




**Support Services  
Administrative Review  
2001-2002**

**Financial Aid**



*Comprehensive Community Education  
Meeting Individual Needs*

To: Dr. Richard Armenta  
Vice President, Instruction and Student Development

From: José R. Rivera   
Dean

Date: February 4, 2002

Re: Administrative Program Reveiws

Attached please find the program review from the Financial Aid Services area. The program review document for the Counseling area has been returned to the Director of Counseling for corrections. Also, the Program Review for the Student Activities Office is currently being reviewed by the Supervisor for corrections. As soon as I receive and review them, these will be sent to your office.

Let me know if you have any questions

Thanks

**Financial Aid Services  
Administrative Review  
Executive Summary**

The Financial Aid Services administrative review demonstrates continued strength in providing students at the College varied services to include grants, loans and scholarships. The department has developed a mission and purpose statement, goals, unit plans/assessment of unit plans and evaluation instruments used to evaluate the services of the office. The survey result indicators measure an organized and effective department which performs with remarkable results. Overall, students express satisfaction with the services and the staff. However, there are some who express a need for improvement. The department seeks to improve its services based on the continued input received from students. One of the department's strong suites is the continued effort to survey students and modify existing procedures and processes to accommodate the needs of its students.

Moreover, the Department's unit plan has enabled the staff to stream line the financial aid document processing. Continued reduction of the loan default to less than 11% and the implementation of an electronic application process are two critical improvements which have been made during this reporting period. The on-line electronic application capability will enable students to file their application electronically and reduce the turn around time it takes students to file their application and receive notice for financial aid eligibility.

The staffing of the office is currently adequate in meeting the needs of students. The attention to staff development and customer service training supports the Department's priority to better meet the needs of students by providing staff the tools to serve students. Staff functions and responsibilities will need to be reviewed in light of the new student information system scheduled for implementation for the Fall of 2003. Staff within this office are highly motivated and dedicated individuals.

The Financial Aid Services space allocated in the Harvin Student Center more than adequately meets the needs of this Office, however, the office space is challenged during registration. The volume and crowding, resulting from the Cashier's, Admission/Registrar and Financial Aid offices occupying the same space on the second floor, presents a challenge in processing students as all the offices are competing for the same reception space.

The office equipment has been continually upgraded to accommodate federal regulations and reporting requirements . As the College moves to implement a new student information system, equipment upgrades may need to be closely monitored in support of the system. Clear definitions and a change in office's practices will challenge the staff and need for more sophisticated equipment.

The Office will continue to work on promoting a strong marketing strategy designed to get students to apply for financial aid early, make use of the electronic application and deter last minute waiting. The America Reads Program will receive attention for continued development and outreach to the community.

# Administrative Review

## Financial Aid Services

*Submitted by Mr. Enrique Garcia Jr.*

*December 3, 2001*

## Mission Financial Aid Services

The Financial Aid Services strives to provide financial assistance to eligible students who without such assistance, would be unable to pursue their educational objectives.

## Mission of the College

This services are supports to provide students with opportunities to train for economic independence and to prepare for job entry, occupational advancement, and career development.

# Financial Aid Services

UNIT GOALS  
UNIT PLANS  
ASSESSMENTS

1998-1999  
1999-2000  
2000-2001

December 1, 2001

**Del Mar College**  
**Administrative and Educational Support Services**  
**Unit Goals**  
**April 2000**

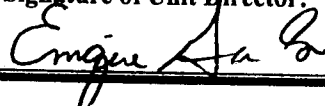

<b>1. Unit:</b> Financial Aid Services	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence; and to prepare for job entry, occupational advancement and career development.	
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who, without such assistance, would be unable to pursue their educational objectives.	
Goals	Assessment Methods
1. Increase the awareness of the availability of Financial Aid/Scholarship opportunities.  2. Design and implement a "Financial Aid Checklist" to assist students in timely completion of their financial aid file.  3. Provide individual sessions, workshops and classroom presentations on Financial Aid availability.  4. Expand electronic application process opportunities.  5. Improve the efficiency of the front counter processing.	<ul style="list-style-type: none"> <li>• Compare total applicants; data collected from SAFE system.</li> <li>• Compare annual Board of Regents report.             <ul style="list-style-type: none"> <li>• evaluate respective program recipients</li> <li>• evaluate unduplicated recipients</li> </ul> </li> <li>• 80% of students will agree that information about financial aid was easy to obtain.</li> <li>• 80% of students will agree that financial aid has helped them meet college costs.</li> <li>• Survey students to evaluate effectiveness.</li> <li>• Compare the time it took students to complete file (i.e. initial application to award notice).</li> <li>• Evaluation forms will be provided for participants on a systematic basis.</li> <li>• 80% of students will agree that financial aid workshops have met their needs.</li> <li>• Compare # of applicants using electronic means vs paper (using the SAFE system).</li> <li>• Evaluate the number of "hits" students use via the new student workstations.</li> <li>• 80% of students will agree that the financial aid process is easy to understand.</li> <li>• Survey students.</li> <li>• Monitor new paging system to determine length of wait time.</li> <li>• Track student contacts at counter for June, July and August.</li> <li>• 80% of students will agree that they were able to speak with financial aid staff about their financial need.</li> <li>• 80% of students will agree that the financial aid staff is professional and helpful.</li> </ul>

