. We have tools in place to serve this group of scholars such as the employment of at least one bilingual speaker and printed information in both English and Spanish. We also offer one-on-one assistance to our students and families to ensure they are aware of the financial opportunities available to them from federal and state programs.  **Relation to Other Programs**  Our Student Services programs are interdependent, and we all rely on our inter-connectivity. Financial Aid & Scholarships relies on Outreach to turn the general public into a population of applicants. Counseling relies on Financial Aid & Scholarships to turn applicants into students who have the financial resources to succeed. While we collaborate with one another on a daily basis, we meet formally as a group monthly. In this way, we are able to keep each other informed and properly coordinate our respective efforts.  **Vitality of Program**  I believe the vitality of any program is dependent upon the people working within the program. However, I also believe the foundation and architecture of a program must be sound and well managed in order for those working within it to find value, meaning and satisfaction in the work they do. I’m confident in the present state of the program to improve, and I’m equally confident in the potential for each program to grow and develop into something more accessible to the general public, more understandable to applicants and more useful to students. I also believe the enjoyment and success experienced by student workers in any particular program is a good indicator of vitality. The feedback received from staff and student workers is evidence of healthy vitality within the Financial Aid & Scholarships program. |

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| **Section II: Looking Back—2017-2018** |

**IIA. Present the Results** (Rubric Criterion 3)

Provide a descriptive summary of the outcomes from the 2017-2018 cycle of program review.

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| BlackboardPay / BankMobile Data:  a) Number of students paid Pell in Fall 2017 = 1207  b) Number of students paid via BlackboardPay = 563  c) Percentage of students paid via Blackboard Pay vs paper checks = 47%  d) Number of students paid Pell in Fall 2018 = 1218  e) Number of students paid via BankMobile = 1218  f) Percentage of students paid via BankMobile vs paper checks = 99 %  Awarded/Paid Student Data:  a) Number of FAFSA forms received in 17-18 = 7214  b) Number of forms processed in 17-18 = 4199  c) Number of federal awards to students in 17-18 = 1894  d) Number of incomplete files in 17-18 = 2305  e) Percentage of completers compared to previous aid year = 16-17, 42%, 17-18, 46%  f) Number/Percentage of awarded students who were paid federal funds = 16-17, 1358 (82%), 17-18, 1511 (80%) |

**IIB. Probe the Results: I Wonder . . .** (Rubric Criteria 1, 3)

In this section, judge whether the activities you implemented in 2017-2018 to reach your goals were effective. Did the activities have an effect on the outcome? Please describe WHY you believe your outcomes came out the way they did. Did you reach your goals? If yes, explain why. If you did not reach your goals, explain why.

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| Data shows awareness of the availability for faster receipt of financial aid funds is spreading as the students participating in BankMobile electronic options is at 99%. With the transition from BlackboardPay to BankMobile students are taking advantage of the tools and options provided by BankMobile to receive their funds much earlier than ever before.  Data also shows a slight increase in the percentage of students who completed their financial aid files in 17-18 than in 16-17. Additionally, the dollar amount of federal PELL Grants disbursed to students increased dramatically from to $ 4,536,671.69 in 16-17 to $5,569,374.70 in 17-19 an increase of $ 1,032,703.01. This increase can be explained in part with the implementation of Year Round Pell.  Our Outreach Coordinator/Advisor attended 16 or 52% of the 31 scheduled Cash 4 College events, held 6 on-campus Financial Aid days and 16 financial aid application workshops which provided the opportunity to showcase the services and programs we have to offer. Along with these events the Outreach Coordinator/Advisor organized/attended/participated in 163 events during the 2017-2018 academic year. We met our goal to maintain a positive presence at outreach events as well as providing workshops and individual assistance.  Not much progress has been made in regards to hiring a Financial Aid Counselor. With limited funds the position has not ranked high enough to be recommended for hire. As the need is still there for the position the Director will continue to engage in conversations and try to gain support to hire the position.  Overall our program review finds a steady number of students are applying for and receiving aid. We continue to see steady increases in nearly all aid types (grants, waivers, scholarships). Continued increases in the number of students receiving scholarships indicate our students are succeeding academically. With a decrease in the number of students petitioning for reinstatement of their financial aid it indicates our efforts to communicate with the students regarding their status and possible consequences is effective.  We will continue current practices of spreading awareness of the BankMobile option to students, parents, staff and the community. Additional follow-up with Business Services is needed to expand elections options (BankMobile) of receiving aid for state and institutional awards. Outreach to financial aid applicants needs to be increased to ensure file completion and award processing is completed to reach the 80% standard goal. Data shows we are effective in our efforts to provide financial aid services and we should continue our current practices. There is always ongoing work being done to educate students and staff on the ever changing federal and/or state regulations. The staff continues their efforts to assist Taft College students in overcoming financial obstacles and achieve their educational goals. |

**IIC. Ideate Innovations: What if . . .** (Rubric Criteria 1, 5)

In this section, describe activities you believe would have an effect on your 2018-2019 outcome measures.

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| 1. Continue to provide information on the benefits of using BankMobile via Financial  Aid webpage, social media and personal interaction with students.    2. Increase follow up efforts with incomplete applicants to ensure file completion for  award processing. Advertise the CampusLogic platform for submitting required documents to students via CougarTracks Self Service, Financial Aid webpage, social media and personal interaction with students.  3. Continue to participate in local Cash4College events, conduct FAFSA/CDAA workshops and  provide individual assistance for students.  4. Engage in conversations with faculty counselors and administration regarding the need  for a Financial Aid Counselor position.  5. Continue to measure the identified student-learning outcome: Students will be  able to identify financial aid resources for which they may qualify, submit  application and meet deadlines via the Student Services Survey. |

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| **Section III: Looking Forward—2018-2019** |

**III. List Your 2018-2019 Goals—Be Quantitative!**

List your 2018-2019 APR goals in terms of their expected changes on the outcome measures as indicated earlier. Each goal that requires resources, impacts other areas, or otherwise is substantive requires the submission of an APR Goal form. Keep in mind the scoring rubric criteria:

1. The relationship between program review narrative and the APR Goal is evident and strongly supported by evidence.
2. The APR Goal directly implements institutional planning document goals.
3. The outcome directly implements institutional planning outcomes, and is transferrable and/or scalable institutionally.
4. APR Outcome indicators, methods and/or timelines use institutional measures, transferrable/scalable institutionally
5. Before/after benchmarks and timelines are completely specified, identical methods, transferrable/scalable.

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| 1. Track the identified student-learning outcome.  2. Increase percentage of students utilizing BankMobile electronic options.  3. Achieve and maintain an 80% awarded standard of those who apply and are eligible for federal aid.  4. Maintain a positive presence at Cash4College events, FAFSA workshops and individual  assistance to students.  5. The Financial Aid Director will continue efforts to create a Financial Aid Counselor  position to work one on one with financial aid students on probation, warning or  disqualification. |
| **Section IV (Optional): Evaluation of Program Review and Planning Process** |

**IVA. Evaluation of Program Review and Program Planning Process**

In this cycle of program review, what aspects of the program review and program planning process worked best and why?

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**IVB. Evaluation of Program Review and Program Planning Process**

In this cycle of program review, what aspects of the program review and program planning process would you change and why?

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