



Program Review

Golden West College

General Information

Important Information

Some people have expressed concerns about losing information after being logged off. There are some ways to avoid this.

- Please type your information into a Word document then paste the information here.
- At the bottom of the page, there is a **“Save Progress”** button. That button can be very useful. However, if you have already been logged out due to a time error, it won't actually save the information to your account. To check to see if you have been logged out, a better approach is to click the **“Previous”** button. This will take you to the previous page AND it will save what you have typed on the current page. If you had been logged off, you will be immediately notified.

Submitter's First Name:

Submitter's Last Name:

Submitter's Email:

Submitter's ID:

Submitter's Phone Number:

Type of review? *

- Administrative
- Instruction (Please note: Library and Counseling should submit individual Program Reviews: One for Instruction and one for Student Services)
- Student Services

Who is your Dean/Supervisor?

- Robyn Brammer
- Joseph Dowling
- Rick Hicks
- Janet Houlihan
- Danny Johnson
- Claudia Lee
- Alice Martanegara
- Carla Martinez
- Alex Miranda
- Kay Nguyen
- Meredith Randall
- Christina Ryan Rodriguez
- Matthew Valerius
- Tim Vu
- Chris Whiteside

Are you the Department Chair? *

- Yes
- No
- Not applicable

Who is your Vice President? *

- Lee, Claudia
- Houlihan, Janet
- Randall, Meredith

If you experience any technical difficulties completing this form, please contact [Damien Jordan](#).

Program Review Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009-

Data Driven Decision Making

- *Continual improvement*
- *Evaluation of program resource needs*
- *Fiscal stewardship and transparency*
- *Culture of evidence*

Program Review Reporting Cycle

1. Program Review will be conducted every two years beginning Fall semester 2021.
2. Department Chair/Originator will be given feedback at each step in the process.
3. Data provided by ORPIE, including statewide data for success given to departments the first week of October (October 8, 2021).
Originator: The originator owns this information (usually the Department Chair). The document is "locked" unless sent back.(October 22, 2021).
4. Department Chair: If the Department Chair did not submit the document, it will go to the Department Chair for general feedback (November 1, 2021).
5. Dean/Supervisor: The Dean/Supervisor provides feedback in a single text box. The Dean/Supervisor may send back to the Department Chair if something needs to be changed. (November 8, 2021).
6. IEC: IEC provides feedback for a technical review. (November 15, 2021).
7. CCD: provides feedback on curriculum or instruction section. (November 22, 2021).
8. Vice President: The identified VP provides feedback and can send the document back for edits (December 1, 2021).
9. Review: The Department Chair incorporates the feedback and resubmits. The Dean/Supervisor can send back if there is still something missing (January 31, 2022).
10. Submission: Once the originator (Department Chair) submits the document, it will be locked (February 11, 2022).
11. Committee Reviews: Requests for funding will be sent to committees for their review (February 11, 2022). Reviews by committees must be submitted to Planning and Budget by March 15, 2022.
12. Hiring Deadline: Approved requests for faculty positions will be provided by the Executive Team (February 25, 2022).
13. Hiring Deadline: Ratings for classified professional positions will be provided to the Executive Team by April 22, 2022.
14. Funding Deadline: Planning and Budget will make determinations on Catorically funded requests (April 22, 2022).
15. General Funds and Classified positions: Items funded through general funds and available Classified Professional Positions will be determined (October 7, 2022).

Important Update

Some people have expressed concerns about losing information after being logged off. There are some ways to avoid this.

1. Please type your information into a Word document and then past the information here.
 2. At the bottom of the page, there is a "**Save Progress**" button. That button can be very useful. However, if you have already been logged out due to a time error, it won't actually save the information to your account. To check to see if you have been logged out, a better approach is to click the "**Previous**" button. This will take you to the previous page AND it will save what you have typed on the current page. If you had been logged off, you will be immediately notified.
-

Program Information

Name of Program (Academic Programs should be listed per discipline)

* Financial Aid

Please provide a brief description and any significant change in your program since the last program review cycle.

Due to the COVID-19 Pandemic the financial aid office have been serving students and the campus remotely for the past year and half. During this national emergency, we were tasked in administering Federal and State emergency grant funds (HEERF I,II,III) for students who faced Immediate Impact. We also have implemented new programs since our last Program Review: AB19 and AB2 (Golden Promise). As of 19-20 FA began disbursing 25% of eligible Pell Grant students a week prior to the start of the term to ensure students had funds to meet financial demands and purchase course materials by the beginning of their courses to promote retention and success.

