

1. Assessment Plan - Four Column



PIE - Student Services: Scholarships Unit

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: Planning dialog this year included weekly, and sometimes bi-weekly, Scholarship Team meetings and the annual campus-wide Scholarship Committee meeting. Planning of goals included discussions of setting priorities for staff, Committee members and management, as well as timelines for planning and execution.

External Conditions, Trends, or Impacts (Student Services): 1. Increased number of requests for Scholarship presentations from within the campus as well as outside community while having limited staffing.

2. Expanded pool of topic experts from department and outside of department are needed with respect to Scholarships to conduct presentations and complete reviewing tasks.

3. As the cost of college increases, more and more families will need assistance with options to pay for school.

4. Reliance on technology: Scholarship Program Office is dependent on technology due to the need to implement multiple compliance measures; current on-line management system is limited in some areas which means continued manual confirmation of eligibility for some scholarships with very refined criteria.

5. Need for consistent and documented communication with the College's Foundation Office to ensure accuracy in administration of scholarship programs.

6. Push to increase college-wide efforts in scholarship support for students related to Guided Pathways Initiative, Student Funding Formula, etc.

Internal Conditions, Trends, or Impacts (Student Services): 1. Scholarship Ceremony budget is not sufficient to cover current year expenses.

2. Lack of operating budget specific to scholarship outreach efforts.

3. Lack of office space for private scholarship advising sessions.

4. Trend to increase outreach to special programs continues to be a Student Services priority.

5. Lack of full-time Scholarship Coordinator/Director

6. Gap in staffing administrative and logistical needs due to promotions in the FA Office

Critical Decisions Made by Unit: Critical decisions made that are impacting planning this cycle primarily revolve around budgetary issues.

Planning remains halted until funding becomes available for scholarship-specific outreach and an increase to the Scholarship Ceremony budget.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: -Increased scholarship awards available by 5% (448 awards in 2018-19 vs. 427 awards in 2017-18; not including 44 Oshers—15% increase if Oshers included 492 vs. 427)

-Four (4) Jack Kent Cooke Undergraduate Transfer Semi-Finalists

Notable Achievements for Theme B: To Support Student Access and Success: -Increased the number of Scholarship Essay Writing Workshops by 88% (45 in 2018-2019 vs. 24 in 2016-17)

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: -Continued to have financial oversight over Scholarship Ceremony Budget

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: -Increased collaborations with various departments, programs, & clubs to offer Scholarship Workshops: (NEW for 2018-2019) Associated Students, International Student Resource Fair, TransferCon, Counselor Day, ACCESS (formerly DSPS) Staff

Training, Student Services Ambassadors, Athletics Department, International Student Program, Inter Club Council Meeting (Continued partnerships) Arise, Aspire, CARE, CalWORKs, Dream, REACH, Veterans Resource Center, Radiologic Technician Program, Nursing Program, Counseling & World Language courses, Honors Program, Phi Theta Kappa, Mountie Transfer Club

-All departmental scholarships are processed through online application process to ensure 100% compliance

Contributors to the Report: Desiree A. Campos Marquez, Manager of Financial Aid & Special Programs (Veterans & Scholarships)

Teresa Pham, Student Services Program Specialist - Scholarships

Erica Morales, Financial Aid Administrative Specialist - Scholarships

Christine Santiago, Financial Aid Specialist - Scholarships

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Informed Staff - Ensure Scholarship staff members are trained and informed of continued and new rules and processes.

Status: Active

Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20

Goal Entered: 09/01/2016

Report directly on Goal

Reporting Year: 2018-19

% Completed: 75

Provided reviewer training to ALL active Scholarship Committee Members and staff reviewers at-large (30+ faculty/staff. Supported several staff in attending scholarship-specific training (AcademicWORKS Conference) and Manager and staff presented at several Conferences/Meetings this year on the topics of: Scholarship Compliance and Best Practices in the Administration of Scholarships. (07/02/2019)

Request - Full Funding Requested -

Student Services Program Coordinator, Scholarships

Describe Plans & Activities

Supported (Justification of Need):

Human Resources

Lead: Chau Dao

What would success look like and how would you measure it?:

Workload demand and compliance monitoring needs will be more accurately supported.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 98600

Request - Full Funding Requested -

Provide support to Scholarship Team

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members in attending scholarship-specific trainings/conferences.
Lead: Chau Dao
What would success look like and how would you measure it?: Ensure staff is up to date on compliance, regulations and laws with respect to scholarship administration.
Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 20000

<p>Faculty Participation - Increase faculty participation on the Scholarship Committee (as reviewers, advocates of programmatic needs, outreach partners, etc.) and secure 100% reader participation. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 75 All faculty who served as reviewers completed 1 hour of Scholarship Compliance/Application Review Training. Continued progress in the following areas is still needed: -Number of Faculty Reviewers -Advocates of Programmatic Needs -Outreach Partners (07/02/2019)</p>
<p>Goal Entered: 09/01/2016</p>	<p>Request - No Funding Requested - Train ALL faculty members participating in the scoring and application review process. What would success look like and how would you measure it?: Ensure compliance, fairness and scoring equity in the review process. Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees. Planning Unit Priority: High</p>	<p>Reporting Year: 2016-17 % Completed: 100 Achieved as all active faculty Scholarship Committee members participated fully in reviewer training. (07/10/2017)</p> <p>: Reviewer training for faculty will continue to be offered. (07/10/2017)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Student Support - Increase support available to applicants of the Mt. SAC Scholarship Program (staffing, events, outreach, etc.).</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20</p> <p>Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested - Marketing budget</p> <p>Describe Plans & Activities Supported (Justification of Need): Marketing materials and promotional items.</p> <p>Lead: Chau Dao</p> <p>What would success look like and how would you measure it?: Applicant count will increase 5-10% from prior year.</p> <p>Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: No</p> <p>One-Time Funding Requested (if applicable): 5000</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 0</p> <p>Staff support for the Mt. SAC Scholarship Program has not increased. (07/02/2019)</p>
	<p>Request - Full Funding Requested - Increase the annual College's Scholarship Ceremony budget by \$10,000.</p> <p>Describe Plans & Activities Supported (Justification of Need): Financial (\$25,000 facility rental, \$2,000 marketing, \$2,000 supplies, \$1,000 printing)</p> <p>Lead: Chau Dao</p> <p>What would success look like and how would you measure it?: Increase students success by providing a momentum point recognition event.</p> <p>Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests</p>	

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: High
Documentation Attached?: No
One-Time Funding Requested (if applicable): 10000
On-Going Funding Requested (if applicable): 25000

Request - Full Funding Requested -
Student-workers (1-3) to assist with counter intake and outreach needs.

Lead: Teresa Pham
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 12000

Request - Full Funding Requested -
Student workers to serve as "Scholarship Ambassadors"

Describe Plans & Activities Supported (Justification of Need):
Previous scholarship winners will provide peer-to-peer assistance in the application process.

Lead: Chau Dao
What would success look like and how would you measure it?: Increase in number of applicants/completed applications.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: Medium
On-Going Funding Requested (if

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applicable): 24000

Increase Awareness - Increase awareness of the Mt. SAC Scholarship Program (application, workshops, targeted awards, assistance available, etc.) through various marketing strategies (social media, etc.).
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20
Goal Entered: 09/01/2016

Request - Full Funding Requested - Develop multi-media outreach campaign.
Describe Plans & Activities Supported (Justification of Need): Increase access for students.
Lead: Teresa Pham
What would success look like and how would you measure it?: Applicant count will increase from prior year.
Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.
Planning Unit Priority: High