**Del Mar College**  
**Administrative and Educational Support Services**  
**Unit Goals**  
**April 2000**

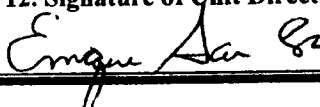

<b>1. Unit:</b> Career Planning & Placement Office	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence and to prepare for job entry, occupational advancement, and career development.	
<b>4. Unit Purpose:</b> To provide career planning and placement services to enrolled and former students.	
Goals	Assessment Methods
1. Expand on/off-site campus placement opportunities.	<ul style="list-style-type: none"> <li>Data will be collected to include number of participants at Career Fairs, Interview Days, and potential employer presentations.</li> <li>65% of students will agree that the Career Fair provides valuable information on available jobs.</li> <li>Evaluation of activities will be conducted.</li> <li>Statistics on students placed on jobs will be collected.</li> <li>65% of students will be satisfied with the job search assistance provided.</li> </ul>
2. Expand web presence.	<ul style="list-style-type: none"> <li>Utilize hit counter on website to track student usage.</li> <li>Compile e-mail from website users and when appropriate utilize responses to enhance services.</li> <li>65% of students will agree that the website provides current and useful job information.</li> </ul>
3. Provide electronic career planning & placement opportunities.	<ul style="list-style-type: none"> <li>Track student usage.</li> <li>Conduct student evaluations.</li> </ul>
4. Provide individual sessions, workshops, and classroom presentations on Career Planning & Placement topics.	<ul style="list-style-type: none"> <li>Evaluation forms will be provided for participants on a systematic basis.</li> <li>65% of students will be satisfied with assistance in resume writing and interviewing techniques.</li> </ul>
5. Enhance current brochures and develop new materials for marketing Career Planning & Placement Services.	<ul style="list-style-type: none"> <li>Number of brochures distributed and responses to mail outs will be collected.</li> <li>65% of students will agree that printed job search materials provided by the office are useful.</li> </ul>



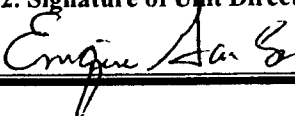
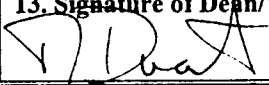
**Del Mar College**  
**Institutional Effectiveness Unit Plans**  
**1999-2000**

<b>1. Unit: Office Of Financial Aid</b>	<b>2. Division: Student Services</b>																
<b>3. College Mission Addressed:</b> To provide students with the opportunities to train for economic independence; and to prepare for job entry, occupational advancement, and career development.																	
<b>4. Unit Purpose:</b> The Financial Aid Department's purpose is to provide students with access to Federal, State and Institutional based programs of financial assistance. The purpose of these programs, and the underlying drive of this office, is to enable qualifying individuals to achieve educational goals that they might not otherwise pursue due to a lack of finances.																	
<b>5. Link to Strategic Plan: Goal # B    Objective # B1</b>	<b>6. Proposed completion date: March 2000</b>																
<b>7. Expected Results:</b> <ol style="list-style-type: none"><li>1. Provide students with greater access to their financial aid records, allowing them to check on disbursements, missing documents, award status, and other areas of their financial aid package.</li><li>2. Reduce the number of students needing to visit the Financial Aid Office to those students who have problems with their aid and not just questions on the aforementioned subjects.</li><li>3. Eliminate the need to wait in line for general information during established office hours.</li><li>4. Encourage students to properly fill out their applications and avoid potential problems that would force them to come to the Financial Aid Office.</li></ol>																	
<b>8. Strategies (Activities Planned) :</b> <ol style="list-style-type: none"><li>1. Create computer workstation KIOSKS in the Harvin Student Center on the 1<sup>st</sup> and 2<sup>nd</sup> floors that allow students to check up on their status here at Del Mar College.</li><li>2. Provide appropriate software for these stations to insure the student can maximize their time when visiting these KIOSKS.</li></ol>																	
<b>9. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> <ol style="list-style-type: none"><li>1. Monitor the traffic at the KIOSK workstations to determine the number of times the students use the proffered services.</li><li>2. Track the number of students who use the on-line forms.</li><li>3. Add an electronic survey as one of the options. Students can then tell us their view as to what they want these services to provide.</li></ol>																	
<b>10. Budget Cost Impact, if any (does not assure budget approval):</b> <table style="width: 100%; margin-top: 10px;"><tr><td style="width: 15%;">Personnel</td><td style="width: 10%;">\$</td><td style="width: 15%; text-align: right;">0.00</td><td style="width: 10%;"></td></tr><tr><td>Equipment</td><td></td><td style="text-align: right;">0.00</td><td></td></tr><tr><td>Other</td><td></td><td style="text-align: right;">0.00</td><td></td></tr><tr><td>Total</td><td>\$</td><td style="text-align: right;">0.00</td><td></td></tr></table>		Personnel	\$	0.00		Equipment		0.00		Other		0.00		Total	\$	0.00	
Personnel	\$	0.00															
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<b>11. Use of Assessment Findings (how will you use the findings):</b> The findings will identify those areas where students feel comfortable using electronic services, and those areas where they may prefer to speak with someone in person. Each department can then adapt new formats, styles and presentations to improve student use of these electronic services.																	
<b>12. Signature of Unit Director:</b> 	<b>13. Signature of Dean/Vice President:</b> 																
<b>Date</b> 6/15/99	<b>Date</b>																

