



Annual Program Review 2012-2013 STUDENT SERVICES PROGRAMS

Scholarship Office

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Office by the Dean or Manager.

Author: Aida Avanosian, Administrative Assistant III/Acting Scholarship Coordinator
 Dean or Manager: Dr. Paul Schlossman, Dean of Student Affairs

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1.0. Trend Analysis

Please provide For each program, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

SERVICE / FUNCTION	Academic Year	Service Contacts	Other
Online Scholarship Application Processing: Provides students with a more efficient and effective way of participating in scholarship program as well as improve our data collection and service efficiency.	2011 – 2012	1,459	20% increase in service contacts from 2010-2011.
Scholarship Selection and Award Disbursement: Coordinate selection processes with the Scholarship Committee, instructional divisions/departments, off-campus organizations, and individual donors.	2011-2012	546	10% increase in service contacts from 2010-2011

STAFFING	FTEF	Mgmt.	Classified	Hourly	Student Workers Hrs.
2007-2008		1.0 FTE			
2008-2009		1.0 FTE			
2009-2010		1.0 FTE			40 hours/wk
2010-2011		.25			25 hours/wk
2011-2012		.25			5 hours/wk

1.1. Describe how these trends have affected student achievement, student learning, or program improvements:

As indicated by the 20% increase in applications over the past year and the improvement in student recognition, use, and satisfaction with the Scholarship Office according to the spring 2012 survey, more students are aware of the scholarship program and are participating in the application and selection processes.

Although there has been an increase in student participation, we have had a significant cutback in staffing due to a retirement, and a decrease in student worker support as a result of budget cuts. These staffing changes have resulted in an increase in workload for existing staff (e.g. the full-time duties for the former scholarship program manager are being performed by the Administrative Assistant III for Student Affairs) and a reduction in service offerings for students (e.g. application/interview workshops, one-on-one application assistance, etc.).

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

N/A

2.0. Student Learning Outcomes and Program Level Outcomes

Year	# of SLOs / PLOs Defined	# of SLOs / PLOs Assessed	Assessments Analyzed
2010-2011	2	2	Yes
2011-2012	2	1	Yes
% Change	0	.50	0
Trend	n/a	n/a	n/a

2.1. Please comment on the percentages above.

Due to a reduction in staffing and more significantly, a lack of student participation, we stopped offering scholarship application/interview workshops. Less than 2% of scholarship applicants participated in the scheduled workshops and, therefore, it was difficult to gather meaningful outcomes data to measure the effectiveness of these services.

2.2. Using the results from your areas recent assessment reports, please summarize any program or other changes/improvements that have been made as a result of your assessments.

The assessment and evaluation indicates that we are achieving our outreach goals as student recognition/use/satisfaction has increased along with the number of students applying for scholarships. According to our application survey, participating students became aware of the scholarship programs and offerings from the following sources: 51% direct contact with office (i.e. email, phone call, walk-in), 22% GCC website, 11% MyGCC, 10% GCC Staff, 3% advertisements, 2% Facebook/Twitter announcements.

2.3 What recent activities, **dialogues**, discussions, etc. have occurred to promote student learning or improved program/division processes in the last year?

Mark an "X" in front of all that apply

X	Changes/revisions to department processes
X	Increased or improved SLO/PLOs
X	Other dialog focused on improvements in student learning
	Documented improvements in student learning
	New degree or certificate development
	Best Practices Workshops
	Discussions regarding best practices or improved processes
	Conference Attendance geared towards maintaining or improving student success
	Attendance at Staff Development activity geared towards maintaining or improving student learning
	Department Minutes
X	Reorganization

Please comment on the activities, dialogues, and discussions above

1) We plan to revise our PLO/PAO's by focusing the assessment on donor feedback on our scholarship candidates, interviews, and selections; 2) Our current online application and applicant database is a homegrown system developed by IT with significant shortcomings. Along with discussing ongoing improvements with IT, we have been researching the possible purchase of new scholarship program software/services from an outside vendor; 3) We have discussed the need to reorganize the Student Affairs Office staff in order to redistribute job duties and permanently assign the scholarship program to an existing management/confidential employee.

