



ALAMO COLLEGES DISTRICT
Palo Alto College



Business Office as a Classroom

Spring 2019



Presentation Overview

- Overview of Palo Alto College and Student Needs
- Framework for Collaboration
 - Example: Emergency Aid Program Development and Fresh Start Program Development
- Overview of Division of Student Success Model for Process Improvement
- Business Office as a Classroom
 - FAQs for Impact of Dropping Classes on Financial Aid and Balances
 - Website Development/Instructions
 - Point of Service Surveys
 - Assessment of Learning

Overview of Learning Objectives

- Understand how the College has developed strategies to understand and meet our student needs
- Understand how the Division of Student Success collaborates with the Business Office
- Understand the College's Division of Student Success Model for Process Improvement

Overview of Palo Alto College

- Two-Year Public Comprehensive Community College
- Recognized by Aspen Institute as Top 1% of Community Colleges nationally
- Location: South San Antonio, Texas
- 10,000+ Student Enrollment
- 25% of enrollment is Dual Credit/Early College High School
- Accredited by SACSCOC (Southern Association of Colleges and Schools Commission on Colleges)
- Degrees Awarded: Associate of Arts, Associate of Science, Associate of Arts in Teaching, Associate of Applied Science, and Certificates

Overview of Palo Alto College

- 19% Full-time, 81% Part-time
- 60% Female, 40% Male
- Ethnicity:
 - 78% Hispanic
 - 17% White
 - 3% African-American
- 71% of First Time in College Students (FTICs) require some level of developmental education
- 62% on Financial Aid Assistance
- 53% Economically Disadvantaged

Overview of Palo Alto College Student Needs

Advocacy Center Student Survey Highlights (Fall 2015) – Top Student Needs

- 53% Career Preparation
- 46% Financial Assistance/Literacy
- 30% Non-urgent Healthcare
- 30% Mental Health Counseling
- 24% Family Counseling

Overview of Palo Alto College Student Needs

Healthy Minds Survey (Spring 2018):

- 50% of PAC students are experiencing at least one significant mental health problem
- Fewer than half have access to mental health resources (finances, transportation, etc.)
- 76% of students knew where to seek help on campus for emotional needs
- 75% of students indicated mental health affected academics for at least one day in the last four week period
- 48% of students are stressed about finances regularly; 47% experiencing the same growing up

Overview of Palo Alto College Student Needs

Student Financial Wellness Survey (Spring 2018)

- 61% percent agreed or strongly agreed that they worry about having enough money to pay for school
- 63% indicated they would have trouble getting \$500 in cash or credit in case of an emergency
- 55% of students have run out of money three or more times in the past year
- 47% of respondents worry to some degree about paying for their current monthly expenses
- 36% showed signs of very low food security and 33% respondents showed signs of being housing insecure
- 6% indicated homelessness within the 12 months prior to the

Framework for Collaboration: Emergency Aid

- Sub-Committee of Advocacy Task Force convenes to include representatives from Financial Aid and the Business Office as well as Faculty and Staff
- Emergency Loan Program Research Completed
- DRAFT Process/Requirements/Educational Components Proposed
- Process updated with feedback and formal procedures developed

Discovery (2016-2017)

Incubation (2017-2018)

- Emergency Loan and Grant Processes reviewed and finalized by Business Office, Legal Affairs, Foundation, and Financial Aid
- Palo Alto College joins THECB Emergency Aid Network
- Network proposed best practices to state legislature and hosted statewide convening for Emergency Aid September 10-11, 2018
- First student awarded and process updated