**Del Mar College**  
**Institutional Effectiveness Unit Plans**  
**1999-2000**

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<b>5. Link to Strategic Plan: Goal # B    Objective # B1</b>	<b>6. Proposed completion date: Continuous</b>																				
<b>7. Expected Results:</b> To continue to have a significant reduction in our student loan default rate.																					
<b>8. Strategies (Activities Planned) :</b> We will continue to utilize the services of Horizon Education Resources Inc.																					
<b>9. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> We will monitor monthly reports provided by Horizon Education Resources and will observe the results when the Department of Education releases the Annual Cohort Default Rates.																					
<b>10. Budget Cost Impact, if any (does not assure budget approval):</b>  <table style="width: 100%; border: none;"><tr><td style="width: 15%;">Personnel</td><td style="width: 10%;">\$</td><td style="width: 15%; text-align: right;">0.00</td><td style="width: 10%;"></td><td style="width: 50%;"></td></tr><tr><td>Equipment</td><td></td><td style="text-align: right;">0.00</td><td></td><td></td></tr><tr><td>Other</td><td></td><td style="text-align: right;">21,900.00</td><td></td><td>consultant fees</td></tr><tr><td>Total</td><td>\$</td><td style="text-align: right;">21,900.00</td><td></td><td></td></tr></table>		Personnel	\$	0.00			Equipment		0.00			Other		21,900.00		consultant fees	Total	\$	21,900.00		
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<b>11. Use of Assessment Findings (how will you use the findings):</b> Default rates have an impact on institutional eligibility for Federal Financial Aid Programs. Keeping the rate below the 25% threshold will not jeopardize our programs.																					
<b>12. Signature of Unit Director:</b> 	<b>Date</b> 6/15/97																				
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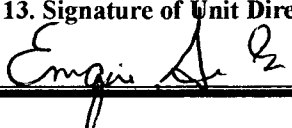
**Del Mar College**  
**Institutional Effectiveness Unit Plans**  
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<b>5. Link to Strategic Plan: Goal # B    Objective # B2 to B3</b>	<b>6. Proposed completion date: ?</b>																
<b>7. Expected Results:</b> <ol style="list-style-type: none"><li>1. Decrease the number of errors by students on their financial aid paperwork and consequently reduce the time needed to process and award these students.</li><li>2. Increase both the student and Del Mar College's faculty and staff's awareness of financial aid requirements, deadlines, availability and programs.</li><li>3. Provide a source of information that highlights upcoming changes, provides reminders of important dates, and answers questions on financial aid.</li></ol>																	
<b>8. Strategies (Activities Planned) :</b> <ol style="list-style-type: none"><li>1. Host Financial Aid Workshops for the surrounding community, current students, faculty and staff and other interested groups. These workshops would allow trained individuals to work directly with the students and parents to assist them with filling out the financial aid paperwork. In addition, the information available at such meetings would benefit everyone who may become involved in a student's financial aid process.</li><li>2. Design and distribute a department newsletter detailing financial aid information. The newsletter would provide important information on deadlines, paperwork, upcoming changes to regulations, the availability of scholarships, and many other topics of interest to students and Del Mar College's faculty and staff.</li></ol>																	
<b>9. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> <ol style="list-style-type: none"><li>1. Track the change in the number of students who are awarded during the first award cycle for the fall and summer semesters. Increases in the number awarded at these points would indicate the success of the attempt to better inform the targeted population.</li><li>2. Survey the faculty and staff to assess their knowledge of financial aid matters.</li></ol>																	
<b>10. Budget Cost Impact, if any (does not assure budget approval):</b> <table style="width: 100%; margin-top: 10px;"><tr><td style="width: 15%;">Personnel</td><td style="width: 15%;">\$</td><td style="width: 15%; text-align: right;">0.00</td><td style="width: 5%;"></td></tr><tr><td>Equipment</td><td></td><td style="text-align: right;">0.00</td><td></td></tr><tr><td>Other</td><td></td><td style="text-align: right;">2,500.00</td><td></td></tr><tr><td>Total</td><td>\$</td><td style="text-align: right;">2,500.00</td><td></td></tr></table> <p style="margin-left: 350px;">training, publishing software, increase in paper consumption</p>		Personnel	\$	0.00		Equipment		0.00		Other		2,500.00		Total	\$	2,500.00	
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<b>11. Use of Assessment Findings (how will you use the findings):</b> The findings will serve as a map to plan future workshops and direct our presentation of information in the most effective and efficient manner. Our office will tailor the style, number, and times the financial aid workshops are conducted based on the input we receive from previous presentations and surveys.																	
<b>12. Signature of Unit Director:</b> 	<b>Date</b> 6/15/99																
<b>13. Signature of Dean/Vice President:</b> 	<b>Date</b>																

