

2014-15 2015-16 2015-16 2016-17 2017-18

Planning for Institutional Effectiveness

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NOTE: This PIE Form is optimized to be used in Acrobat or Adobe Reader 10 or later.



2014-13 2015-16 2015-16 2016-17 2017-18

Planning for Institutional Effectiveness

Introduction

UNIT	Financial Aid, Scholarships, and Veterans	Current Year	YEAR 1	YEAR 2	YEAR 3
Contact Person	Chau Dao	2014-15	2015-16	2016-17	2017-18
E-mail / Extension	cdao@mtsac.edu/5970	✓ Summary	✓ Planning	✓ Planning	✓ Planning

Your Unit Program Review will be recorded on this form summarizing the current year and documenting planning for the next <u>three-year cycle.</u> **Please remember** that all outcomes assessment work should be recorded in TracDat (http://tracdat.mtsac.edu/tracdat) in order for your assessment work to best contribute to institutional reports. Outcomes assessment work may include courses, programs, direct and indirect services, organizational structure, structural elements, and institutional outcomes. Respond to only the outcomes categories or types that apply to your unit.

Institutional Planning Framework

The college is unified through its demonstrated connection to the mission. Driven by the California Master Plan for Higher Education, revised by the President's Advisory Council, and approved by the Board of Trustees, it informs all planning and assessment.

Institutional Mission

The mission of Mt. San Antonio College is to support students in achieving their full educational potential in an environment of academic excellence.

Unit Mission

Maintain efficiency and service to Financial Aid/Scholarships/Veterans recipients with adherence to Federal, State, and District regulations and policies.

College Themes and Goals

College themes and goals allow the campus to focus on critical issues. Articulated by the President's Advisory Council and approved by the Board of Trustees, they guide institutional planning and assessment processes.

Theme A: To Ac	dvance Academic Excellence and Student Achievement
College Goal #1	The college will prepare students for success through the development and support of exemplary programs and services.
College Goal #2	The college will improve career/vocational training opportunities to help students maintain professional currency and achieve individual goals.
College Goal #3	The college will utilize student learning outcome and placement assessment data to guide planning, curriculum design, pedagogy, and/or decision-making at the department/unit and institutional levels.
<u>Theme B: To Su</u>	ipport Student Access and Success
College Goal #4	The college will increase access for students by strengthening recruitment opportunities for full participation in college programs and services.
College Goal #5	Students entering credit programs of study will be ready for college level academic achievement.
College Goal #6	The college will ensure that curricular, articulation, and counseling efforts are aligned to maximize students' successful university transfer.
Theme C: To Se	cure Human, Technological, and Financial Resources to Enhance Learning and Student Achievement
College Goal #7	The college will secure funding that supports exemplary programs and services.
College Goal #8	The college will utilize technology to improve operational efficiency and effectiveness and maintain state-of-the-art technology in instructional and support programs.
College Goal #9	The college will provide opportunities for increased diversity and equity for all across campus.
College Goal #10	The college will encourage and support participation in professional development to strengthen programs and services.
College Goal #11	The college will provide facilities and infrastructure that support exemplary programs and the health and safety of the campus community.
College Goal #12	The college will utilize existing resources and improve operational processes to maximize efficiency of existing resources and to maintain necessary services and programs.
<u>Theme D: To Fo</u>	oster an Atmosphere of Cooperation and Collaboration
College Goal #13	The college will improve the quality of its partnerships with business and industry, the community, and other educational institutions.
College Goal #14	The college will improve effectiveness and consistency of dialogue between and among departments, committees, teams, and employee groups across the campus.

Where We Are: A Summary and Analysis of the Current Year 2014-15

I. Summary Context - Unit Goals for: Financial Aid, Scholarships, and Veterans

Identify up to ten (10) over arching goals that guided your Unit's work for the 2014-15 year (from your 2013-14 PIE form) in the following table and connect those goals to the College Themes. Add rows (+) as needed. Delete rows (X).