3.0. Reflection and Action Plans

3.1 Based on your data and analysis presented above, as well as on issues or items that you were unable to discuss above, comment on the Strengths and Weaknesses of the Program.

Strengths

List the current strengths of your program

1. Strong campus and community support.
2. Easy online application process.
3. Accessible services and scholarship opportunities with over 300 individual scholarships and more than 500 student recipients each year.

3.2 Weaknesses

List the current weaknesses of your program

1. Coordinator duties not yet permanently assigned to a staff member.
2. Many scholarship applications lack faculty recommendations leaving student at a disadvantage in the selection process due to incomplete applications.
3. Lack of clerical assistance needed to efficiently process scholarship applications.

3.3 Using the weaknesses, trends and assessment outcomes as a basis for your comments, please briefly describe any future plans and/or modifications for program/division improvements. Any plans for reorganization should also be included, along with a resource request if applicable.

Plans or Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, SLOs, PLOs, ILOs
Complete the reorganization plan for Scholarship Program staffing	Staff permanently assigned to coordinate the program; job duties formally defined for staff; established point of contact for the campus community, current sponsors, and potential donors.	
Expand outreach efforts to include the use of social media (e.g. Facebook, Twitter, etc.)	Expanded outreach efforts using popular student modes of communication; increase in student awareness of scholarship offerings; increase in scholarship applications	EMP 1.1.1, 1.1.3, 1.1.4
Continue efforts to improve and modify the online scholarship application	More efficient data collection for SLO/SAO assessment.	EMP 3.5.1; 3.4.1
Improve faculty/staff recommendations for student applications	Continue outreach efforts and reminder efforts to campus community about assisting students through their scholarship applications	EMP 1.1.3; 1.1.4; 1.3.3b, 3.3.1
Expand off-campus scholarship listings/resources listed on the scholarship website.	Increased scholarship opportunities for students through enhanced information and assistance with outside scholarship applications. Use existing applicant database to recruit students to apply for off-campus scholarships.	EMP 1.1, 1.1.1, 1.1.3, 1.1.4

Format Rev. 9.26.12

2012 PROGRAM REVIEW**SCHOLARSHIP PROGRAM****Scholarship Software Program****S:SP-1****Section 4
Resource Request****Mark Type of Request:**

☐	Facilities / Maintenance	☐	Computer Hardware for Student Use
☐	Classroom Upgrade	☐	Computer Hardware for Faculty Use
☐	Instructional Equipment	☒	Software/Licenses/Maintenance Agreements
☐	Non-Instructional Equipment	☐	Conference/Travel
☐	Supplies	☐	New Classified Position
☐	New Faculty Position	☐	Replacement of Classified Position
☐	Replacement of Faculty Position	☐	Other

4.1 Clearly describe the resource request.**Academic Works Scholarship Management System:**

- Provides visibility into every stage of the scholarship process for administrators, with no on-demand reporting and actionable intelligence.
- Facilitates improved awards decision-making.
- Collaborate with other reviewers across applications, without sharing physical files.
- Easy, accessible platform for students increases scholarship applications and reduces confusion.
- Scholarship matching technology simplifies the search.
- Satisfies unique donor requests with custom scholarship qualifications and requirements.
- Custom profiles showcase donor activity, supporting development efforts.

Amount requested \$ 13,000.00

Breakdown of cost: \$5000 one-time implementation fee and an \$8000 annual service fee.