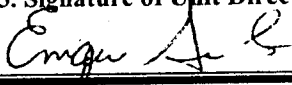



**Del Mar College**  
**Institutional Effectiveness Unit Plans**  
**2001-2002**

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<b>5. Link to Strategic Plan: Goal #      Objective #</b> <b>7. Link to Unit Goal #    4      OR Student Learning Objective #</b>	<b>6. Proposed completion date:</b> <b>March 2002</b>																
<b>8. Assessment Question and Expected Results:</b> Expand the electronic application processes opportunities for students. At least 20% of our student applicant pool will use an electronic format for applying for assistance.																	
<b>9. Strategies (Activities Planned) :</b> By December 1, 2001, the Financial Aid Services staff will review data from the SAFE system and the Del Mar College/Financial Aid WEB page.																	
<b>10. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> The Assistant Director of Financial Aid with cooperation of Information Technology Department will examine the number of students that have filed electronic applications or downloaded and completed an on-line form.																	
<b>11. Budget Cost Impact, if any (does not assure budget approval):</b>  <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Personnel</td> <td style="width: 10%;">\$</td> <td style="width: 10%; text-align: center;">0.00</td> <td style="width: 10%;"></td> </tr> <tr> <td>Equipment</td> <td>\$</td> <td style="text-align: center;">0.00</td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td style="text-align: center;">0.00</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>\$</b></td> <td style="text-align: center;"><b>0.00</b></td> <td></td> </tr> </table>		Personnel	\$	0.00		Equipment	\$	0.00		Other		0.00		<b>Total</b>	<b>\$</b>	<b>0.00</b>	
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Other		0.00															
<b>Total</b>	<b>\$</b>	<b>0.00</b>															
<b>12. Use of Assessment Findings (how will you use the findings):</b> The findings will be used to justify the need to have more forms on-line and to eventually have the students complete the forms on line and submit electronically to the financial aid services department.																	
<b>13. Signature of Unit Director:</b> 	<b>Date</b> 6/13/01																
<b>14. Signature of Dean/Vice President:</b> 	<b>Date</b>																

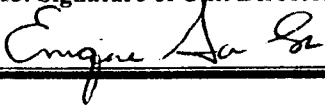
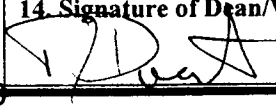
**Del Mar College**  
**Institutional Effectiveness Unit Plans**  
**2001-2002**

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<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who, without such assistance, would be unable to pursue their educational objectives.																	
<b>5. Link to Strategic Plan: Goal # B      Objective # B.2</b>	<b>6. Proposed completion date:</b> March 2002																
<b>7. Link to Unit Goal # 1      OR Student Learning Objective #</b>																	
<b>8. Assessment Question and Expected Results:</b> To improve customer service/image for our students 80% of students surveyed will evaluate our services as "helpful" or "very helpful"																	
<b>9. Strategies (Activities Planned) :</b> 1) Have Standards of Excellence Review Program performed																	
<b>10. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> A draft report will be submitted by the reviewer detailing good practices, recommended improvements and compliance exception. The Assistant Dean of Financial Aid will be responsible for scheduling this review.																	
<b>11. Budget Cost Impact, if any (does not assure budget approval):</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">Standard Review</td> <td style="width: 10%;">\$</td> <td style="width: 20%; text-align: right;">8298.00</td> <td style="width: 30%; border: none;"></td> </tr> <tr> <td>Equipment</td> <td></td> <td style="text-align: right;">0.00</td> <td style="border: none;"></td> </tr> <tr> <td>Other</td> <td></td> <td style="text-align: right;">950.00</td> <td style="border: none;"></td> </tr> <tr> <td>Total</td> <td>\$</td> <td style="text-align: right;">9248.00</td> <td style="border: none;">           We plan to request \$5000 in new funds to cover these expenses.            The balance will be covered by shifting funds in the 2001 – 2002 operating budget.         </td> </tr> </table>		Standard Review	\$	8298.00		Equipment		0.00		Other		950.00		Total	\$	9248.00	We plan to request \$5000 in new funds to cover these expenses. The balance will be covered by shifting funds in the 2001 – 2002 operating budget.
Standard Review	\$	8298.00															
Equipment		0.00															
Other		950.00															
Total	\$	9248.00	We plan to request \$5000 in new funds to cover these expenses. The balance will be covered by shifting funds in the 2001 – 2002 operating budget.														
<b>12. Use of Assessment Findings (how will you use the findings):</b> We will use findings to improve customer service/image, improve compliance with external regulations, and assure sound stewardship in our student financial aid program.																	
<b>13. Signature of Unit Director:</b> 	<b>Date</b> 6/13/01																
<b>14. Signature of Dean/Vice President:</b>	<b>Date</b>																

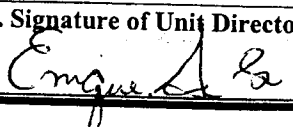
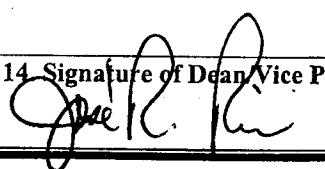
**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1998-99**

<b>1. Unit: Office Of Financial Aid</b>	<b>2. Division: Student Development</b>		
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence; and to prepare for job entry, occupational advancement and career development.			
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<b>5. Link to Strategic Plan: Goal # B    Objective # B1</b>	<b>6. Proposed completion date: March 1999</b>		
<b>7. Expected Results:</b> To increase the student usage of electronic applying options, thus reducing the amount of students who are selected for verification, also adhere to Department of Education requirements for all institutions to have an electronic Financial Aid Office.			
<b>8. Strategies (Activities) Completed:</b> Advertise and campaign by radio and print.			
<b>9. Assessment Procedures Used:</b> No formal evaluation has been conducted.			
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b> A visual observation of our two computer units have seen a constant use by students to apply electronically for federal student aid.		
<b>12. Use of Assessment Findings:</b> Steps are being taken to create easier planning stages of the development of student information work stations (KIOSKS) in the expansion wing of the Harvin Center.			
<b>13. Signature of Unit Director:</b> 	<table style="width: 100%;"><tr><td style="width: 50%;"><b>14. Signature of Dean/Vice President:</b> </td><td style="width: 50%;"><b>Date</b> 6/15/98</td></tr></table>	<b>14. Signature of Dean/Vice President:</b> 	<b>Date</b> 6/15/98
<b>14. Signature of Dean/Vice President:</b> 	<b>Date</b> 6/15/98		

**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1998-99**

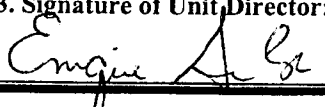
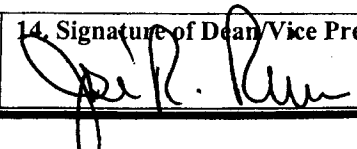
<b>1. Unit: Office Of Financial Aid</b>		<b>2. Division: Student Development</b>	
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence and to prepare for job entry, occupational advancement and career development.			
<b>4. Unit Purpose:</b> The Financial Aid Department's purpose is to provide students with access to Federal, State and Institutional based programs of financial assistance. The purpose of these programs, and the underlying drive of this office, is to enable qualifying individuals to achieve educational goals that they might not otherwise pursue due to a lack of finances.			
<b>5. Link to Strategic Plan: Goal # B    Objective # B1</b>		<b>6. Proposed completion date: March 1999</b>	
<b>7. Expected Results:</b> Seek new opportunities for scholarship development.			
<b>8. Strategies (Activities) Completed:</b> Provided students with information to conduct scholarship searches on the Internet and FundFinder. Sent scholarship information to the Foghorn for publication.			
<b>9. Assessment Procedures Used:</b> Small increase in scholarship dollars awarded between 96 - 97 and 97 - 98 (\$24,060). Actual scholarship dollars for 1998 - 99 not currently available.			
<b>10. Status:</b> <input type="checkbox"/> No progress <input checked="" type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed		<b>11. Results of Assessment:</b> A decrease of 13 students between 96 - 97 and 97 - 98. No significant increase in either students or funds awarded to students.	
<b>12. Use of Assessment Findings:</b> We will continue to work with Foundation Office and advertise the availability of scholarships to our students.			
<b>13. Signature of Unit Director:</b> 		<b>Date</b> 6/15/99	<b>14. Signature of Dean/Vice President:</b> 
		209	<b>Date</b>