Unit Goal Name	Unit Goal	College Theme
Increase Applications	Increase number of Financial Aid/Veterans applications from completion of FAFSA, CA Dream Act, BOG Fee Waiver, and Veterans Benefits (VA).	C: Secure Resources
Increase Applications	Increase number of Financial Aid/Veterans applications from completion of FAFSA, CA Dream Act, BOG Fee Waiver, and Veterans Benefits (VA).	B: Access and Success
Inreach/Outreach	Continue inreach/outreach efforts with other departments to reach out to students on campus and in surrounding community.	D: Cooperation/Collaboration
Inreach/Outreach	Continue inreach/outreach efforts with other departments to reach out to students on campus and in surrounding community.	B: Access and Success
Compliance/Efficiency	Maintain efficiency and service to financial aid/Veterans recipients with adherence to Federal, State, and District regulations and policies.	C: Secure Resources
Compliance/Efficiency	Maintain efficiency and service to financial aid/Veterans recipients with adherence to Federal, State, and District regulations and policies.	B: Access and Success
Informed Staff	Ensure Financial Aid, Scholarship, and Veterans staff members are trained and informed of continued and new rules and processes.	C: Secure Resources
Informed Staff	Ensure Financial Aid, Scholarship, and Veterans staff members are trained and informed of continued and new rules and processes.	D: Cooperation/Collaboration

II. Notable Achievements for: Financial Aid, Scholarships, and Veterans

Enter your Unit's successes for the 2014-15 year in the table below. This provides opportunity for closing the loop on your Unit's activities completed this year. *Text boxes will expand as needed. Add rows (+), delete rows (X).*

Priority for		Connected Unit Goal/
Manager	Unit Achievements for the 2014-15 Year	
Summary		College Theme

Priority for Manager Summary	Unit Achievements for the 2014-15 Year	Connected Unit Goal/ College Theme
High	Implementation of Financial Literacy Initiative	Unit: Inreach/Outreach
	Implementation of Financial Literacy Initiative	B. Access and Success
High	Conducted annual Cash for College event with record high attendance; we helped 553 students (family members not	Unit: Inreach/Outreach
	included in count) in 2015. We assisted 506 students in 2014 and 364 in 2013. Out of the 553 attendees, 527 indicated they will attend Mt. SAC, 97 indicated they are Dreamers, and 140 requested workshops conducted in Spanish.	B. Access and Success
High	Streamlined Verification process through committee process: pulled together experts in verification; committee members were systems analysts and financial aid specialists. The committee studied prior year data to assess the impact of our	Unit: Compliance/Efficiency
	verification selection. Did we do a good job of identifying common errors families make on the FAFSA and did verification help the right students get the right financial aid? The committee also review all financial aid forms - edit to make it more clear for students.	B. Access and Success
High	Staff actively participated in year round training: tax workshop, CASFAA conference, VAWA, Active Shooter, Sexual Harassment, etc.	Unit: Informed Staff
		D. Cooperation/Collaboration
High	Provided over a 100's FA/Scholarship/Veterans workshops on and off campus constituents; outcome from this effort is our consistent increase in the rate of applications received, year after year for FAFSA's, CA Dream Act, BOG fee waivers,	Unit: Increase Applications
	scholarship applications, and Veterans benefit requests - average increase is 10% annually.	B. Access and Success
High		Unit: Increase Applications
	Streamlined Front Counter In-take process while maintaining quality of customer service.	B. Access and Success
High	Monthly meetings with specialized groups: Clerical Specialists, FA Specialist, Veterans team, Sch team to better address	Unit: Informed Staff
	unique issues and enhancements.	D. Cooperation/Collaboration
High		Unit: Compliance/Efficiency
	Instituted student referral protocol to help with service efficiency and maintain quality customer service.	D. Cooperation/Collaboration
High	Improved FA cycle - loaded and processed applications earlier; sent real-time student communications. Created a master calendar for FA processing, internal tool for all FA staff to reference and track. The earlier we begin a new aid year, the	Unit: Increase Applications
	likelihood of capturing returning students attention to re-apply for FA is high because they are still on campus for the Spring term; for example, we started processing FAFSA/CA Dream Act applications for 2015-2016 in April/May 2015. We also	B. Access and Success
	applied this concept to student communication - when a financial aid status is run, a communication is sent out to impacted students so that they will be able to connect communication message with the change in status.	

Priority for Manager Summary	Unit Achievements for the 2014-15 Year	Connected Unit Goal/ College Theme
High	Enhanced process of Boll Grant Possiculation at Consus to determine and inform students of overnaument in real time	Unit: Compliance/Efficiency
	Enhanced process of Pell Grant Recalculation at Census to determine and inform students of overpayment in real time.	B. Access and Success
High	Enhanced Direct Loan processing: multi-year MPN, and disbursement notification. We enhanced the Banner loan processing to be able to download MPN for students; it is now recorded as a document in student's file - improved customer service for	Unit: Compliance/Efficiency
	staff to provide to loan students. We also identified a need to provide an immediate and systematic disbursement notification to student as soon as the loan is disbursed; in prior years, this was a manual process.	B. Access and Success
High	Provided real-time, customized Satisfactory Academic Progress communication to students.	Unit: Compliance/Efficiency
		B. Access and Success
High	Integrated new technologies with existing systems to allow for more user friendly scholarship application process.	Unit: Increase Applications
	integrated new technologies with existing systems to allow for more user mentity scholarship application process.	B. Access and Success
High	Integrated more in-depth scholarship training for Financial Aid and Veterans staff.	Unit: Informed Staff
		D. Cooperation/Collaboration
High	Provided more training for student workers on Financial Aid and Scholarships; utilized student's language skills to increase	Unit: Inreach/Outreach
	assistance for students.	B. Access and Success
High	Increase participation of departments (DSPS, Counseling, VSOC, FA) during Veterans Week and Veterans Recognition Night.	Unit: Inreach/Outreach
	increase participation of departments (DSFS, Courseiing, VSOC, TA) during veterans week and veterans recognition right.	B. Access and Success
High	Established custom Orientation program for Veterans, collaborating with Counseling department.	Unit: Inreach/Outreach
	Established custom onemation program for veterans, conaborating with coursening department.	D. Cooperation/Collaboration
High	Participated in extensive Veterans training: VPAC, WAVES, Veterans Summit, etc.	Unit: Informed Staff
	ranticipated in extensive veterans training. vrAC, wAves, veterans summit, etc.	C. Secure Resources
High	Conducted Satisfactory Acadomic Progress (SAP) workshops	Unit: Informed Staff
	Conducted Satisfactory Academic Progress (SAP) workshops.	D. Cooperation/Collaboration

Priority for Manager Summary	Unit Achievements for the 2014-15 Year	Connected Unit Goal/ College Theme
High	Streamlined Appeal Intake process; provided thorough training to all staff, including student workers.	Unit: Compliance/Efficiency
		B. Access and Success
High	Implementation of REACH, foster youth support program; hired coordinator to run REACH.	Unit: Inreach/Outreach
	implementation of KEACH, foster youth support program, filled coordinator to full KEACH.	B. Access and Success
High	Hired a Student Services Program Specialist for Veterans to increase student Veteran engagement and programming such as mentorship, assistance with educational supplies, tutoring, and expansion of partnershp with Vet Success on Campus	Unit: Inreach/Outreach
		B. Access and Success

III. External/Internal Conditions, Trends, Impacts, Retention & Success, Critical Decisions and Outcomes Assessment

The following table is intended to track conditions that influence planning over a multi-year period beginning with the 2014-15 year. Please include data. The "Link to Data Sources and Support Options" button will open a Mt. SAC webpage that offers suggestions and links for possible data sources for your Unit. Text boxes will expand. Add (+) rows, delete (X) rows as needed.

			Link to Data Sources and Support Option	S	
Year	Add item	External Conditions,	Trends, or Impacts	Data Sources	
2015-16 Cont'd.	 New Policies/legislative changes: loans, Veterans, Education Plans, and SAP for BOG recipients Increased number of requests for FA presentations from within the campus as well as outside community. Implemented a Request for FA/Scholarship Presentation protocol; created a point of contact in FA office to gather needs of school/agency to identify appropriate topic expert from department to conduct presentation. Logged all presentation commitments to avoid scheduling conflicts. As the cost of college increase, more and more families will need assistance with options to pay for school. Reliance on technology: FA is dependent on technology due to the need to implement multiple rules and regulations; need to establish a protocol for staff to make request and follow through with IT department 				
Year	Add item	Internal Conditions,	Trends, or Impacts	Data Sources	
2015-16 Cont'd.	 Increase in student volur New Staff learning curve Increase in student Veter Increase in our Foster You Increased number of req college increase, more and 	and additional staff needed to address se ans usage of the Veterans Resource Cente uth population; no formal process to iden	lications; 3 different applications (FAFSA, Dream Act, BOG) rvice concerns for Veterans and Foster Youth er and request for VA Benefits; increase engagement tify and communicate e campus as well as outside community. As the cost of otions to pay for school.	Department of Education, CCC Chancellor's Office, student traffic, staff concerns	
Year	Add item	Succes	s Data	Data Sources	
2015-16 Cont'd.		on of OnBase system; implementation cor Literacy workshops for over 200 student		Campus decision to use OnBase system, Financial Literacy was initiated from Presiden Cabinet as well as recommendation of Department of Education	
Year	Add item	Critical D	ecisions	Data Sources	
2015-16 Cont'd.	determine best fit business position to support depart 2. Implementation of SSSP communications.	flow for each project. During the evaluati nent need was missing; requested Busine	communication business protocol and student	Student Traffic, Staff Concerns, SSSP and Student Equity initiatives, and internal campus sources for FY	

Year	Add item	Progress on Outcomes Assessment	Data Sources
2014-15	None		Cite Data Sources

IV. Alignment and Progress on Unit and College Goals: Closing the Loop

This section serves as a "reporting" function. It shows how your Unit closes the loop and connects planning to budget allocation: How did the prioritized college resources connect to your Unit's outcomes? What progress has your Unit made with the resources provided? Include progress on plans that did not require new resources if applicable. You are also prioritizing your Unit's progress or outcome for inclusion in your manager's summary. The **Plan Status** drop-down offers a time-frame update on the progress of your plan.

