Bakersfield College
Program Review – Annual Update

Program Name:

Program Type: ☐ Instructional ☐ Student Affairs ☐ Administrative Service ☐ Other

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Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: By proving financial resources to students reduces educational barriers and allows a supportive learning environment.

Program Mission Statement: The Office of Financial Aid will promote financial literacy through quality outreach our diverse student population. We will maintain the integrity of our programs by providing timely, accurate financial assistance, in compliance with all federal and state regulatory requirements and standard.

Instructional Programs only:
   A. List the degrees and Certificates of Achievement the program offers
   B. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both and the difference between the two.
   C. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.

Progress on Program Goals:

A. List the program's current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan
1. Enhance the Financial aid application by through technology by	☐ 1: Student Learning ☒ 2: Student Progression and Completion ☐ 3: Facilities ☐ 4: Oversight and Accountability ☐ 5: Leadership and Engagement	☒ Completed: __12/2016_ (Date) ☐ Revised: _____ (Date) ☐ Ongoing: _____ (Date)	Able to implement through the lottery funds not peer review.

having students submit applications online will reduce barriers. Address the compliance concern with the Department of Education. All financial aid application must be completed within 8 weeks of the initial record download.			
2. Sustain the Financial Aid programs through compliance	☐ 1: Student Learning ☐ 2: Student Progression and Completion ☐ 3: Facilities ☒ 4: Oversight and Accountability ☐ 5: Leadership and Engagement	☐ Completed: _____ (Date) ☐ Revised: _____ (Date) ☒ Ongoing: _____ (Date)	By hiring a Financial Aid System Analyst to assist IT to comply with federal and state regulations.

B.   List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
	☐ 1: Student Learning ☐ 2: Student Progression and Completion ☐ 3: Facilities ☐ 4: Oversight and Accountability ☐ 5: Leadership and Engagement	

Best Practices:

Programs often do something particularly well; usually they have learned through assessment – sometimes trial and error – what solves a problem or makes their programs work so well. These are often called Best Practices and can help others. Please share the practices your program has found to be effective.

The Office of Financial Aid is committed to the highest level of customer service and effective, efficient delivery of financial assistance from federal, state, private and institutional sources to all BC students. The office will promote financial literacy through quality outreach our diverse student population. We will maintain the integrity of our programs by providing timely, accurate financial assistance, in compliance with all federal and state regulatory requirements and standards.

By providing the opportunity for all current and prospective students to access financial aid resources, the Office seeks to remove financial

Program Analysis:
Take a look at your trend data (all programs should have some form of data that is used to look at changes over time).

1. Please report on any unexpected changes or challenges that your program encountered this cycle:
The implementation of the California Completion Grant added an additional layer of manual processing for the Financial Aid Office. In addition to the thousands of BOGW appeals and hundreds of SAP appeals, Educational Advisors are required to manually review and analyze 340 comprehensive educational plans to ensure students are completing the necessary requirements prior to the payments within a two-week span.

2. How does your trend data impact your decision making process for your program?
Temporary staff is required to the increase in responsibilities due to manual processing.

3. Were there any changes to student success and retention for face-to-face, as well as online/distance courses?
To early to evaluate.

4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?
To early to evaluate.

Resource Request and Analysis:

Resource Request		If Fulfilled, Discuss How Previous Year's Requests Impact Program Effectiveness?
Positions: *Discuss the impact new and/or replacement faculty and/or staff had on your program's effectiveness.*	☐ 1: Classified Staff ☐ 2: Faculty	
Professional Development: *Describe briefly, the effectiveness of the*	☐ 1: Provided Professional Development ☐ 2: Attended Professional Development	

professional development your program has been engaged in (either providing or attending) during the last cycle		
Facilities: *If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.*	☐ 1: Space Allocation ☐ 2: Renovation ☐ 3: Furniture ☐ 4: Other ☐ 5: Beyond Routine Maintenance	
Technology: *If your program received technology (audio/visual – projectors, TV's, document cameras) and computers, how does the technology impact your program and help contribute to student success?*	☐ 1: Replacement Technology ☐ 2: New Technology ☐ 3: Software ☒ 4: Other Business quality color copier and scanner	To scan and evaluate comprehensive educational plans at a faster pace to ensure California Completion Grant payments to students.
Resource Request		**Discuss How Effective Request is for Student Success?**
Other Equipment: *If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.*	☒ 1: Replacement of Laptops ☐ 2: New ☐ 3: Other_____	Purchase 10 laptops to disseminate financial aid information to students by offering additional workshops. By educating your student population regarding the financial resources available can reduce barriers and increase retention.

Budget: *Explain how your budget justifications will contribute to increased student success for your program. (Fiscal requests will be submitted by the faculty chair and/or area administrator.)*		

Conclusions & Snapshot:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program's current circumstances and needs. Consider this a snapshot of your program, if someone were to only read this portion of your annual program review.

The financial aid office is the heart of the College. Over 70% of our students receive some form of financial support. Without having the necessary equipment to accommodate our students is the injustice to our college, staff and students.