



Student Services  
Program Review Reflection  
2014-2015

1. Overview: Assess program, services, division during the 2014-2015 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.

The Financial Aid Office eliminated unnecessary forms from the student document requirements. This afforded us the ability to award aid in a more timely fashion and remove barriers to students receiving their monies. We also revised our request for extension process (in conjunction with counseling) to reduce the time it takes for processing. We also adopted an open door policy for the office, whereby students are able to meet with financial aid staff when they come to the office, rather than scheduling an appointment.

2. Describe how SSSP core services or DSPS, EOPS, CalWORKs program plans were met. Include evidence that illustrate how the core services were met. N/A
3. Describe how Student Equity goals were met. Include evidence that illustrate how goals were met.

Implementing the book loan program ensures all students have the opportunity to purchase their books prior to classes starting and to be able to take advantage of discount days.

4. Enrollment Management (if applicable): Analysis of course offerings and what is needed for 2015-2016 course offerings. N/A

5. Resource requests based on previous Program Reviews and/or Annual Program Review Updates.

No updates for 2014-15

6. Other Relevant Information: