STUDENT & ACADEMIC SUPPORT PROGRAM REVIEW

Financial Assistance and Veterans' Services

FISCAL YEAR 2019

Student & Academic Support Services: Financial Assistance and Veterans' Services

What is a Program Review?

This program review is a comprehensive study of the quality and cost effectiveness of a particular student and/or academic support service program. The purpose of Sauk's program review process is to promote continuous improvement and to link those improvements to other internal processes, including curriculum development, assessment, budgeting, facility planning, and to the strategic plan through operational plans. Information provided in program reviews will be used in internal reports, reports to other agencies, and for institutional planning. The program review for each area is conducted once every five years as dictated by a schedule created by the Illinois Community College Board (ICCB).

Why is a Program Review necessary?

ICCB requires all academic & cross-disciplinary programs and all student and academic support services to conduct a program review at least once every five years. The program review process should:

- Examine the need for the program, its quality, and its cost of operation.
- Involve employees of the unit as well as individuals not employed within the unit.
- Examine current information and data on enrollment, persistence, retention, and other data.
- Produce results that are considered in operational planning and budget allocation decisions.

The College's annual required *Program Review Report* to the ICCB comes directly from the approved program reviews.

Also, as a part of accreditation, the Higher Learning Commission (HLC) requires institutions to have an established process to regularly review all programs. However, each institution is allowed the latitude to develop and administer a review process that is suited to the institution's unique circumstances and needs.

Timeline for the Program Review Process	
April/May	Areas are informed that they are scheduled to conduct a program review in the fall of the next academic year
July	The Administrative Review Team meets to examine the data and develop focused questions for the program review.
July-Early September	Optional "early start" is available to areas who want to get the Program Review process started sooner. Area supervisors/leaders are designated Chair of their program review team. A mandatory orientation will be scheduled and hosted by the Dean of Institutional Research and Marketing (IR).
Fall semester	Areas conduct their program reviews using this template. The Dean of IR is always available to answer questions during the review process. Occasionally, rough drafts of the PR document will be requested by the Dean of IR for review to stay apprised of progress.
December 20 or sooner	**Program reviews are due.** Area supervisors/leaders are responsible for having their Program Reviews submitted on-time or early.
Fall Semester-March	The College's Program Review Committee and the Administrative Review Team will evaluate area program reviews as they are submitted, request revisions and determine if the program review is complete and if the results fully substantiated. Recommendations are placed in writing and forwarded to the president.
March	If applicable, Equipment Request forms, Personnel Change Request forms, Renovation Request forms and Major Project Request forms from ***approved*** program reviews should be completed. They will be forwarded by the Dean of IR to the President's Cabinet for consideration.
April	Areas will submit next year's operational plans, including action items identified in the program review.

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Instructions

- The program review author will form a program review team comprised of an additional 2-6 individuals <u>recommended</u> from the following groups:
  - o Area/department staff
  - o Other employees that are outside the department
  - o Students
  - o Community members and/or industry representatives who are not SVCC employees
- The program review team will complete this template during the review process. Other formats will not be accepted.
- All form areas/questions must be completed (unless specifically noted otherwise).
- Resources needed before the Program Review process begins:
  - o Past Operational Plans for your area (last five years)
  - o Last Program Review for your area
  - o Access to the College catalog (online)
  - o Access to Student Satisfaction Inventory (SSI) data from Noel-Levitz (online)
  - o Personalized surveys for your department
- **The ICCB form (found at the end of this template) MUST be completed for each program being reviewed**.
- The Chair of the area's program review committee is responsible for submitting a completed program review. The Chair should submit the following by **December 20th** or earlier to the VP:
  - o Type the names of the program review team on the Program Review Team Signatures page. Type in the dates of all applicable meetings. Each member must sign the signature page before it is submitted as a hard copy.
  - o Submit an <u>electronic</u> version of the completed program review template. Do not create a printed copy of the document (besides the signature page).
- The approval process:
  - o Submission of the completed PR template to the Program Review Committee and ART alone does not constitute approval.
  - o The Program Review Committee may request additional analysis, clarification, or information before the committee determines if the program review is complete. The Program Review Committee and ART may approve the program review as is, may determine that the program review findings are not fully substantiated, or may not approve the program review.
    - ▪ Reviews must be approved by the committee *by April* in order for budgetary requests to be considered. Reports submitted after December 20th may not be approved by the Program Review committee and ART by the March deadline which may jeopardize area budgets, equipment, personnel, renovation or major project requests. Please take the deadlines seriously.

Data forms will be supplied to you as an appendix and attached as a separate file. Please access this file in order to answer the questions found within this template.

QUESTIONS: Contact the Vice President of Research, Planning, and Information Affairs, Steve Nunez (ext. 263), with any questions regarding your program review.

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Alignment with the College Mission

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Provide a brief summary of the function of the program.

Financial Assistance (FA) awards financial aid to qualifying students in an efficient and accurate manner, meeting all Federal and state regulations and guidelines. FA offers guidance through the financial aid process to help make educational goals a reality. The mission statement of the FA office states FA enhances learning by educating and assisting our students and community with their academically related expenses thereby helping them achieve their educational goals.

The primary functions of FA tie to the following Sauk Valley Community College (SVCC) Strategic Plan objectives:
Goal 1, Objective 1.1. Identify and remediate barriers to student access.
Goal 2, Objective 2.1. Identify and remediate barriers to student success.
Goal 2, Objective 2.6. Improve semester to semester retention rates.
Goal 2, Objective 2.8. Improve the degree and certificate completion rates.
Goal 2, Objective 2.9. Improve the transfer rates to other colleges and universities.
Goal 2, Objective 2.11. Partner with local secondary schools to improve college readiness.

College Health Metrics (CHM):
2. Student Services: The College provides quality, supportive services to students.
6. Public Service: The College encourages and participates in regular public service.
8. Planning: The College conducts thoughtful, systematic planning to support future operations. Plans are updated annually or as necessary.

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PART 1: FINANCES – COST EFFECTIVENESS

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1. Using Table 1 (rows p-r) as a reference, has the program stayed within its allocated budget the last five years? Has the allocated budget been adequate for the needs of the program?

FA has operated within the allocated budget for four out of the past five years. In FY17, an additional $660 was spent on travel and training to educate new staff. The allocated budget has met the basic needs of the office but moving forward will not allow for the ability to provide the required training needed for all staff members.

2. Using Table 1 (all rows) as a reference, *describe* the overall five-year income and expense <u>trends</u> for each program.

The FA budget has seen some changes over the last 5 years. In FY16 there was a college wide reduction in budgets to address the lack of state funding. In that same year the supply budget merged with Advising and Admissions and Records as we relocated into a one-stop area. In FY16 and FY18 a portion of the budget went unused due to open staff positions. Overall, the trend has been to spend funds that have been allotted to cover learning opportunities, operating and office needs.

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3. *Describe* what your area <u>did</u> during the previous five years to improve the program's financial viability.

> FA has continued and expanded past cost reducing practices and procedures to ensure financial viability.
> In addition, over the last five years, FA has reviewed and revised workflows within Filebound to ensure accuracy and efficiency. With the efforts of the Business Office and Human Resources, People Admin was implemented to streamline the hiring process of work studies.
>
> Although travel and training was limited, the FA staff was able to remain knowledgeable of changing federal rules and regulations by utilizing regulatory and legislative resources, such as NASFAA news.
>
> Community viability was improved by increasing the efforts to make financial literacy available in the public and student population.

4. Describe what your area <u>will</u> do over the next five years to improve the financial viability of the program.

> On August 17, 2018 IL Governor Rauner signed into law SB2559 which creates Public Act 100-0926. Public Act 100-0926 amending the Higher Education Student Assistance Act to add a new Educational Loan Information Pilot Program, effective for the 2019-20 academic year. The pilot program will require public institutions of higher education that enroll students who are eligible to receive financial aid for the primary purposes of financing post-secondary education to disclose the following information annually to the student or the parent or guardian of the student:
>
> 1) An estimate of the total amount of education loans taken out by the student or the parent or guardian.
> 2) An estimate of (a) the potential total payoff amount of the incurred education loans or a range of the total payoff amount and (b) monthly repayment amounts that a similarly situated borrower may incur for the amount of loans the student or parent or guardian has taken out, including principal and interest.
> 3) The percentage of the borrowing limit the student or the parent or guardian has reached at the time the information is provided.
> 4) Any financial resources available to the student or the parent or guardian.
>
> In response to SB2559, FA will adjust our current model for Direct loan entrance counseling. First year borrowers will receive the current federal entrance counseling requirements in addition to the material referenced above. Second year borrowers will now be required to complete additional loan counseling. Private borrowers will now also be required to complete loan counseling. Materials and processes are being developed to accommodate the changes.
>
> FA will continue to promote and increase awareness of Financial Aid programs through aggressive, year-round outreach efforts within the community and student population. We will make planned efforts to assist students on a personal level by fostering financial literacy and debt management, and by mitigating unusual circumstances that might otherwise hinder a student's academic progress.

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FA will include specialized questions within the Noel Levitz Student Services Center Satisfaction Survey to be conducted in Fall 2019 to determine if we offer the services that our students want, need, and expect. We will also solicit feedback to determine if we are offering excellent customer service and meeting the needs of our students.

Staff will begin to cross train within the FA area to ensure processes are completed accurately and as efficiently as possible.

→**Add the financial viability plan to the Operational Planning matrix found near the end of this program review template.**

PART 2: QUALITY

STAFFING

5. Using Table 2 as a reference, *describe* the five year staffing trends in your area. Is staffing appropriate for the area? Explain.

FA has had several staffing changes since the last program review. Currently, all positions have been filled and are critical to the functioning of the office. While enrollment has declined since the last program review, the number of FAFSA applications to process has stayed consistently over 2000. (See graph below). In addition, the regulations and reporting requirements imposed from the Department of Education has increased.

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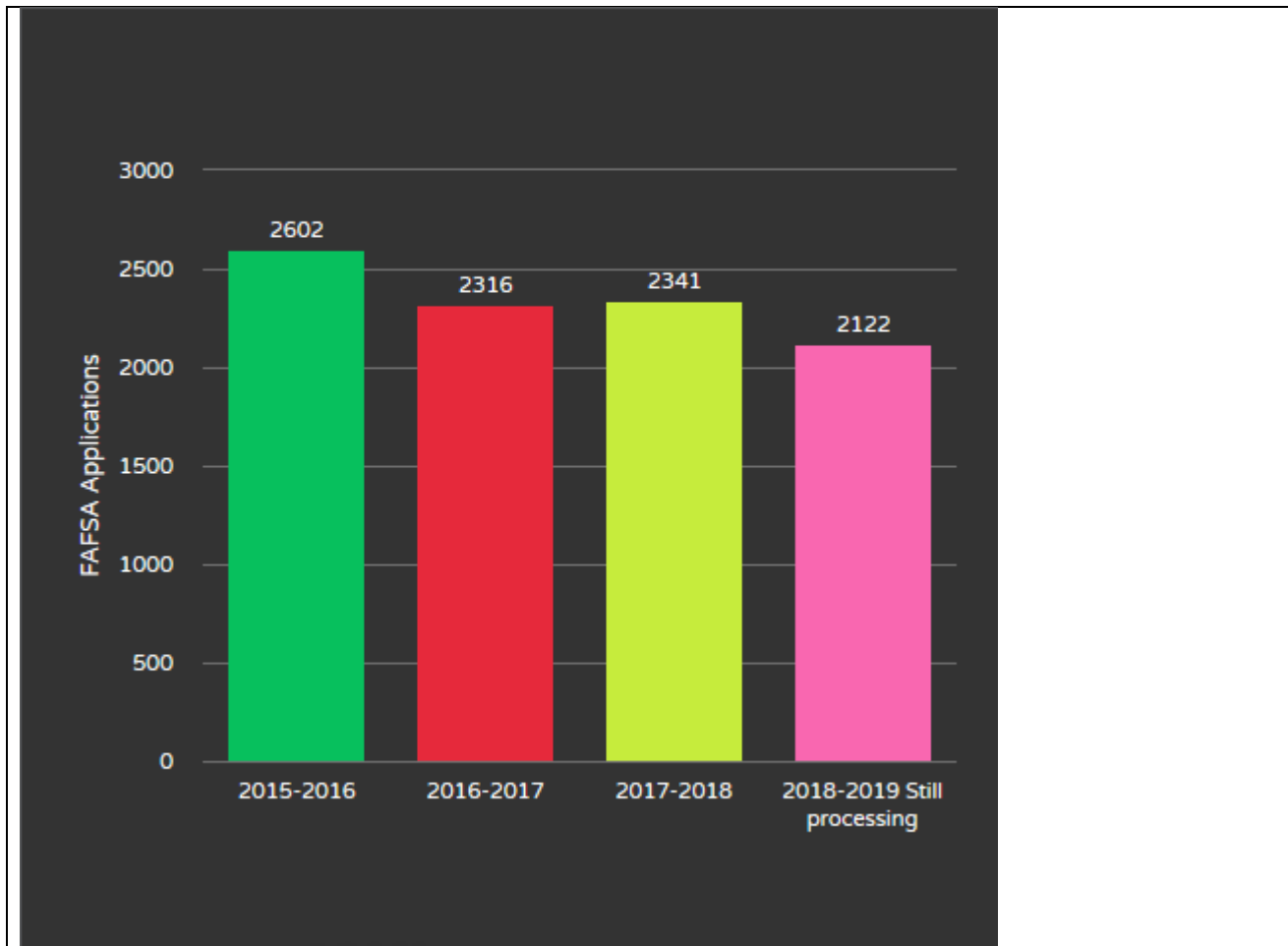
6. If staffing changes are needed for this area within the next five years (including next FY), please describe the needed changes, the rationale for the change, and the fiscal year needed OR indicate "none." Indicate any planned retirements and staffing needs to replace the position currently held by the retiree.

FY needed	Name of Position	Describe why the area needs the new position or needs to update the present position. Give as much detail as necessary.	Estimated Salary and Benefits ($) (contact the Director of HR for estimate)
2021	Financial Assistance Specialist	With the implementation of a Promise Program and revised entrance counseling requirements from SB2559, we will need to review staffing to determine if the extra workload created from administering such a program is too taxing for existing staff.	@25,000/yr

→**If applicable, add the proposed staffing changes to the Operational Planning matrix for the appropriate FY.**

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PROFESSIONAL DEVELOPMENT

7. List all <u>full-time</u> employees and the professional development (that is relevant to your area) they have participated in the last five years (don't include in-service or workshop days, but other on-campus specialized activities could be included and certainly off-campus PD). <u>If a full-time employee has not participated in professional development within the last five years, list the full-time employee and place "none" in the description area.</u>

Full-time Employee Name	Description of Professional Development Activities (list all activities for each individual in one row)	Fiscal Year of Activity
Jennifer Schultz-Director	Conferences: ILASFAA, FSA, ICCO, NICCFAD, NASFAA, Banner/Ellucian Webinars: NASFAA, ISAC	2015 2016 2017 2018 2019
Veteran Certifying Official (Current: Eric Valdez Past: Megan Surma, Danny Royer, Emily Melrose)	Conferences: AVECO, ILASFAA, VA Certifying Official Training, ISAC Webinars: NASFAA, ISAC, Illinois Joining forces, various VA webinars	2015 2016 2017 2018 2019
Loan Specialist (Current: Cassandra Kissee Past: Kim Smith, Tony Regalado, Patrick Lahie)	Conferences: ISAC, ILASFAA Webinars: Great Lakes smart session, Nelnet, NASFAA, ISAC	2015 2016 2017 2018 2019
Foundation/work-study (Current: Molly Sedig Past: Kim McClanahan	Conferences: ILASFAA, ISAC Webinars: NASFAA, ISAC	2015 2016 2017 2018 2019
FA Specialist (Current: Rebecca Flynn Past: Amy Bushman, Sandra Krueger	Conferences: ILASFAA, ISAC Webinars: NASFAA, ISAC	2015 2016 2017 2018 2019

8. List any professional development that part-time employees have attended within the last five years or indicate "none". (Just list part-time employees that <u>have</u> participated in professional development).

