

NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT

PROGRAM INFORMATION: Scholarship Office

Assume the reader doesn't know anything about your program/department. Briefly describe your department and how your department supports one or more of [Golden West College's mission and goals](#). **This description will likely be used on your department's website.**

To promote and assist students with the opportunity to receive scholarships to be enhance their educational journey while attending Golden West College. This is made possible by providing them an easy to use single online scholarship application system that can be utilized from any computer.

Program Contributions: Describe how your department contributes to the campus. Consider areas such as diversity, campus climate, student success, campus processes, student support, and other college goals below.

The Scholarship Office contributes to campus life by providing:

- Students the opportunity to stay in school by providing them resources to scholarships available at Golden West College and off campus (Outside Scholarship Opportunities)
- Students the opportunity to receive scholarship funds for college to use for as need for tuition, books and supplies
- Students the opportunity to express why they have come to college through a Personal Statement
- Students the opportunity to build their resumes through the online scholarship system and strengthen resumes if awarded scholarships
- Building relationships with other departments and programs in marketing scholarship opportunities such as: presentations to College 100 classes, CARE Program and clubs
- Fostering relationships between the faculty, staff, managers and outside community who are Reviewers of the scholarship applications

College goals (check all that apply):

Institutional Mission & Effectiveness

- Instructional Programs
- Student Support Services
- Library and Learning Support Services
- Student Engagement
- Student Equity
- Human Resources
- Facilities & Campus Environment
- Technology
- Fiscal Resources
- Planning Processes
- District Collaboration
- Community Relations
- Business, Industry, Governmental Partnerships

External Requirements: Indicate any requirements that are imposed on your program/department by the state, federal regulations, or other external accrediting bodies (If applicable).

The Scholarship Office must abide by: Donor Criteria for Scholarships, Federal Government requirements for reporting student scholarship through 1098T Forms and Financial Aid and District Requirements for report student scholarships

REVIEW OF LAST CYCLE PROGRAM REVIEW

Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program/department achieved. (2 pg limit) [Link to Previous Program Review Reports](#)

This program has not been part of a formal Program Review process in the past.

SWOT ANALYSIS

Strengths:

- What does your program/department do well?
- What do you believe your students, potential employers, or transfer institutions see as your program's/department's strengths?

Strengths:

- Online one application scholarship system
- Provide financial assistance to students
- Grow the student scholarship program
- Help with student retention
- Build campus communities of staff, faculty, managers and community member that

read online student scholarship applications

- Reduction of paper usage to be a more sustainable program

Weaknesses:

- In what areas does your program/department need to improve?
- What are your program's/department's immediate needs?
- What limitations or barriers is your program experiencing?

Weaknesses:

- Continue to make students aware of Golden West College scholarships through marketing and utilizing social media
- Not fully utilizing the AcademicWorks system to add in Donors
- Appropriate staffing to allow for expanding the usage of the AcademicWorks system

Opportunities

- What opportunities exist for your program/department?
- What opportunities exist that may allow your program/department to expand/improve on efficiency?
- What external funding opportunities are available for your program/department? (If applicable)
- What partnerships/collaboration (internal, district-wide, external) can be established or expanded to the benefit of your program/department?

Opportunities:

- Grow Donor Recognition in online scholarship program
- Develop connection between Donors and Student Recipients
- Reach out for more scholarship funding in the community with the Foundation Office

Threats/Challenges

- What challenges exist for your program/department?
- What budgetary constraints is your program/department facing?
- Are there upcoming changes to state and federal regulations that will impact your program? Elaborate.

Threats/Challenges:

- In order for the Scholarship Office to do more we need College support for operations
- Difficult to grow Scholarship Program and other Special Events with limited resources in personnel, funding and space
- Scholarship Coordinator pull to other assignments with limited time to scholarship program
- Cost of the outside vendor online program not an on-going budgeted item
- Meeting the financial needs of the students applying for scholarship

PROGRAM DATA AND ANALYSIS

Measures of Scope of Program (Who does your department serve? How many do you serve?)

- Student Number of Students Served: the entire student body
- Faculty Number of Faculty Served: indirectly - all faculty
- Staff Number of Staff Served: indirectly - all staff
- Managers Number of Managers Served: indirectly - all managers

The Scholarship Office serves the entire student body. That number varies from semester to semester. (See Scholarship Statistics for Five Years)

Measures of Effectiveness/Customer Satisfaction?

- What type of data did you use to measure customer satisfaction? Provide your analysis of the data.

The Scholarship Office has conducted a simple Customer Satisfaction Survey during the Scholarship Workshop and Advisement sessions in the spring. (See attachment.)

- What type of data did you use to measure departmental accomplishments? Provide your analysis of the data

See attachment.

Measures of Efficiency/Productivity

- What type of data did you use to measure improvements in efficiency and productivity? Focus on:
 - o Time
 - o Personnel
 - o Other Resources

The Scholarship Office used both subjective and objective data to measure accomplishments.

•Did the number scholarship awarded increase

•What was the number of students using the online scholarship system change from year to year.

There was no empirical data used to measure improvements other than the numbers in the AcademicWorks system and the number of recipients awarded scholarships each year.

Review of Budget/Expenditures

Provide a breakdown of your allocated budget and actual expenditures

(Please summarize here and provide excel spreadsheet of your budget as an attachment)

Scholarship Office Budget (See Attachment)

ASGWC Funding \$2,000

Reception, Supplies, Decorations, Intrepeter, Haz Rental

Foundation Funding \$3,000

Program Printing, Invitations, Supplies, Reception

PROGRAM PLANNING

Based on your analysis of previous program review and current data/information:

- **What does your program want to accomplish in the next three years?**

- A. Add Donors profiles into the AcademicWorks system so that they can be recognized for being donors on campus and link it with Foundation Website
- B. Connection students receiving a scholarship receiving Golden West College scholarships with history, scholarship descriptions and why it was established.
- C. Establish a formal connection between the Donor and the Recipient so that the donor knows more about the recipients before the Scholarship Ceremony when they meet.
- D. Develop a Foundation Ambassador Program to assist with Scholarship Night and other Foundation Special Events throughout the year
- E. Develop a Scholarship Office timeline

- **What areas does your program plan to improve?**

The Scholarship Office plans to improve/initiate all goals mentioned above.

- **What specific actions will you take to improve upon those areas?**

Regarding A:

Work with Foundation Office to input Donor information into AcademicWorks system. Reach out to any donors we don't have information on or update information. Try to get a photo of donor for profiles. This is common practice with Scholarship Offices at other colleges and universities.

Regarding B:

Work with Foundation Office and Promotions at taking the information from the Donor files and Scholarship Program and putting it in the AcademicWorks system.

Regarding C:

As donor request provide them an opportunity to connect with their scholarship recipients. Start by providing them a copy of the recipients Personal Statement which they read to the donors. Making sure not to violate any FERPA laws. Provide a Scholarship Office website request if donors or recipients would like to connect. Silver Anchor connects with their recipients through an organizational luncheon.

Regarding D:

Develop a student program for Foundation Ambassadors to assist at special events such as the Scholarship and Awards Night. The Foundation Ambassadors would help with the logistics event. They could be greeters and stand in for students recipients during the night as needed.

Regarding E:

The Scholarship Office would develop a detailed timeline month by month that would assist anyone who might be working in the office at meeting program target dates. This would assist in making sure when faced with an overwhelming busy schedule the tasks activities for department are being met.

- **How will you assess whether your program has accomplished those goals?**

All the goals and activities to reach them are measurable. The measures will show the degree to which the goals have been accomplished. Specific goals will be visible in the AcademicWorks software used.

RESOURCE ALLOCATION

In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. [Link to resource request form.](#)

- Staffing
- Facilities
- Technology
- Equipment
- Funding for Professional Development

I will be submitting Classified Employee Request for a 10 month employee to assist with Scholarships and Special Events.