

**NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE**  
 Admissions and Records & Financial Aid – UPDATE 2014-2015 (submitted Oct 2015)

<b>Department:</b>	Admissions and Records & Financial Aid		
<b>Academic Year:</b>	2015-16	<b>Annual Update # 1</b>	<input checked="" type="checkbox"/>
		<b>Annual Update #2</b>	<input type="checkbox"/>

**1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)***

**A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:**

Admissions and Records:

- Students will be able to utilize web technology and enhance their computer skills by applying, registering, and accessing their records online; ordering transcripts online; and accessing enrollment and degree verifications online.
- Faculty will be able to utilize web technology by accessing class rosters, add codes, drop rosters, and submitting final grades online be by established deadlines.

Financial Aid:

- Students will demonstrate their understanding of the financial aid process, including application for the BOG Waiver, Pell Grant, SAP requirements, and scholarships.
- Veteran students will demonstrate their understanding of the process to receive Veteran Administration Benefits.

**B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:**

Admissions and Records:

- Students will be able to utilize web technology and enhance their computer skills by applying, registering, and accessing their records online; ordering transcripts online; and accessing enrollment and degree verifications online.

BCC moved from the old Xap application process to the new state funded Open CCCApply. Student can still register online as they have been able to in the past. Student can order transcripts online. Unfortunately, no progress has been made to online enrollment and degree verifications as we are still waiting on IT to make the necessary changes to the website.

- Faculty will be able to utilize web technology by accessing class rosters, add codes, drop rosters, and submitting final grades online be by established deadlines.

**PERCENTAGE LATE 1314**

Term	Percentage
Fall	6%
Spring	4%
Summer	8%

**PERCENTAGE LATE 1415**

Term	Percentage
Fall	4%
Spring	10%
Summer	0%

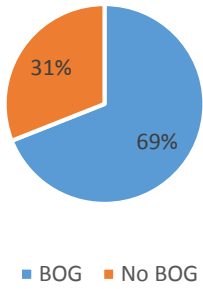
Financial Aid:

- 69% of students were awarded the BOG waiver.

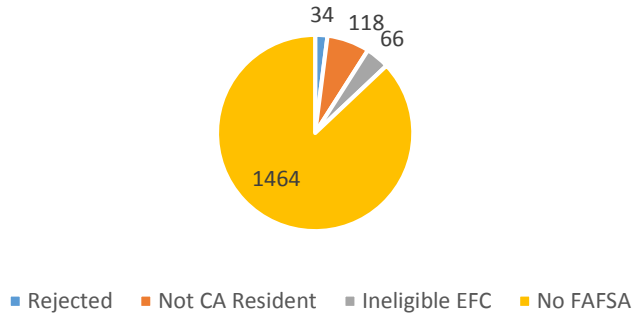
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**BOG Waiver**



**Students w/o BOG**



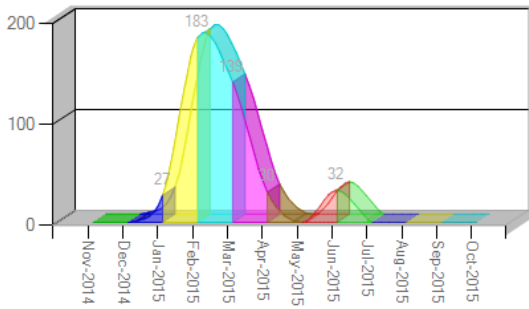
We had 214 students successfully complete the scholarship application for 2015 through the STARS system. Which was an increase from the 176 students we had complete the scholarship application in 2014.

2015

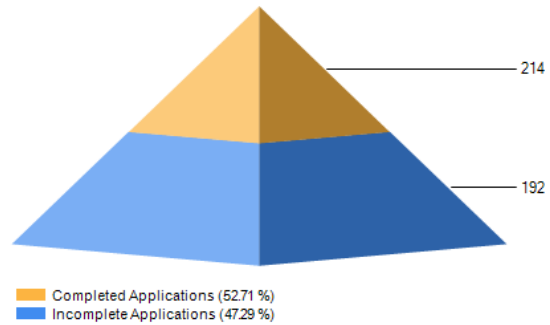
**Student Activity Dashboard**

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**Active Students**



**Applications Chart**

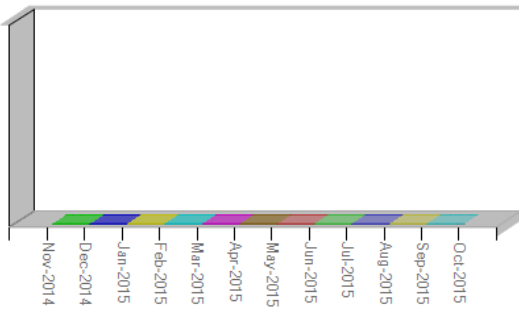


2014

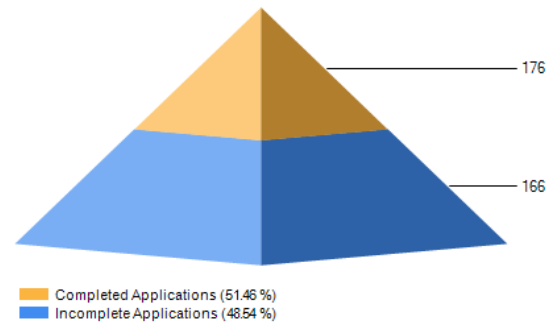
**Student Activity Dashboard**

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**Active Students**



**Applications Chart**



2. Veteran students will demonstrate their understanding of the process to receive Veteran Administration Benefits. Due to vacant positions in the Financial Aid Office through most of last year, no data was gathered regarding veterans and no changes were made to processes.

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### C) Describe any improvements made by your unit as a result of the outcomes assessment process:

#### 1. *What did you learn from your evaluation of these measures?*

1. We still have a significant number of students not applying for financial aid. The number of students who applied for scholarships increased from 2014 to 2015.

#### 2. *What improvements have you implemented as a result of your analysis of these measures?*

1. This increase can be attributed to the outreach efforts by the Financial Aid staff. Phone calls and email notifications were sent out to the incomplete scholarship applicants on a regular basis throughout the application period.

#### 3. *What improvements do you plan\* to implement as a result of your analysis of these measures?*

(\*List any resources required for planned implementation in #3: Resources.)

Due to the low income nature of most of the students at BCC, the majority of students qualify for at least the BOG and Financial Aid needs to increase outreach efforts to encourage students to apply.

Unfortunately, we still had a large number of students whom attempted to complete the STARS scholarship application, but did not finish. However, the number of completed applications was still higher than the number of incomplete applications for 2014. Decreasing the number of incomplete scholarship applications will continue to be a goal for the Financial Aid Office. However, the scholarship platform has changed from STARS to Award Spring. Students applying for scholarships in the 2016 year will be using the new platform. This means training on the new site will need to take place for staff, students, and the scholarship committee.

Now that the Financial Aid Office is at full staffing, improvements will be made with Veteran Services.