Part-time Employee Name	Description of Professional Development Activity	Fiscal Year of Activity
none		

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9. If area employees (including part-time employees) need any <u>required</u> professional development within the next 5 years, list the specialized professional development needed, the year of anticipated need, and what employee will need to participate in the professional development.

Employee Name/Position	Description of Specialized/Required Professional Development Activity (include the word "required" in the description) *** See below for justification.	Fiscal Year Necessary
Jennifer Schultz-Director	Conferences: ILASFAA, FSA. ICCO, NICCFAD, NASFAA, MASFAA Webinars: NASFAA, ISAC	2020 2021 2022 2023 2024
Eric Valdez-Veteran Certifying Official	Conferences: AVECO, ILASFAA, ISAC, VA Certifying Official Training Webinars: NASFAA, ISAC, Illinois Joining Forces, various VA webinars	2020 2021 2022 2023 2024
Cassandra Kissee-Loan Specialist	Conferences: ILASFAA, ISAC Webinars: Great Lakes smart sessions, NASFAA, ISAC	2020 2021 2022 2023 2024
Molly Sedig-Foundation-Work Study	Conferences: ILASFAA, ISAC Webinars: NASFAA, ISAC	2020 2021 2022 2023 2024
Rebecca Flynn- FA Specialist	Conferences: ILASFAA, ISAC Webinars: NASFAA, ISAC	2020 2021 2022 2023 2024

***There is not a federal mandate to attend these conferences but in order to stay ahead of changing rules and regulations, it is imperative that we be able to attend. Some conferences may require two or more individuals to attend due to the amount of material to be covered. The Financial Assistance Office has a new staff that will require intensive training to obtain the knowledge base needed to be accurate and proficient in their jobs.

→**Add the required professional development to the Operational Planning matrix for the appropriate FY.**

10. For <u>each</u> <u>full-time</u> employee, describe additional professional development that he/she will plan to participate in the next 5 years (not already listed above)?

Employee Name/Position	Description of Anticipated Professional Development Activity.	Fiscal Year(s) of Activity
Jennifer Schultz	Banner, NASFAA Leadership and Legislative conference, College Changes Everything	2020 2021 2022 2023 2024
Eric Valdez	Banner	2020 2021 2022 2023 2024
Cassandra Kissee	Banner	2020 2021 2022 2023 2024
Molly Sedig	Banner	2020 2021 2022 2023 2024
Rebecca Flynn	Banner	2020 2021 2022 2023 2024

→**Add the proposed professional development to the Operational Planning matrix for the appropriate FY.**

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EQUIPMENT & SUPPLIES

11. Identify <u>new and/or replacement</u> equipment, software, and/or supplies needed by the program within the next five years (including items needed next FY). Include cost estimates, the anticipated fiscal year needed, and a rationale for the purchase *OR* indicate "None."

FY Needed	Name of Item	Describe how the item will contribute to the area. What classes will be impacted (if applicable). Also, describe how the item may create a cost savings to the area (if applicable).	Quantity (#)	Unit Cost ($)	Total Cost of Equipment ($)	Additional Annual Cost (if applicable) ($)

→**If equipment, software, and/or supplies are needed then add them to the Operational Planning matrix for the <u>appropriate</u> fiscal year.**

FACILITIES

12. Discuss with the Director of Building and Grounds (ext. 299) to determine if your area is accessible to disabled persons? If no, what upgrades are needed to be in compliance?

Area is accessible.

13. Identify facility improvements and/or additional facility space that will be needed within the next five years and list the anticipated fiscal year the renovations would be needed, *OR* indicate "None."

