

Annual Program Plan/Review Assessment
Student Services Planning Committee
PROGRAM/OFFICE: Financial Literacy (Financial Aid / SparkPoint)

#	Section	Feedback	Response
0	Executive Summary	<ol style="list-style-type: none"> 1. Add opportunities and an overview of your action plans. 	<ol style="list-style-type: none"> 1. SparkPoint = Very good suggestion. We will add opportunities and an overview of actions plans to the Executive Summary. 2. Financial Aid - Agreed. We omitted the very real priority for ongoing front counter staffing and a backfill to adequately maintain professional training should we continue to be underfunded through our categorical program budget.
1	Mission (Program Context)	<p>Great connection to the College's mission. Financial Aid - great mission statement. SparkPoint mission statement—since we also provide Food Pantry and Legal services, I would suggest adding financial resources in addition to financial coaching on the statement.</p>	<ol style="list-style-type: none"> 1. SparkPoint = Thank you 2. SparkPoint = We appreciate the suggestion and will explore revising our mission statement to reflect our work. 3. Financial aid – Thank you. However, after a recent district leadership activity on writing effective missions statements, I would like to see if we can make our Mission more memorable by keeping it one sentence and actionable – will plan activity with staff for next year.
2	Program Description (Program Context)	<ol style="list-style-type: none"> 1. This section combines the description of the two programs together – may have liked to see separate descriptions as the rest of the Program Review keeps them separate 2. Great Description 	<ol style="list-style-type: none"> 1. Excellent suggestion. We will separate the program descriptions for future Program Reviews. It would have been much more informative for the reader who is unfamiliar with what we do independently and where we overlap to understand the complimentary aspects of our programs. 2. Thank you for your comments!
3	Community and Labor Needs (Program Context)	<ol style="list-style-type: none"> 1. Excellent examples of community needs that affect students and in turn both Financial Aid and Sparkpoint. Good assessment of the current condition and anticipation of needs 	<ol style="list-style-type: none"> 1. Thank you for your comment!
4	Major Accomplishment (Looking back)	<ol style="list-style-type: none"> 1. Both programs have accomplished so much! Great to see everything they've done to serve our students. 2. Very impressive work, thank you! 	<ol style="list-style-type: none"> 1-3 Thank you all for your comments!

		3. Well done!	
5	Impact of Resource Allocations (Looking back)	1. SparkPoint - Thank you for pointing out the length of time it takes to hire a new employee and how it affects the program	1. SparkPoint = I appreciate the feedback. The lengthy hiring process simply has such a heavy impact.
6 A	State of the Program - Observation	<ol style="list-style-type: none"> 1. Great to see collaboration of the 2 programs- would it be possible to combine staffing to meet the needs of both programs? 2. Very well written, very details and giving us a clear picture of your program needs and accomplishments 3. Outreach log link is very helpful 	<p>1-3 Thank you all for your comments.</p> <ol style="list-style-type: none"> 1. SparkPoint = We continuously seek opportunities for combining staffing efforts. However, many of our programs' functions are very specialized and some require special certification and specific training so they unfortunately are not combinable. Financial Aid - We will continue to seek ways to assist each other. For example, a financial aid staff member could have a regular assignment each week at the food pantry – just need more staff. 2. Thank you! 3. Thank you!
6 B	State of the Program - Evaluation	1. CRER 401 (college success) is currently a class, did you mean incorporate Financial Education into the current CRER 401?	1. SparkPoint = Yes! This is one of the strategies that we are exploring.
7 A	Current Service Area Outcomes (SAOs) Assessment and Student Learning Outcomes (SLOs) Assessment		
7 B	SAO Assessment Plan		
7 C	SAO Assessment Results and Impact	<ol style="list-style-type: none"> 1. Good to see that both programs point out that they haven't met the SAO but planning to make changes. 2. Good analysis. Financial aid – I really appreciate your honest report on SAO# 1. 3. It's important to include as much data as possible in the assessment portion to determine use and impact. How 	<ol style="list-style-type: none"> 1. Thank you. We are constantly adjusting our programs to meet the changing needs of students.. 2. Thank you 3. Thanks – it took longer than planned – we expect the GetSAP custom content within the next week to use with students who are in warning or appeal status after spring grades are posted. The Get BOGFW content is

		many students have utilized FATV or petitioned to restore their BOGFW?	still being customized and we will provide extensive training with retention specialists and others once we have the final product live – expected within next month. Yes, this data will be reported once we are using it.
7 D	SLO Assessment Plan	1. I am unclear as to how the students were selected to measure learning in the SAP Workshop.	1. Financial Aid - Students were selected manually – those who were first time appealing who attended workshop with those who appealed in prior term for the first time but did not attend a workshop. The comparison was made of their success in the next term of enrollment. Per in person feedback, understand that this is not clearly demonstrating student learning and is more in line with an SAO. Will ensure for next cycle a pre and post assessment component are implemented in conjunction with the new GetSAP module students will begin using for 1718 to satisfy the “workshop” requirement when appealing loss of financial id eligibility due to SAP issues.
7 E	SLO Assessment Results and Impact	1. SparkPoint - thank you for including findings but what ways would it be improved?	1. SparkPoint = Thank you for your feedback. Having hiring a permanent SparkPoint Coordinator has dramatically helped us to capture more quantity and better quality data. In addition, revising our SAOs and SLOs to better reflect our intended outcomes will also have a positive impact.
7 F	SAOs and SLOs for the Next Review Cycle	1. Excellent chart that address the questions and how and who will be responsible 2. So glad that we will have Loan Counseling Curriculum to educate students, how many hours will it take to complete?	1. Thank you for your feedback on the chart. We are glad 2. The new loan counseling requirement is part of the Department of Education Experiment and will require returning borrowers identified in the “test” group to complete an in-person loan counseling requirement which we are developing for all three colleges. Ideally, the loan counseling will last about an hour and will include activities to engage the students, including budgeting and debt, future borrowing needs, repayment plans, etc.

8	Equipment, technology, and facilities requests		
9	Strategic Action plans	<ol style="list-style-type: none"> 1. It list what both programs would like to accomplish but does not address how it will be done. 2. Excellent goals for next year 	<ol style="list-style-type: none"> 1. SparkPoint = As we enter the new year, we will re-examine our mission, vision and workplan where we will further outline how we will accomplish our strategic goals. 2. Thank you!

Overall Commendations:

1. Great work! SparkPoint, Financial Aid and Financial Literacy are a great team, work collaboratively and efficiently together. I am very impressed with the work that you have done for the benefits of students.
2. Overall, this is an excellent program review that provides an analysis on what is working and what can be improved upon for the Financial Aid Office and the SparkPoint Center

Overall Recommendations:

Overall Program Effectiveness: