



EL CAMINO COMMUNITY COLLEGE DISTRICT

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MEMORANDUM

To: Melissa Guess, Financial Aid Director / Kristina Martinez, Assistant Director Financial Aid

From: Idania Reyes, Chair of the Student Support Services Program Review Committee and Members of the Program Review Committee

Cc: Ross Miyashiro, Vice President of Student Services

Date: Tuesday, April 17, 2018

RE: Financial Aid Office – Fall 2017 Program Review - Official Response

The Student Services Program Review Committee would like to thank you for submitting your fall 2017 Program Review on behalf of the Financial Aid Office. The committee recognizes and appreciates the hard work you and your staff dedicated to drafting the report.

Program Review Final Decision

Meets Expectations

The final decision does not warrant a revision of your Program Review. The Student Services Program Review Committee would like to provide the following feedback to help as you prepare for the next Program Review cycle.

Strengths

- Excellent collaboration with the Office of Institutional Research & Planning to collect and analyze data. Financial Aid Disbursed to Students and Special population Summary Tables were clear and easy to follow.
- Excellent list of accomplishments since the last Program Review and staff training is impressive. Good examples of program improvements and collaboration.
- Program Improvement: Excellent section on outreach activities and demonstration of involvement across the institution.

- Very good explanation of the financial aid application process and summary of financial aid programs available for students, such as the Board of Governors Fee Waiver (BOGFW), Federal Pell grants, etc.
- Proactive steps taken to improve office efficiency and effectiveness are duly noted.
- Great collaboration amongst program personnel and with colleagues at both campuses.
- Good explanation of program environment, program needs, and planning efforts for future years is well explained. Organizational chart was helpful.
- Service Area Outcomes (SAO): Excellent examples of activities taking place in order to evaluate program.
- Pie charts of California Community Colleges Chancellor's Office data mart student demographics (i.e., gender, age, ethnicity) is helpful.
- Customer Services: Great questions on your survey instrument. Questions get to the heart of the departments operation. Survey results were easy to interpret.
- Conclusion and Recommendations: Good explanation of program strengths and weaknesses were clear and strong summary of needs was addressed.

Weaknesses

- Program Description: Although the pie charts on student demographics was helpful, we recommend that either shading be more noticeable or the usage of lines be added to the legend to be easier for reader to distinguish shades of grey when printing black and white.
- Program Description: Data narrative of Annual Fact Book (pg4) needs improvement to guide the reader through understanding percentage increases and award amounts. A brief explanation of why we have loans would be helpful.
- Program Description: Special Populations Summary table should include a brief explanation of what is a "special admit" or Umoja student for readers who may not be familiar with these terms/programs.
- Program Description: A more recent article could be used to prove the importance of financial aid (pg 7). The last sentence in the paragraph has deficit-minded language that can be improved or simply deleted.
- Program Environment: The description of the office challenges could be enhanced, so that reader can follow more easily.

- Program Environment: Under the description of equipment needs, we recommend the department create a matrix of equipment needs. Readers also were not sure what “refresh computers” or how Q-Less manages lines.
- Program Environment: Readers are not sure if program hours meet the needs of students. For example, there is mention of opening Saturdays – clarification on how many times a month and for how long does the program open Saturdays would be supportive.
- Program Environment: Under external factors that affect the program, there is mention of the “California Completer’s Program” a summary of how this program affects Financial Aid or students would benefit the reader in understanding the impact of this new program.
- Program Improvement: Under how program personnel have used metrics from the last four years to improve-- only two years of Metrix was provided. A brief sentence of what specific changes were made as a result of reflecting on the Metrix would be helpful. A line graph would assist readers to understand and compare improvements described.
- Program Environment: Under “explanation of patters in student success, retention...including planned responses or changes” —this prompts was not addressed. Use data from IRP Student Services Metrics tool. No clear explanation of how the program helps with student success, retention, and persistence. No clear comparison between students who earned degrees and certificates who were financial aid recipients versus those not receiving financial aid.
- Customer Services: Revisions on last sentence on page 24 would assist readers with clarity.
- Customer Services: Under description of exemplary services – this section could be expanded to make it stronger and showcase some of the service improvements that have been made.
- Conclusion and Recommendations: This section can be a summary of the recommendations, but the descriptions of the recommendations should be in the Program Improvement section.