Some information has been pre-loaded into this form by your manager. Add rows (+) as needed. Delete rows (X).

Priority for Manager Summary	r and Posourcos Obtained <i>(if any)</i>		Resources Secured (if any)	Progress/Outcomes/Result/Impact (Resource requests should be based on outcomes assessment)	Connected Unit Goal/ College Theme
High	ligh Position: Student Services Program Specialist, Veterans		\$ \$60,000.00 Staffing	Hired position and incumbent has increased engagement and	Unit: Inreach/Outreach
	Plan Status	Plan Status Complete		programming for student Veterans.	B. Access and Success
High		m Coordinator, Foster	\$\$\$60,000.00 Student Equity	Hired position and incumbent is starting to create REACH Unit: Inreach/Outreach	Unit: Inreach/Outreach
	Plan Status	Youth Plan Status Complete		programming and support services for current and entering foster youth at Mt. SAC.	B. Access and Success
High Po	Position: REACH Student Ambassador positions		\$\$10,000.00	To help build REACH program, student ambassadors are needed to help provide insight and asisstance to Coordinator	Unit: Inreach/Outreach
			Student Equity		B. Access and Success
	Plan Status	Complete	Source 2		B. Access and Success
High	Business Analyst	Administrative Analyst	\$\$\$80,000.00	Changes in program requirements necessitate this level of program analysis to include documentation; training staff; up	Unit: Compliance/Efficiency
	Plan Status	Staffingkeep of policy and regulations; maintenance of consumer information; ensure regulatory compliance; and support with various reporting mandates.		C. Secure Resources	
High	Student Services Scholarships	Program Specialist-	\$ \$60,000.00 Staffing	Workload demand: administration of internal and external scholarships, over \$300,000 volume; no full-time dedicated staff;	Unit: Compliance/Efficiency
	Plan Status	2015-16 Complete	Source 2	regulated by Dept of Educ.	C. Secure Resources
High	Director, Veterar	15	\$\$120,000.00	Workload domand: fodoral regulations from VA and increases in	Unit: Compliance/Efficiency
			Student Equity Workload demand; federal regulations from VA, and increase in student Veterans population and service needs.		C. Secure Resources
	Plan Status	2016-17 Complete	Source 2		

SectionTwo

Where We Are Going: Planning for the Next Three Years: 2015-16, 2016-17, 2017-18

I. Planning Context - Unit Goals Assessed and Revised for: Financial Aid, Scholarships, and Veterans

This table contains your goals as noted in Section One for 2014-15. Review your Unit's goals and revise, add new goals or remove goals that are no longer relevant as appropriate for planning for 2015-16, 2016-17, and 2017-18. *Add rows (+) as needed. Delete rows (X)*.

Unit Goal Name	Unit Goal	College Theme
Increase Applications	Increase number of Financial Aid/Veterans applications from completion of FAFSA, CA Dream Act, BOG Fee Waiver, and Veterans Benefits (VA).	C: Secure Resources
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Informed Staff	Ensure Financial Aid, Scholarship, and Veterans staff members are trained and informed of continued and new rules and processes.	C: Secure Resources
Informed Staff	Ensure Financial Aid, Scholarship, and Veterans staff members are trained and informed of continued and new rules and processes.	D: Cooperation/Collaboration
Solidify Program	For REACH, solidify programming and services available for foster youth attending Mt. SAC	B: Access and Success

II. Annual Implementation Plan for: Financial Aid, Scholarships, and Veterans

This section serves as a "planning" function. This is where you ask for resources and record new action plans, activities, or interventions necessary to achieve success. Use the Expected Outcomes section to describe how the plan and resources requested is supported by your Unit's to outcomes assessment plan. This section will also be used to record revisions to plans as needed across the three years of planning. *Add rows (+) as needed. Delete rows (X)*.