**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1999-2000**

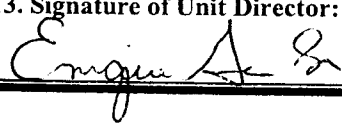
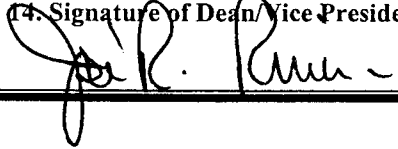
<b>1. Unit:</b> Financial Aid Services		<b>2. Division:</b> Student Development	
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence, and to prepare for job entry, occupational advancement and career development.			
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who, without such assistance, would be unable to pursue their educational objectives.			
<b>5. Link to Strategic Plan:</b> Goal # B    Objective # B1		<b>6. Proposed completion date:</b> March 2000	
<b>7. Expected Results:</b> <ol style="list-style-type: none"> <li>1. Provide students with greater access to their financial aid records, allowing them to check on disbursements, missing documents, award status, and other areas of their financial aid package.</li> <li>2. Reduce the number of students needing to visit the Financial Aid Office to those students who have problems with their aid and not just questions on the aforementioned subjects.</li> <li>3. Eliminate the need to wait in line for general information during established office hours.</li> <li>4. Encourage students to properly fill out their applications and avoid potential problems that would force them to come to the Financial Aid Office.</li> </ol>			
<b>8. Strategies (Activities) Completed:</b> <ol style="list-style-type: none"> <li>1. Created computer workstation KIOSKS in the Harvin Student Center on the 1<sup>st</sup> and 2<sup>nd</sup> floors that allow students to check up on their status here at Del Mar College.</li> <li>2. Provided appropriate software for these stations to insure the student can maximize their time when visiting these KIOSKS.</li> </ol>			
<b>9. Assessment Procedures Used:</b> <ol style="list-style-type: none"> <li>1. Monitor the traffic at the KIOSK workstations to determine the number of times the students use the proffered services.</li> <li>2. Track the number of students who use the on-line forms.</li> <li>3. Add an electronic survey as one of the options. Students can then tell us their view as to what they want these services to provide.</li> </ol>			
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input checked="" type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed		<b>11. Results of Assessment:</b> No assessment has been conducted.	
<b>12. Use of Assessment Findings:</b> No assessment has been conducted.			
<b>13. Signature of Unit Director:</b> 		<b>14. Signature of Dean/Vice President:</b> 	
Date 8/15/00		Date 8/15/00	



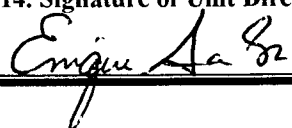
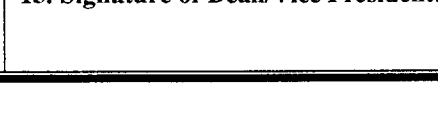
**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1999-2000**

<b>1. Unit:</b> Financial Aid Services	<b>2. Division:</b> Student Development								
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence, and to prepare for job entry, occupational advancement and career development.									
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who, without such assistance, would be unable to pursue their educational objectives.									
<b>5. Link to Strategic Plan:</b> Goal # B    Objective # B1	<b>6. Proposed completion date:</b> Continuous								
<b>7. Expected Results:</b> Significant reduction in our student loan default rate.									
<b>8. Strategies (Activities) Completed:</b> Continued utilization of services provided by Horizon Education Resources Inc.									
<b>9. Assessment Procedures Used:</b> Monitored monthly reports provided by Horizon Education Resources and will observe the results when the Department of Education releases the Annual Cohort Default Rates.									
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input checked="" type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b> This is an ongoing project. Default rates have dropped as follows: <table style="margin-left: 40px; border: none;"> <tr> <td>AY 95</td> <td>24.1 %</td> </tr> <tr> <td>AY 96</td> <td>23.7 %</td> </tr> <tr> <td>AY 97</td> <td>16.0 %</td> </tr> <tr> <td>AY 98</td> <td>11.6 %</td> </tr> </table>	AY 95	24.1 %	AY 96	23.7 %	AY 97	16.0 %	AY 98	11.6 %
AY 95	24.1 %								
AY 96	23.7 %								
AY 97	16.0 %								
AY 98	11.6 %								
<b>12. Use of Assessment Findings:</b> The use of Horizon Educational Resources (consultant) has proven beneficial in assisting us to reduce our Student Loan Default Rate.									
<b>13. Signature of Unit Director:</b> 	<b>14. Signature of Dean/Vice President:</b> 								
<b>Date</b> 8/15/00	<b>Date</b> 8/30/2000								

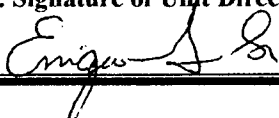
**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1999-2000**