FY Needed	Describe why it is necessary to conduct the renovations?	Describe the renovation and what area of the building (room #) it will affect.	Estimated Expense ($) (contact the Director of B&G)
		Furniture (if applicable):	
		Furniture (if applicable):	
		Furniture (if applicable):	

→**If facility improvements are needed then add them to the Operational Planning matrix for the <u>appropriate</u> fiscal year.**

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SERVICES
<mark>Student Satisfaction Inventory (SSI) to help answer some of the following questions.</mark>

14. Were different student surveys <u>administered</u> during the last five years (e.g., Noel-Levitz/SSI, but could also include additional surveys including "in-house" surveys) that provided quality feedback on the student or academic services provided by the area? If yes, describe the survey instrument(s) used and the useful information taken from the survey. What changes were made to the area in response to the survey?

The Noel-Levitz/SSI survey was completed in 2015 and 2017. The most recent survey indicated that Financial Aid is highly important to students with a 6.39 importance rating. The satisfaction with services was ranked at 5.93. We are proud to say that the 0.46 gap between importance and satisfaction is below the national average for community colleges. We are also honored to say that within the institutional summary items, 75 percent of respondents stated that they would probably yes or definitely yes enroll here again.

An additional in house survey was conducted through survey monkey for the Student Services Center in 2017 and received 93 responses. The responses to services had an average rating ranging from 1.53 to 1.6 on a scale of 1-2, with 2 being the best.

15. Will student surveys (s) be used within the next five years to receive feedback on the student or academic services provided by your area? List all possible survey instruments. Describe the instrument(s) and the type of information it will provide and the year(s) it will be administered.

Noel-Levitz/SSI administered by IR in Fall 2019 to determine student satisfaction.

→If applicable, add the survey proposal to the Operational Planning matrix and the FY(s) it will be administered.

If this is a new survey, please contact the VP of Research, Planning and Information Affairs for approval.

16. Describe any future efforts to improve efficiencies or services for the area and indicate the FY of implementation; *OR* indicate "None."

Proposed Change	Proposed Fiscal Year Implemented
Switch from SOAR to Banner Financial Aid self-service.	2020

→If applicable, add the plan to improve efficiencies to the Operational Planning matrix and the FY(s) it will be administered.

MARKETING

17. What marketing strategies has the <u>area already conducted</u> within the last five years to promote the student or academic support services offered by the area? Summarize the findings.

1.	FA updated brochures and handouts to ensure that accurate and up to date information is provided to recipients.
2.	FA staff members conducted high school presentations to increase financial awareness
3.	FA staff members presented at orientation sessions to increase awareness of financial aid programs

4.	FA staff members presented at FYE class sessions to increase awareness of financial literacy and budgeting.

18. What marketing strategies will the area conduct within the next five years to promote the student or academic support services offered by the area and what is the proposed year of implementation? What benefits are you predicting from the new marketing strategies? What data will be collected to monitor the potential impact? It is strongly encouraged to contact the Coordinator of Marketing for additional ideas.

Marketing Effort	Expected Benefits/Data collected	Fiscal Year of Implementation
Social Media	Make followers aware of upcoming events, deadlines or changing federal regulations.	2019
Community Involvement	Increase awareness within community by participating in events such as the United Way Chili cook-off	2019

Additional Information

19. Use the space below to indicate any plans not carried out from the last program review and explain why they were not carried out OR put "none".

Your last program review can be located at the following link: https://www.svcc.edu/departments/irp/reporting/program-review/index.html None

20. Describe any possible changes (not already addressed) that may be imposed on your area or the College that will negatively (or positively) affect the efficiency of your area and the year of expected implementation. Examples may include changes in state or federal regulations, ICCB requirements, or accreditation expectations OR indicate "none."

Describe the "imposed change"	Fiscal Year change will take affect
Federal Government shutdown has had an impact on our ability to process all aid packages in a timely manner, matches cannot be made with selective service or homeland security.	2019

21. Referring to the question above, what strategies will the area implement to address any concerns? If no concerns, indicate "none."

Describe the proposed strategies to deal with the issues above	Fiscal Year of implementation
Work with individual students who are affected to determine if alternate documentation can alleviate the processing issues.	2019

→**If a plan needs to be implemented to deal with the imposed changes, add it to the Operational Planning matrix during the appropriate FY.**

22. Use the space below to tell the PR committee about any <u>program issue</u> or <u>concern</u> not already addressed within this program review or indicate "none". Indicate any possible solution to the program issue/concern.

none

→**If a plan needs to be implemented to deal with the program issues, add it to the Operational Planning matrix during the appropriate FY.**

23. Use the space below to tell the PR committee about any <u>program accomplishments</u> that were not already addressed within this program review or indicate "none."

Federal and State Audit conducted with minimal findings.

Administrative Review Team Questions

Question 1.
Response to question 1 (please refer to any data sets or evidence to support your case):

Question 2.
Response to question 2 (please refer to any data sets or evidence to support your case):

Question 3.
Response to question 3 (please refer to any data sets or evidence to support your case):

Question 4.
Response to question 4 (please refer to any data sets or evidence to support your case):

Question 5.
Response to question 5 (please refer to any data sets or evidence to support your case):

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Program Review. Items from the program review will be entered here. After this program review is complete and approved by the PR Committee, transfer (paste and copy) the items below to your FY 2015 Operational Plan.

* Origination Code: For the program review OP matrix, the origination code refers to the question number (e.g., Q 4) found on the program review. After transferring to the operational plan, use the origination code PR.

Origi-nation Code*	Date Activity was Added to this OP (MM/DD/YYYY)	Name(s) of Individual(s) Responsible	Description/Purpose/ Justification of Proposed Activity	Goal/Desired Result from Activity (measurable and under department's control)	Target Completion Date for This Activity (MM/DD/YYYY)	Actual Results from this Activity	Actual Completion Date for this Activity (MM/DD/YYYY)
PR	03/01/2019	FA Staff	Individualized loan counseling for all borrowers.	Meet state requirements for SB2559, a bill which creates Public Act 100-0926. Public Act 100-0926 amending the Higher Education Student Assistance Act to add a new Educational Loan Information Pilot Program	08/01/2019		
PR	03/01/2019	FA, Human Resources	Review staffing to determine if the extra workload created from administering the Promise Program and revised entrance counseling requirements from SB2559 is too taxing for existing staff.	Ensure FA is able to process and meet all requirements from the programs listed.	02/28/2020		
PR	03/01/2019	FA Staff	Professional development.	Gain knowledge and keep up with changing state and federal rules and regulations.	02/28/2020		
PR	03/01/2019	FA Staff/Institutional Research	Administer satisfaction survey.	Determine if we are meeting the needs of our students.	01/01/2020		
PR	03/01/2019	FA Staff/IS Staff	Implement Banner financial aid self-service.	Improve efficiencies for students to view their award package.	01/01/2020		

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Comments:

*Use the question number (e.g., Q 4) for the origination code on the Program Review template. After the information is transferred to the actual OP, please use "PR" as the origination code.

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Program Review Team Signatures		
By signing this page, the members of the review team concur with the findings of this program review.		
NAMES (Indicate chair/co-chairs)	**SIGNATURES**	**DATE**
Jennifer Schultz		
Eric Valdez		
Molly Sedig		
Cassandra Kissee		
Rebecca Flynn		
Janet Matheney		

Program Review Team Meeting Date(s)	
These are the meeting dates for area's program review team.	
9/5/2018	10/12/2018
11/14/2018	12/17/2018

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Program Review Committee & Administrative Review Teams Recommendations	
This Program Review is considered complete.	
The following are the recommendations from the Program Review Committee and the Administrative Review Team: - The creation of a compliance task-force, led by the Financial Aid Director, which should start in the early summer. - Encourage the Director of Financial Aid to reach out to Financial Aid Directors at other community colleges that have implemented Promise programs. - Explore and budget for loan education software.	
Signature of the Program Review Committee Chair	

President's Recommendation	
The Program Review has been reviewed.	
The following are the recommendations from the President:	
President's Signature/Date	