Priority for Manager Summary	Plans, Activities, or Interventions	Resources Needed (if any)	Expected Outcomes / Criteria for Success (Resource requests should be based on outcomes assessment)		Connected Unit Goal/ College Theme
High	Veterans Services Specialist	\$\$60,000.00 Student Equity	Workload demand and stringent VA regulations; we currently have one formal position to do this work and based on workload demand, we need another position to meet processing time frame		Unit: Compliance/Efficiency
New	Projected Completion Select	Source 2	set by the VA.	set by the VA.	
High	Transfer Cash for College Budget from BFAP to Student Equity/District Funding	\$\$50,000.00	The rate of increase i	Chau Dao funds is covering staff salaries and benefits. n salary/benefits out weigh the slight	Unit: Compliance/Efficiency
Ongoing	Projected Completion Select	Other - Add Student Equity/Distr	been fully staffed, BF fully staffed and BFA	ds each year. In prior years when FA has not FAP funds covered all expenditures. FA is now P funds are unable to cover all expenditures.	D. Cooperation/Collaboration
			to Student Equity or Person Responsible	of staff, move our Cash for College expenses District funding. Chau Dao	
High	Student Services Program Specialist, REACH	\$ \$60,000.00	As REACH program gets built with projected growth, program coordinator will need staffing assistance. REACH will need a specialist in the next year to handle increase. New legislation to		Unit: Compliance/Efficiency
New	Projected Completion Select	Student Equity Source 2	incorporate service s	support for homeless youth in higher se need for staffing position.	C. Secure Resources
			Person Responsible	Chau Dao	
High	Student Services Program Specialist, Financial Literacy	\$\$60,000.00	recommendation to	dents as well as Department of Education initiate a Financial Literacy program on	Unit: Inreach/Outreach
New	Projected Completion Select	Staffing Source 2	in Fall 2014 and Sprii	plemented two large workshops for students ng 2015. This position would formalize a permanent, as needed. Staff members have	B. Access and Success
			collaborated to plan for designated perso	and conduct workshops, but there is a need nnel and operational budget to focus and envisioned by Mt. SAC administration and	
			Person Responsible	Chau Dao	

Priority for Manager Summary	Plans, Activities, or Interventions		Resources Needed (if an	Expected Outcomes / Criteria for Success (Resource requests should be based on outcomes assessment)	Connected Unit Goal/ College Theme
High	Financial Literacy operational budget		\$\$40,000.00	Due to College Presidents as well as Department of Education recommendation to initiate a Financial Literacy program on	Unit: Inreach/Outreach
		5	Other - Add	campus, we have implemented two large workshops for students	B. Access and Success
New	Projected Completion	Select	Source 2	 in Fall 2014 and Spring 2015. This position would formalize Financial Literacy as a permanent, as needed. Staff members have 	
				collaborated to plan and conduct workshops, but there is a need for designated personnel and operational budget to focus and enhance program as envisioned by Mt. SAC administration and Department of Education.	
				Person Responsible Chau Dao	

III. Resources Identified in Relation to Planning

This section will serve the budget prioritization function in the Manager's PIE. Your manager will inform you when actual quotes are due.

SectionThree

Recommendations for Improving the Planning Process

What additional information should the College provide to assist your Unit's planning?

Enter additional information suggestions here.

What suggestions do you have for improving the planning process for your Unit?

Enter your suggestions for improvement here.

Enter your name as contributing to and approving of this Unit PIE Plan below. Add rows (+) as needed.

Contributer		Contributer	
Chau Dao	✓ Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Manuel Cerda	✓ Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Desiree Marquez	✓ Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Education Advisors: Windy Lozano and Marlene Sandoval	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Sandy Miranda	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Systems Specialists: Daniel Zavala and Ed Estacio	✓ Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Financial Aid Specialists: Terrence Pratt, Sean Wallace, Patricia Hamilton (Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Veterans Services: Jazmin Vargas, Lorenzo Harmon	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Frontline team: Rosemary Rodriguez, Debra Ibarra, Xochitl Vallarta, Laksh	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Hourly/Student Workers: Lorenzo Zubieta (Vet), Vanessa Minero (FA), Jan	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Add your name as contributing to this Unit PIE and check that you approve	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve

Contributer		Contributer	
Add your name as contributing to this Unit PIE and check that you approve	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Add your name as contributing to this Unit PIE and check that you approve	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve
Add your name as contributing to this Unit PIE and check that you approve	Approve	Add your name as contributing to this Unit PIE and check that you approve	Approve

Thank you for completing the Unit PIE form summarizing 2014-15, and initiating your Unit's planning for the 2015-16, 2016-17, and 2017-18 three-year cycle.

Please save this form and forward to your Unit's manager by 06/30/2015.

Questions regarding this form? Send an email to Don Sciore, Interim Associate Dean of Arts, member IEC, at dsciore@mtsac.edu