<b>1. Unit:</b> Office of Financial Aid	<b>2. Division:</b> Student Services
<b>3. College Mission Addressed:</b> To provide students opportunities to train for economic independence; and to prepare for job entry, occupational advancement, and career development.	
<b>4. Unit Purpose:</b> The Financial Aid Department's purpose is to provide students with access to Federal, State and Institutional based programs of financial assistance. The purpose of these programs, and the underlying drive of this office, is to enable qualifying individuals to achieve educational goals that they might not otherwise pursue due to a lack of finances.	
<b>5. Link to Strategic Plan:</b> Goal # B    Objective # B2 to B3	<b>6. Proposed completion date:</b> May 2000
<b>7. Expected Results:</b> 1. Decrease the number of errors by students on their financial aid paperwork and consequently reduce the time needed to process and award these students. 2. Increase both the student and Del Mar College's faculty and staff's awareness of financial aid requirements, deadlines, availability and programs. 3. Provide a source of information that highlights upcoming changes, provides reminders of important dates, and answers questions on financial aid.	
<b>8. Strategies (Activities) Completed:</b> 1. Hosted Financial Aid Workshops for the surrounding community, current students, faculty and staff and other interested groups. These workshops would allow trained individuals to work directly with the students and parents to assist them with filling out the financial aid paperwork. In addition, the information available at such meetings would benefit everyone who may become involved in a student's financial aid process.	
<b>9. Assessment Procedures Used:</b> 1. Track the change in the number of students who are awarded during the first award cycle for the fall and summer semesters.	
<b>10. Status:</b> <input type="checkbox"/> No progress <input checked="" type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b> No assessment was conducted.
<b>12. Use of Assessment Findings:</b> No assessment was conducted.	
<b>13. Signature of Unit Director:</b> 	<b>14. Signature of Dean/Vice President:</b> 
Date 8/15/00	Date 8/15/2000

**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**2000-2001**

<b>1. Unit:</b> Financial Aid Services	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence, and to prepare for job entry, occupational advancement and career development.	
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who without such assistance, would be unable to pursue their educational objective.	
<b>5. Link to Strategic Plan: Goal # B      Objective # B.2</b>	<b>6. Proposed completion date:</b> March 2001
<b>7. Link to Unit Goal #      OR Student Learning Objective #</b>	
<b>8. Expected Results:</b> To improve customer service/image for our students. 80% of students surveyed will evaluate our services as "helpful" or "very helpful".	
<b>9. Strategies (Activities) Completed:</b> <ul style="list-style-type: none"> <li>• Have a Standards of Excellence Program review performed</li> <li>• Surveyed students combined with Cost/Budget Survey</li> <li>• Surveyed students while conducting Direct Loan Exit Interviews</li> </ul>	
<b>10. Assessment Procedures Used:</b> We had planned to conduct a "Standards of Excellence Peer Review" but were unable to due to no funding approved for the review. We surveyed two groups of students and the results were positive. One major concern was the long line and the time students waited to be served.	
<b>11. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input checked="" type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>12. Results of Assessment:</b> No progress due to funds not approved in the 2000/2001 Budget for the program review. However, we did conduct a short survey. 83% of students stated that our office was "helpful" or "very helpful".
<b>13. Use of Assessment Findings:</b> Students stated that our service was "helpful" or "very helpful". The major concern was the long lines/waiting. We will implement strategies to minimize both lines and wait.	
<b>14. Signature of Unit Director:</b> 	<b>15. Signature of Dean/Vice President:</b> 
<b>Date</b> 6/13/01	<b>Date</b>

**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**2000-2001**

<b>1. Unit:</b> Financial Aid Services	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence, and to prepare for job entry, occupational advancement and career development.	
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who without such assistance, would be unable to pursue their educational objective.	
<b>5. Link to Strategic Plan: Goal # B      Objective # B.1; B.2</b>	<b>6. Proposed completion date:</b> May 2001
<b>7. Link to Unit Goal # 1, 3      OR Student Learning Objective #</b>	
<b>8. Expected Results:</b> Provide financial aid workshops to increase the awareness of financial aid/scholarship opportunities. 80% of students surveyed will "agree" that the workshops have been beneficial and provided pertinent information about financial aid and the application process.	
<b>9. Strategies (Activities) Completed:</b> <ul style="list-style-type: none"> <li>• Conducted 26 financial aid outreach sessions.</li> <li>• Hosted the first annual "First Foot Forward Financial Aid Forum". Second annual forum being conducted on June 7, 2001.</li> <li>• Have placed ads on the radio, print, posters and flyers on campus.</li> </ul>	
<b>10. Assessment Procedures Used:</b> An evaluation instrument was distributed at a few of the financial aid sessions. 92% of the participants stated that the sessions were timely and beneficial. (very helpful)	
<b>11. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input checked="" type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>12. Results of Assessment:</b> We will continue this effort on an ongoing basis. This is information the community and service area needs.
<b>13. Use of Assessment Findings:</b> We will continue these efforts as a "community service" and a recruitment tool. We will inform students/parents of the available opportunities and assist applicants with electronic filing of application.	
<b>14. Signature of Unit Director:</b> 	<b>Date</b> 6/13/01
<b>15. Signature of Dean/Vice President:</b> <div style="border-bottom: 1px solid black; width: 100%; height: 20px;"></div>	
<b>Date</b>	


**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**2000-2001**

<b>1. Unit:</b> <b>Financial Aid Services</b>	<b>2. Division:</b> <b>Student Development</b>
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence; and to prepare for job entry, occupational advancement and career development.	
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who without such assistance, would be unable to pursue their educational objective.	
<b>5. Link to Strategic Plan: Goal # B      Objective # B.2</b>	<b>6. Proposed completion date:</b> <b>May 2001</b>
<b>7. Link to Unit Goal # 1      OR Student Learning Objective #</b>	
<b>8. Expected Results:</b> Reduce the number of Financial Aid recipients that completely withdraw during the Academic Year – reduce by 10%.	
<b>9. Strategies (Activities) Completed:</b> <ul style="list-style-type: none"> <li>• At the time the student returns the award letter, they are given a notice informing them of the consequences of withdrawing</li> <li>• Postcards were mailed as reminders after the 12<sup>th</sup> class day for Fall and Spring semesters</li> <li>• Posted the information on campus via flyers, posters and articles in the "Foghorn" and "This Week on Campus"</li> </ul>	
<b>10. Assessment Procedures Used:</b> We compared information by semester for AY 98/99, 99/00 and 00/01 from our printouts.	
<b>11. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input checked="" type="checkbox"/> Completed	<b>12. Results of Assessment:</b> The Fall semester student withdrawals went up from Fall 98 (152) to Fall 99 (165) and down for Fall 00 (122). The number was reduced by approximately 25%. We were more successful in the Spring semesters, reducing the number by 28%.
<b>13. Use of Assessment Findings:</b> We will continue with this strategy. The longer we keep the students enrolled, the more successful they will be. Del Mar College does not lose revenue, or the student.	
<b>14. Signature of Unit Director:</b> 	<b>15. Signature of Dean/Vice President:</b> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div> </div> <div> <b>Date</b>          6/13/01       </div> </div>



*Comprehensive Community Education  
Meeting Individual Needs*

**TO:** Mr. Jose Rivera  
Dean of Student Development

**FROM:** Mr. Enrique Garcia Jr.   
Assistant Dean, Financial Aid

**DATE:** September 10, 2001

**SUBJECT:** Response to Unit Plan Comments/Questions

This is a response to your comments/questions on the Financial Aid Services Assessment of the 2000 – 2001 Unit Plans:

- A. Evaluation instruments will be administered at every financial aid session.
- B. Spring semester totals were as follows:
  - Spring 99 – 208 -- 9% decline
  - Spring 00 – 189 -- 27% decline
  - Spring 01 – 137 -- 27% decline
- C. Cost of the Standards of Excellence Program was quoted as \$8,900 plus travel expenses.

Number of students surveyed is not available as staff has already “recycled” survey instruments. We will encourage staff to keep database.

“Strategies to minimize wait time” has not been completely identified. We are working to see how we can incorporate the new ISI system and shift some processes to “self-service”, such as award letters on the WEB and more forms on the WEB. Also encouraging students/staff to use more of the on-line Department of Education Services.

One additional item I would like to explore is that of doing an anonymous customer service audit. I have read several newsletter articles and have a lead on a company that performs such audits. I will inquire into cost and availability soon.

Let me know if you need additional information.

A .

**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**2000-2001**

<b>1. Unit:</b> Financial Aid Services	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence, and to prepare for job entry, occupational advancement and career development.	
<b>4. Unit Purpose:</b> The goal of the Financial Aid Services Department is to provide financial assistance to eligible students who without such assistance, would be unable to pursue their educational objective.	
<b>5. Link to Strategic Plan: Goal # B      Objective # B.1; B.2</b>	<b>6. Proposed completion date:</b> May 2001
<b>7. Link to Unit Goal # 1, 3      OR Student Learning Objective #</b>	
<b>8. Expected Results:</b> Provide financial aid workshops to increase the awareness of financial aid/scholarship opportunities. 80% of students surveyed will "agree" that the workshops have been beneficial and provided pertinent information about financial aid and the application process.	
<b>9. Strategies (Activities) Completed:</b> <ul style="list-style-type: none"> <li>• Conducted 26 financial aid outreach sessions.</li> <li>• Hosted the first annual "First Foot Forward Financial Aid Forum". Second annual forum being conducted on June 7, 2001.</li> <li>• Have placed ads on the radio, print, posters and flyers on campus.</li> </ul>	
<b>10. Assessment Procedures Used:</b> An evaluation instrument was distributed at a few of the financial aid sessions. 92% of the participants stated that the sessions were timely and beneficial. (very helpful) <div style="margin-top: 10px; font-family: cursive; font-size: 1.2em;">             The instrument should be administered at every session conducted for better feedback.           </div>	
<b>11. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input checked="" type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>12. Results of Assessment:</b> We will continue this effort on an ongoing basis. This is information the community and service area needs. <div style="text-align: right; margin-top: 20px;">           7/17/2001       </div>
<b>13. Use of Assessment Findings:</b> We will continue these efforts as a "community service" and a recruitment tool. We will inform students/parents of the available opportunities and assist applicants with electronic filing of application.	
<b>14. Signature of Unit Director:</b> <div style="margin-top: 10px;"> </div>	<b>15. Signature of Dean/Vice President:</b> <div style="margin-top: 10px;"> </div>
<b>Date</b> <div style="margin-top: 10px;">         6/13/01       </div>	<b>Date</b>