The FA office was able to secure a specialized financial aid counselor which to expedite SEPs and appeal process for our most at-risk and high need students. This has reduced the time to approve appeals by more than half and provided financial aid students a direct contact to help them ensure that they were taking the correct courses on their SEP to increase eligibility and aid.

In addition, a new bilingual Financial Aid System Specialist was hired and designated as our Dream Act Liaison to support and expand those programs.

Lastly, the office appointed a Homeless Liaison to expedite financial aid and provide wrap around resources in conjunction with other offices providing support to these students at the campus.

What are your program's strengths?

The processing times of student financial aid files and appeals have been reduced to a two week turnaround so that student have a clearer understanding where they stand with their ongoing aid and the steps they need to take return to satisfactory academic standing.

The new categorical funding programs were implemented in banner for processing processes, programing, disbursements and communication to students and the campus in a timely manner.

Outreach/In reach presentations on Financial Aid, Dream Act Resources, Homeless Resources and Cal Fresh were completed both in-person prior to the pandemic and virtual to ensure the information was reaching the populations while maintaining health and safety protocols

What are the challenges for your program? (If there are regulations or requirements for your program that require additional support, please note those here.)

Fraud continues to be a challenge in identifying them prior to federal/state disbursements. Having a point person hired as a professional expert to analyze, identify and prevent disbursements is critical to ensuring federal/state funds are not disbursed and reduce liability to the college.

Another challenge is the continuous programs that State and Federal government continue to require administration by the Financial Aid Office and ongoing auditing and reporting. Emergency Programs include: AB19, AB2, (Golden Promise Program), HEERF I,II,III, Immediate Impact Grant, Disaster Relief. There are an additional 2 new programs that will be administered by the financial aid office and will require reporting and outreach, with 1 beginning in spring '22 (Golden State & Education Training) and the other in fall '22 (Golden learning Aligned Employment – California Work-Study).

We are also moving forward with disbursing scholarship funds, which will increase transparency, accountability and compliance. In order to be successful, additional staffing will be needed to support the demands of the additional programs and services which are critical to not delay implementation, processing and disbursements to meet student needs.

STUDENT SERVICES INFORMATION

If you do not have any of the below information, please type "N/A" in that box.

	4-years ago	3-years ago	2-years ago	1-year ago
Number of students served (unduplicated)	* 19,184	* 17,993	* 16,611	* 15,504
Percentage of students served (served/campus headcount)	* 55	* 53	* 51	* 50
Number of students served (duplicated)	* 33,268	* 35,808	* 38,780	* 38,616

Outside of hiring new faculty or staff (which should be included in your program goals, if needed), please discuss the above trends and your plan for serving more students.

Financial Aid Trends-

1. Additional state and federal programs/grants are usually added yearly and most our last minute with a quick expectation to begin disbursing within the term. This requires the department to be nimble and act quickly with continuous understanding regulations/criteria, programing and provide timely communications to students. These new grants it expands eligibility to subgroups of students that may have been limited in the past increasing the participation and scope of the students served by the department.
2. Enrollment declines related to the global pandemic the past 2 years, which has impacted financial aid participation. The increase of students needing additional funding and income reductions, due to loss of employment have increased the activity in the office and required duplicate reviews of student files. Increased communication to the general student population specifically for students who may have been initially been denied and informed them of the Income Reduction Appeal whose circumstances may have changed during the pandemic.

Over the past two years, what technology and/or processes did you implement to impact the success of our students?

1. Campus Logic Virtual Advisor - this software went live July 1st to all students and the community. This is an artificial intelligence chat bot, that allows students to ask questions working behind the student single sign on personalized responses are generated based on the students detailed enrollment data. For example, if the student asks for their current GPA the system would be able to provide their cumulative GPA immediately. This resource has been an additional layer of support providing real time 24 hour answers when the office is closed.
2. Chat - since the pandemic we have offered live chat during open office hours. This has allowed students another option of speaking directly to a financial aid staff member, who has access to look at their file rather than making a phone call or requiring in-person support.

What new outreach/recruitment initiatives have you implemented over the past two years?

Due to the COVID pandemic the last two years we have been limited compared to the previous program review when we were able to provide high touch in-person outreach. Financial Aid has utilized technology to close the gap in not being able to attend in person and have partnered in virtual recruitment events with dual enrollment, high school parent nights, financial literacy and online Dreamer support.

More on line outreach via zoom for FAFSA/Dream Act Applications and tutorials for Bank Mobile. Another resource we have utilized is texting, emailing, social media.

In addition, Financial Aid have partnered with CTE and athletics to increase Financial Aid visibility and provide individualized packets for these populations who have been identified as high need for financial aid resources.

Program Review Goals and Requests for Funding

Requests – If you are requesting any of the following, they *MUST* be addressed within your Department goals.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

(When you click that you need any of the above (Faculty, Equipment, Facilities, Technology or Support Staff) you will be provided the appropriate form on subsequent pages of this document)

Vision 2030 Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

Goals from Previous Program Review Cycle

Please refer back to the goals from your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review), including resource requests and if they were funded or not.

Previous Goals:

1. Decentralize financial aid back to the campuses - Achieved for the 17-18 academic year. The process began in 16-17 w/a coordinated PIT (Program Improvement Team) which included the FA Directors from each campus, one district fiscal member and the President of CL as the chair.
2. Banner Financial Aid - Achieved beginning for the 17-18 academic year. We moved from PowerFAIDS to Banner Financial Aid starting with the 17-18 year live.

Goals for Current Program Review Cycle

Current goals should be connected to Vision 2030.

Please note:

Equity should be embedded into all goals for students services.
Student services programs must have a goal related to outreach and recruitment.

Goal 1 (Required)

Description of Program's Goal

*Increase student financial aid file completion. Students will submit a FAFSA and are enrolled, however they do not complete the process and miss out on federal and state grants they are eligible for, which may assist them with their cost of education. This will have direct impact increasing metrics with our student centered funding formula.

What actions will the program take to accomplish this goal?

*Create a term by term report of all students enrolled, submitted a FAFSA, and their file is incomplete with grant eligibility.
Hire a staff member to call, text, schedule one on one's and or workshops to assist students in completing the process.

What metric will you use to measure your goal?

*The data will be tracked by starting with how many students started incomplete/In Progress (IP) and move to disbursement as a monthly and semester comparison.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

Please note: Indicating one of the following will create a form to appear on a subsequent page.

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)

- Support Staff (permanent classified)
- None of the above

Goal 2 (Required)

Description of Program's Goal

* In reach to students that are less than half-time, that may be missing out on additional grants that require a minimum of half-time enrollment.

What actions will the program take to accomplish this goal?

* Create a report of students that are less than half-time and may be eligible for additional grants that have submitted a FAFSA and their file is complete.

Identify a staff member who will outreach to this student population via phone, texting, email and schedule one on ones, workshops both in person and virtually to provide case management and assistance through the process and offer resources to increase number of courses enrolled in order to maximize financial aid eligibility.

What metric will you use to measure your goal?

* Track students of who increased enrollment via the report that was created and the outreach efforts.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)
- Support Staff (permanent classified)
- None of the above

Goal 3 (Required)

Description of Program's Goal

* Outreach/In reach to CTE Programs: Nursing, Cosmo, Esthetician, Automotive, CJ and any additional CTE programs.

Work with the various CTE programs to provide Financial Aid orientations/information and provide resources and individualized support to help these students who have been under represented previously in pursuing financial aid grants.

What actions will the program take to accomplish this goal?

* Partner with the CTE Outreach coordinator to schedule dual outreach efforts together. Will use this opportunity to provide them with financial aid resources and answer any questions they may have. Provide workshops in English, Spanish and Vietnamese.

Collect student rosters for the various CTE programs and review students financial aid status. If no FAFSA/Dream Act app on file then we will outreach to the student directly.

What metric will you use to measure your goal?

* When outreaching to the community will have a sign up sheet to track their needs and contact information.

Utilize student rosters from the various CTE programs, will track their status from FAFSA to Disbursement.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)
- Support Staff (permanent classified)
- None of the above

Goal 4 (Optional)

Description of Department's Goal

Case manage special student populations: Homeless, Vets, DSPS, Athletics, Foster Youth etc. from point of financial aid application to disbursement. Assisting students with the initial application, completing their file and setting up their Bankmobile to understanding the disbursement schedule.

What actions will the program take to accomplish this goal?

Identify students who have indicated they are Foster Youth, Homeless, or Veteran. Will also request rosters for Athletes and DSPS students. Review students financial aid status and assist with completing any pending documentation, completing an application or signing up for Bankmobile.

What metric will you use to measure your goal?

Will track students' progress from the point of contact to aid disbursement.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)
- Support Staff (permanent classified)
- None of the above

Goal 5 (Optional)

Description of Department's Goal

OTHER INFORMATION

What additional information would you like to share about your program?

Financial Aid plays an important role in students' success in meeting their educational goal. We provide 4 federal programs, 7 state programs, and have an additional 2 state programs that will be introduced within the next 2 years. In addition, we offer Dream Act and Homeless Liaison support and Cal Fresh. Over the last 2 years, we were provided \$13,276,056 in emergency funds to coordinate and disburse both from the state and federal government aid.

Soon we will begin disbursing all scholarships for the campus (not managing the Scholarship program, solely working through the disbursement of funds). We are 20% part of the funding formula for the college.

Financial Aid will always be evolving as new state and federal programs come into play to assist students and with new programs come regulations, reporting, program leads. Governor Newsom is in the process of signing a new bill that will require all CA High Schools to have students complete and submit a FAFSA and this will affect their funding.

This new bill will increase the volume of FAFSA's which will support much of our goals listed and will require increased partnership with our feeder high school districts and focused outreach assigning a specialist to each high school.

Optional file upload (if desired)

Optional file upload (if desired)



Program Review

General Fund
Classified Professional Request

How many Classified Professional Requests would you like to submit?

- 1
- 2
- 3
- 4

1st Classified Position Request

POSITION REQUESTED

- Replacement Position (Previously funded/ not currently funded)
- New Position (Never been funded/newly created)

SALARY REQUESTED (Click here to see the [salary schedules](#))

Salary Schedule (e.g., EE)

Range (e.g., 116)

Job Title (should match description below)

Please use a mid-level step for salary:
Salary (e.g., \$50,000)

Contract

- 12 month
- 11 month
- 10 month
- 100% FTE
- Other FTE %

JOB DESCRIPTION SUMMARY

For reference, please see the current [Organizational Chart](#) for the campus.

Please provide the job title and description-URL for your proposed position. You may find a list of approved job descriptions from the [CCCD Position Description portal](#).

For example, Accessible Media Specialist. URL: https://navigator.cccd.edu/district/hr/classification_and_compensation_study/Documents/Classified%20Specifications%20A/Accessible%20Media%20Specialist.pdf

If the job description is not listed above, you may copy and paste your job description here.

Description:
https://navigator.cccd.edu/district/hr/classification_and_compensation_study/Documents/Classified%20Specifications%20E-H/Financial%20Aid%20Specialist.pdf

What are the essential duties this position will fulfill?

JUSTIFICATION

What is the compelling need for the position? Please include any consequences if this position is not filled?

If the full-time position is approved, will there be a request for funding for short-term temporary position during the hiring process?

- Yes
- No

Program Needs (50 points):

Explain the conditions that are unique to the program/department which support the need for additional full-time classified staff and how this position addresses those needs. If this position is not filled, explain the consequences on the program/department that will result. Please use information from program review. Click here to enter text.

The second role is students who are seeking a college education, need financial support. They need to know that there are resources to assist with paying for their enrollment fees, books, supplies, and possibly employment via Federal Work-study etc.

We receive on average over 15,000 Unduplicated FAFSA applications every academic year. With an average of 9500 students receiving some time of financial aid support. On average we have around 1100 students who do not complete the process and would have been grant eligible.

By staffing adding additional staffing, we can work with building key touch points with students via personalized texting, emails, zooms and/or in person work groups. We could work on moving our campus to a 100% completion ratio for all students who apply for financial aid.

College-Wide Priority (30 points):

How does this request align and directly support the Strategic Plan? How does this position address stated long-term college priorities identified by [Vision 2030](#).

Contributions to Other College Operations (20 points):

To what extent would the position requested benefit or serve other departments, programs, or plans?

* This position will work closely with the following offices: Veterans, Athletes, DSPS, Homeless Liaison, Foster Youth and any additional special populations.

The staff member will collaborate with these departments to provide workshops, one on one case management, file review and assist with any inquiries both from the student and the department.

You have more than 1 classified professional request.

Please rank this request against your others. For example, if you are requesting 3 classified professionals for this program, you could put a "2" in this box, a "1" in the next box, and a "3" in the final request box. This will help later reviews better understand the needs of your program and your preference for hiring. If you only have 1 request, please put a "1" here.

* 2

Supervisor's Review

As the supervisor of this program, I have reviewed this request.

- * No concerns
- I have concerns

Comments:

* This position would allow intrusive interventions with our most vulnerable populations who have been impacted during the past two years. High touch points with these students are critical to support students through the process and increase retention and completion of the FAFSA/Dream Act.

2nd Classified Position Request

POSITION REQUESTED

- * Replacement Position (Previously funded/ not currently funded)
- New Position (Never been funded/newly created)

SALARY REQUESTED (Click here to see the [salary schedules](#))

Salary Schedule (e.g., EE)

Range (e.g., 116) *

Job Title (should match description below) *

Please use a mid-level step for salary: *
Salary (e.g., \$50,000)

Contract

- * 12 month
- 11 month
- 10 month
- 100% FTE
- Other FTE %

JOB DESCRIPTION SUMMARY

For reference, please see the current [Organizational Chart](#) for the campus.

Attach a copy of the CCCD Position Description, if available (Please note that an approved job description from our District HR office is required in order to complete the request form. You may not proceed with the request without the job description.)

* Financial Aid Specialist
Description:
https://navigator.cccd.edu/district/hr/classification_and_compensation_study/Documents/Classified%20Specifications%20E-H/Financial%20Aid%20Specialist.pdf

What are the essential duties this position will fulfill?

* Staff member will case manage students that are enrolled our various CTE Programs: Nursing, Auto, Cosmo, Esthetician etc.) Case management will outreach/in reach to the students on financial aid resources, students financial aid status and assist students with completing the process. The position will case manage students in these CTE programs to review and award students and keep them up to date with financial aid announcements, deadlines and disbursements.

JUSTIFICATION

What is the compelling need for the position? Please include any consequences if this position is not filled?

* This position is essential to maintain personal connections with students who are in the these CTE programs to support enrollment, retention and completion by informing them on all the financial aid resources. We have over 9,500 students who receive some type of financial aid. With an average case load per Specialist 2,000 students plus a program to coordinate. By adding this position, it will allow for students that are injected into the average case load to be pulled and provided more of case management approach. In addition, 2 new state programs will be implemented within the next semester and 22-23 academic year through the financial aid office that impact our CTE programs. The purpose of the programs is to assist displaced workers and connecting them to CTE programs by providing them additional financial aid resources/grants.

If the full-time position is approved, will there be a request for funding for short-term temporary position during the hiring process?

- * Yes
- No

Program Needs (50 points):

Explain the conditions that are unique to the program/department which support the need for additional full-time classified staff and how this position addresses those needs. If this position is not filled, explain the consequences on the program/department that will result. Please use information from program review.

Click here to enter text.

* Financial Aid plays two important role: the first is that 20% of the institutions funding formula comes from Financial Aid outcomes. This is calculated by the number of students that we process fee waivers, Pell grants. Along with the number of students who received an AA/AS, AAT/AST, Transfer and/or Certificate that were Pell disbursed.

The second role is students who are seeking a college education, need financial support. They need to know that there are resources to assist with paying for their enrollment fees, books, supplies, and possibly employment via Federal Work-study etc.
We receive on average over 15,000 unduplicated FAFSA applications every academic year. With an average of 9500 students receiving some type of financial aid support. On average, we have around 1100 students who do not complete the process and would have been grant eligible.
By providing additional staffing, we can work with building key touch points with students via personalized texting, emails, zooms and/or in person work groups. We could work on moving our campus to a 100% completion ratio for all students who apply for financial aid. In addition, we can assist with increasing our CTE enrollment and support students back into the workforce.

College-Wide Priority (30 points):

How does this request align and directly support the Strategic Plan? How does this position address stated long-term college priorities identified by [Vision 2030](#).

Students that have financial aid support resources will assist with increasing enrollment, retention, completion, and equitable success.

Contributions to Other College Operations (20 points):

To what extent would the position requested benefit or serve other departments, programs, or plans?

This position will work closely with the following offices: CTE Coordinators and student ambassadors. The staff member will collaborate with these departments to provide workshops, personalized one-on-one case management, file review and assist with any inquiries both from the student and the department.

You have more than 1 classified professional request.

Please rank this request against your others. For example, if you are requesting 3 classified professionals for this program, you could put a "2" in this box, a "1" in the next box, and a "3" in the final request box. This will help later reviews better understand the needs of your program and your preference for hiring. If you only have 1 request, please put a "1" here.

1

Supervisor's Review

As the supervisor of this program, I have reviewed this request.

- No concerns
- I have concerns

Comments:

CTE programs have some of the lowest participation in completing their financial aid for resources. Research shows that this is not due to a lack of need, but awareness of resources for short certificate and career education specific programs where students are focused on skill building and employment. This position could increase both retention and increase FA numbers as part of the student centered funding formula.

General Information

You have finished your Program Review! Your supervisor, IEC, and (possibly) CCD will review your submission and provide feedback.

Please note, you will only be able to edit this form again if it is returned to you from your supervisor or your VP. Please stay in touch with your supervisor, if you receive feedback that you wish to incorporate.

...3036303032

Adrienne Burton

Signature

10/26/2021, 2:16 PM

Date

Review Feedback

Dean/Supervisor: Please provide feedback on this Program Review

The program review is comprehensive and I support the findings and recommendations. Over the past two years the increase of programs to oversee from the state and feds have increased exponentially as well as the amount of funds disbursed to students. This department has been successful in a seamless transition in the remote environment maintaining responsiveness and processing during a very challenging period. Additional language support in specialist positions would be very beneficial as the student population and their parents are more comfortable in obtaining support and asking questions on these complicated financial aid guidelines in their native languages.

IEC: Please provide feedback on this Program Review

All areas are satisfactory.

CCD Reviewer

1. **Once you click the checkbox button below, scroll to the bottom and**
2. **Click on "Return for Revision" to send the document to the originator. DO NOT CLICK NEXT. When you click on Return for Revision, you will be given a page to provide your feedback.**

I have completed the CCD Review

Vice Presidents - If you would like to return this document to the originator, prior to the Dean's 2nd review, please DO NOT CLICK NEXT here. Instead, please click on "Return for Revision" to send the document to the originator. If you want to see the document again, please remove any comments from this page and add your comments on the email page that appears after you return the document.

If you sign the document, it will go back to the dean for a final review. If the dean forwards the document without returning it, the document will be locked, and the originator will not be able to incorporate the feedback from the reviewers.

Please provide feedback here. When finished, click on "Return for Revision" at the bottom of this page.

Vice President: Please provide feedback on this Program Review

Financial Aid has done a superb job in disbursing direct aid to students in a timely, thoughtful manner. They have received funding for numerous programs that they must program and support, without additional staffing. They have been in the forefront, fight against fraud. Financial aid continues to play a critical role in our students and institution's success.

DEAN'S ASSESSMENT OF POTENTIAL FUNDING METRICS

Which of the following *might* be a potential funding source for any of your requests? (Mark all that apply - or skip if not applicable)

- Equity:** Help disproportionately impacted students outside the classroom to either come to the college (access), stay in college (retention), complete transfer-level math or English, complete their degree/certificate, or transfer to a 4-year institution.
- Higher Education Emergency Relief Fund (HEERF II):**
Assist students impacted by the COVID-19 pandemic
- Lottery:**
Purchase of instructional materials to be used by students in the classroom.
- State Funded Equipment:**
Any equipment considered that will last more than a year and costs more than \$5,000 that is used within the classroom.
- Workforce Development:**
Improve the access, retention, or degree/certificate/career attainment for students in non-credit, Career Education, or career development

Dean/Supervisor: Please provide feedback on this Program Review. Please include feedback for any of the above-checked funding recommendations (e.g., which request may meet which

funding request).

Deans/Supervisors - If there are any comments above that have not been incorporated into the document, please DO NOT CLICK NEXT here.

Instead, please click on "Return for Revision" (bottom of page) to send the document to the originator. You will get another chance to review the document after the originator makes the requested changes.

If you sign the document (by clicking "Next"), it will be locked and be sent to Planning and Budget.

Supervisor/Dean
Signature

Electronically signed by Christina Ryan Rodriguez on 10/29/2021 1:21:35 PM

IEC Signature

Electronically signed by Robyn Brammer on 11/15/2021 7:19:03 PM

Vice President Signature

Electronically signed by Claudia Lee on 11/23/2021 9:36:23 AM