4.2 Funding

☐	Requires one time funding
☒	Requires ongoing funding
☐	Repeat Request
☐	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

☐	Health & Safety Issue
☐	Accreditation Requirement
☐	Contractual Requirement
☐	Legal Mandate

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

EMP 1.3.1, 3.5.1.: Our current online application and accompanying database is a homegrown system designed and programmed by IT. While the existing system was initially adequate to serve our needs (i.e. establish a paperless application process; increase accessibility to student applicants and faculty recommenders; and enable staff to conduct electronic queries for eligible applicants) the existing system has too many shortcomings that make it incapable of managing the large amount of data or enabling staff to efficiently access necessary information. Additionally, the system's limitations along with ongoing glitches often make it difficult for students to complete their applications which requires them to call the office for assistance which defeats the purpose of 24/7 accessibility.

4.3. What measurable outcome will result from filling this resource request?

An improved online application should lead to an increase in the number of applicants and improved user satisfaction (both student and faculty) with scholarship program services.

APPROVAL

AGENCY	DECISION	
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	X
	NON COMPLIANT OR INCOMPLETE	
	a) Request not adequately described or incomplete	
	b) Request not linked to assessments or assessments not completed	
	c) Request not linked to EMP, plan or SLO,PLO or ILO	
	d) Report Incomplete	
PRC Comments		

Form Revised 9.19.12

Reports determined to be "Non-Compliant" will be returned to the division member responsible. Reports must be resubmitted with needed changes to the Program Review Office. Requests will not move forward in the budget process if the report or request is Non-Compliant.

2012 PROGRAM REVIEW**SCHOLARSHIP PROGRAM****S:SP-2*****Reorganization/Replace Position*****Section 4****Resource Request****Mark Type of Request:**

☐	Facilities / Maintenance	☐	Computer Hardware for Student Use
☐	Classroom Upgrade	☐	Computer Hardware for Faculty Use
☐	Instructional Equipment	☐	Software/Licenses/Maintenance Agreements
☐	Non-Instructional Equipment	☐	Conference/Travel
☐	Supplies	☐	New Classified Position
☐	New Faculty Position	☐	Replacement of Classified Position
☐	Replacement of Faculty Position	☒	Other: Reorganization/Replacement of Mgt./Confidential position

4.1 Clearly describe the resource request.

Reorganize the Student Affairs/Scholarship Office staff:

Currently, the Administrative Assistant III to the Dean of Student Affairs is performing the scholarship program duties formerly conducted by the Scholarship Program Manager on a full-time basis (position vacant due to retirement). The Administrative Assistant III is receiving compensation to perform the duties which are outside of her job description. The reorganization would accomplish the following: 1) assign scholarship program management duties to Administrative Assistant III on a permanent basis; 2) reassign clerical and other lower-level Administrative Assistant III duties to other staff; 3) create a new management/confidential position to accommodate ongoing scholarship program and other supervisory/program management duties currently being performed by the Administrative Assistant III.

Note: This reorganization was approved by the Administrative Executive Committee in March 2011. Subsequently, the reorganization was put on hold due to indecision on whether or not such reorganizations required approval by the Budget Committee. As a result, the Administrative Assistant III has been managing the Scholarship Program with additional compensation for performing duties outside her job description since spring 2011.

Estimated Savings:

Savings Scholarship Program Manager Vacancy: \$61,632 budgeted salary + \$23,000 benefits = \$84,632

Compensation Increase for Reorganization of Admin. Asst. III assignment = (\$13,000)

Total Savings with Elimination of Scholarship Program Manager Position = \$71,632

4.2 Funding

☐	Requires one time funding
☒	Requires ongoing funding
☐	Repeat Request
☐	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

	Health & Safety Issue
	Accreditation Requirement
	Contractual Requirement
	Legal Mandate

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address?
Please use information from your report to support your request.

EMP 1.1, 1.1.4, 1.3.1. This reorganization will enable us to reassign scholarship program management duties to an existing staff member on a permanent basis. The resulting improvement in services will enable the program to increase student awareness of, access to, and satisfaction with the scholarship program.

4.3. What measurable outcome will result from filling this resource request?

Increase in scholarship applications; improved student awareness of, use of, and satisfaction with scholarship program services as measured by the spring survey.