Reporting Year: 2018-19
% Completed: 50
 •Workshops offered throughout Winter & Spring focusing on Getting Started (Hands-on) & Writing Tips.
 •Promoted at campus events:
 oBaseball Game Tabling, 2/8
 oCounselor Day Tabling–Flyers included in student packet, 4/10
 oJoin-A-Club Week, 3/19-3/21
 oTransferCon Workshops, 4/3
 •4 days of one-on-one essay advising, met with over 20 students per day.
 •Extended hours until midnight to provide one-on-one essay advising in the Student Equity Center & VRC on scholarship deadline, 4/15
 •Special Program Presentations: Arise, Aspire, Dream, & REACH (2), EOPS/CARE (1) CalWorks (2), SEED (2); VRC (5), Honors Program (1), International Student Program(2), Student Government Meeting (1), PTK (1), MEChA club (1), Mountie Transfer Club, Prof. Kemp (6) classroom, Prof. Hart (2), Prof. Candell (2); Nursing Dept. (2), RadTech (2); Athletics Hands-on (4) (07/02/2019)

Request - Full Funding Requested - Survey Tool - to determine to collect data from students regarding scholarship needs.
Lead: Teresa Pham
What would success look like and how would you measure it?: Utilize survey findings to focus on the development of outreach efforts that students report are most helpful.
Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/

Reporting Year: 2016-17
% Completed: 75
 Students surveyed indicated they attended Scholarship Workshop as a result of:
 36% -- Flyers
 38% -- Referrals
 11% -- Website
 15% -- Email (07/10/2017)

: Outreach efforts for workshops will focus highly on the use of flyers and informing key stakeholders throughout campus so they can make referrals to students about the importance of attending a workshop. (07/10/2017)

Unit Goals

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Where We Make an Impact: Closing the Loop on Goals and Plans

maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: High
On-Going Funding Requested (if applicable): 500

Request - Full Funding Requested -
Marketing budget

Describe Plans & Activities Supported (Justification of Need):
Marketing materials and promotional items.

Lead: Chau Dao
What would success look like and how would you measure it?:
Applicant count will increase 5-10% from prior year.

Type of Request: MARKETING:
Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

Planning Unit Priority: High
Documentation Attached?: No
On-Going Funding Requested (if applicable): 5000

Request - Full Funding Requested -
Student workers to serve as "Scholarship Ambassadors"

Describe Plans & Activities Supported (Justification of Need):
Previous scholarship winners will provide peer-to-peer assistance in the application process.

Lead: Chau Dao
What would success look like and how would you measure it?: Increase in number of applicants/completed applications.

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Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 24000

<p>Increase Applications - Increase the number of students who submit completed scholarship applications (versus drafted or unfinished) Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 75 1621 Submitted Applicants vs. 1930 Submitted Applicants last year. We will be sending out surveys to all Drafted applicants to assess why they did not complete their application. Assessing where they are completing the application and if more late night one-on-one advising would be beneficial. (07/02/2019)</p>
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<p>Request - Full Funding Requested - Survey Tool - to collect data from applicants. Lead: Teresa Pham What would success look like and how would you measure it?: Utilize survey findings to increase completed applications. Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. Planning Unit Priority: High On-Going Funding Requested (if applicable): 500</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2016-17 % Completed: 100 Students surveyed reported they did not complete/submit their Mt. SAC Scholarship Application because: 41% I did not have enough time/I forgot/I missed the deadline 9% They questions were too difficult/confusing to answer 4% I only wanted to be considered for the Book Scholarship (no essay required) 18% I did not know it was not complete/submitted (07/10/2017)</p>
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; Staff will closely monitor students in the drafted stage of the process and follow-up through targeted outreach to ensure applicants are aware of the deadline and the status of their application. (07/10/2017)

<p>Collaboration - Align unit's scholarship selection timeline with Foundation's donor commitment timeline.</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 75 Development of the 18-19 selection timeline was a collaborative effort between the Scholarship Office and the</p>
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Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016
Date Goal Archived/Inactivated: 01/01/2019

Report directly on Goal

Foundation. "Responsible Party" section was added to clearly define the contact/responsible staff member. With the exception of several scholarships, the Foundation's donor commitment timeline aligns with the scholarship selection timeline. (07/02/2019)