

Lane Community College
Unit Planning: Instruction & Student Services
Student Financial Services

Program Analysis

Key Question: Please review the planning initiatives that were identified in the annual planning cycle. Provide a summary analysis of your work completed last year in relation to your annual planning initiatives by responding to the following questions.

1. What did your unit accomplish last year in relationship to the annual planning initiatives? Other accomplishments not related to the annual planning initiatives?

- Approximately 12,000 students listed Lane Community College as a college they may attend in application for federal student aid. Of these, approximately 8,000 students received funding via the Financial Aid Office. The Financial Aid Office provides in excess of \$28 million to students seeking assistance toward their cost of attendance.
- The Financial Aid Office successfully secured funding for and implemented a document imaging system in March 2005. The system was put into effect for 2005-06. The immediate effect was to increase productivity and decrease paper flow and storage. This will lead to the end of archiving files on campus. The imaging system allowed the Financial Aid Office to keep pace with delivering assistance on time with the decrease in the need to track down and maneuver paper and files. Document imaging has resulted in cost savings by eliminating temporary help to gather, file, and distribute paper documents and files. The Financial Aid Office will net approximately 400 square feet of space once previous year paper files have been archived.

2. What are the areas that still need attention?

- The document imaging system a fragile system at this point in time and we will be focusing on making the imaging system stable.

3. Considering your responses to questions 1 & 2 and emerging needs and demands, what are your plans for next year? This conclusion should be the foundation on which initiatives are built.

- It is clear that the next focus in providing the best service and delivery of aid to students is the concentration in on-demand services. On-demand services are best provided via electronic portal technology, e-commerce, e-signatures, and electronic delivery of materials, notices, and awards.

Lane Community College
Unit Planning: Instruction & Student Services
Student Financial Services

Annual Program Plans:

*How do you propose improving future performance? **Each initiative should be linked to the needs identified through the program analysis.** When proposing an initiative(s), use the following structure for each initiative proposed:*

Section I: Planning

1. Initiative Title: Portal Technology

Division Priority: 1

2. How is the initiative linked to your Program Outcomes Analysis for last year? What program level outcomes do you expect to achieve?

- Electronic delivery and on-demand services provides immediate information to students and reduces the need to use Enrollment Services personnel for inquiries. The savings in postage, personnel time to stuff envelopes, and mailing time for documents to be received, imaged, and reviewed would be reduced.

3. Describe the initiative

- *How does this initiative align with the strategic directions of the college?*

This initiative aligns with building organizational infrastructure.

- *What will the product, innovation, or change of this initiative be? Please be as specific as possible.*

On-demand services to students.

- *What is the need or intended use? How was that need assessed? What is your evidence of the need?*

Eighty percent of students applying for federal aid use on-line web-based services to do so. The Department of Education stresses electronic delivery of aid and currently uses electronic signatures and notifications in their communications with students.

- *Given college resources, is it feasible? Is it an efficient use of college resources?*

From our knowledge of college resources, no, it is not feasible, and we have yet to identify the recognition campus wide of the benefits this would provide. It is an efficient use of college resources in the ability to lower the need for students to inquire in person regarding the status of their applications and awards, in addition to the cost savings in mailing award notifications and contacting students directly.

- *What would be the campus location of this request/project?*

Computing Services.

Lane Community College
Unit Planning: Instruction & Student Services
Student Financial Services

- *How many students (per year) will benefit?*

The entire student body, credit and non-credit.

- *How will students benefit?*

Students would benefit via services available 24 hours a day, 7 days a week.

Section II: Linking Planning to Budgeting - If you need Resources:

4. Describe the resources needed

Portal system software compatible with the Banner Administrative System.

5. List the possible funding sources

- *Can this project be partially funded?*

Unknown at this time.

- *If so, what portion could be funded at what minimum cost?*

Unknown at this time.

If the funding source is Carl Perkins: **No**

1. How does the request meet one or two of the Carl Perkins act goals?
- 2.

6. Provide ORG & PROG codes

7. For programs that have advisory committees: What plans do you have for working more effectively with your Advisory Committee?

It is unclear at this time how many advisory committees and governance councils would be involved.

Lane Community College
Unit Planning: Instruction & Student Services
Student Financial Services

VP/AVP/ED Responsible	Division/Unit	Division Priority	Date of Initiative	Expected completion date	Initiative Title	Resource Description	\$\$	Recurring / Nonrecurring	Resource Type (mark with an "X")				Funding Sources (mark with an "X")						
									Payroll	Equipment	Space	Other	Existing	New Gen Fund	Carl Perkins	Stud Tech Fee	Curr Dev	Recruitment	Other
DK	Financial Aid	1	11/12/2005	unknown	Electronic delivery (Portal)	exploratory phase	unknown	N				X		X		X			X