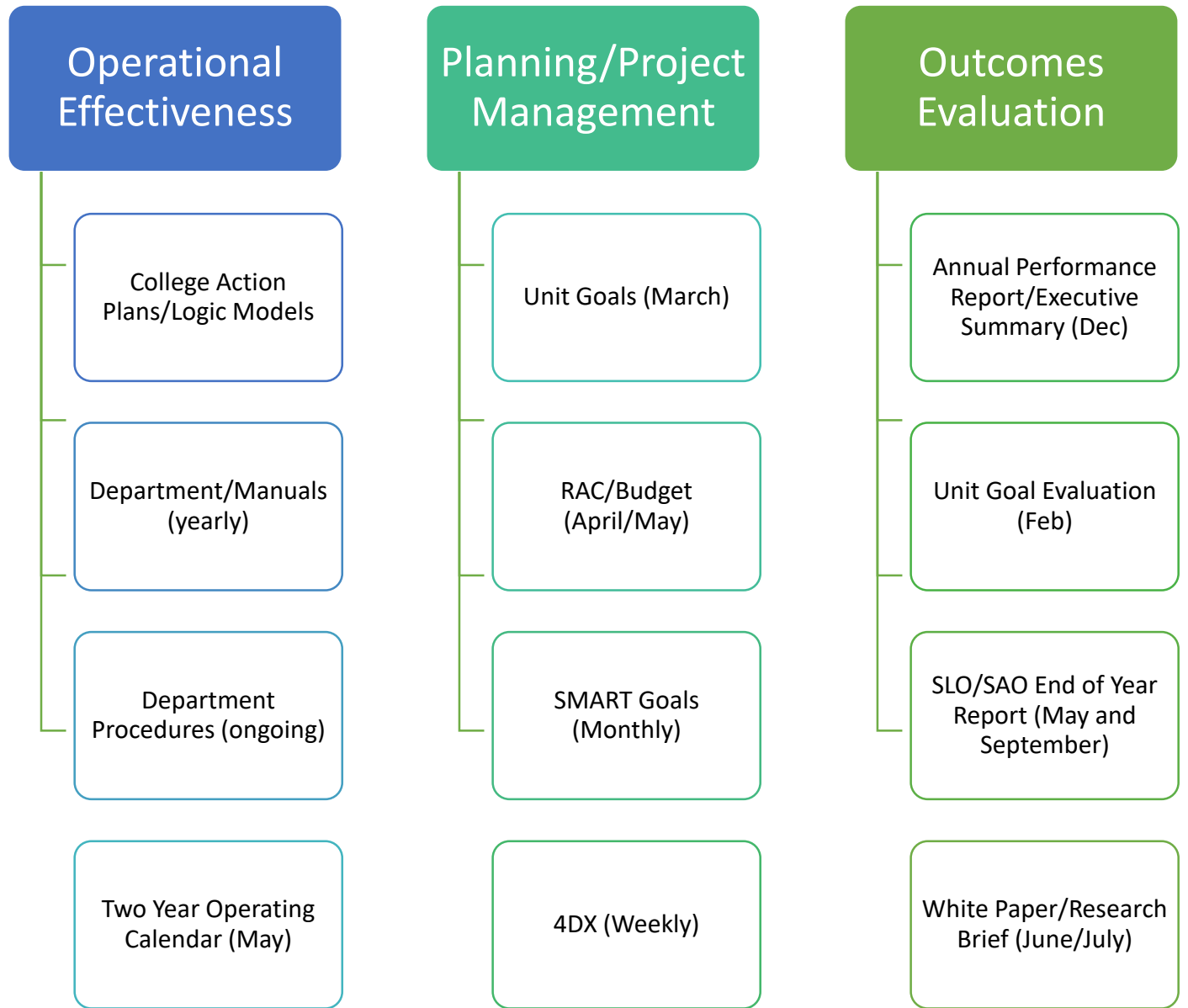
- Emergency Loan Program launched in collaboration with San Antonio Area Foundation
- Emergency Grant Program launched in collaboration with Trellis Company and Project Success
- 65+ students awarded with 87% either re-enrolling or graduating
- Emergency Loan Program transitioned to Grant Program

Acceleration (2018-2019)

Framework for Collaboration: Fresh Start Program

- Largest barrier to re-enrollment is balances and/or financial aid suspension
- Forgives balances of less than \$500 for students who have not been enrolled for over one year
- Program requirements
 - Financial literacy
 - Required advising
 - Connection to advocacy services
 - 6 credit hour maximum with C or better
- Holds/communication with students

Division of Student Success Model for Process Improvement



Business Office as a Classroom

- Learning occurs within each student affairs area including the Business Office
- Transactional vs. Transformational
- Educating students about how to make payment, choosing the appropriate plan, and impacts of non-payment
- FAQs for Impact of Dropping Classes on Financial Aid and Balances
- Website Development/Instructions for Payment Plan
 - Educational materials and resources developed to help students understand complex processes
- Point of Service Surveys for Payment Plan
- Assessment Plan for Learning

Palo Alto College Student Success Student Learning Outcome/Service Area Outcome Assessment Plan

DEPARTMENT NAME: Business Office

Academic Year: 2018-2020

Department Mission: To promote payment options for tuition and fees by providing education to students. The Business Office will be a vital source in educating students to become personally responsible and empowering students for success.

What question are you trying to answer with the outcomes assessment?
Does the student understand the payment plan offered at the Business office, including the benefits and outcome?



Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students will understand payment options, specifically the payment plan offered.	Strategic Direction: 1 ILO: 6	Surveys will be available after signing up for the payment plan. BO will track number of student seen for payment plans.	After signing up for payment plan	Assistant Bursar Weekly Meetings Tactical Leadership Meetings
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Business Office will improve payment plan education to eliminate student debt.	Strategic Direction: 1 ILO: 6	Ask student after each payment plan, "do you have any questions about your payment plan?"/Point of Service Survey Track number of students who are on track with payments cycle and compare to prior year. Track number of students who are on track through collections cycle and compare to prior year.	Track payments made on payment plan due dates Full review at end of semester	Assistant Bursar Meetings Tactical Leadership Meetings

Business Office as a Classroom: Did Student Receive Aid?

Type	NLC	NVC	PAC	SAC	SPC	Overall
Full Aid	52	252	233	332	132	1001
Partial Aid	58	93	59	75	32	317
No Aid	51	113	74	194	62	494
Total	161	458	366	601	226	1812
% of Full Aid	32.3%	55.0%	63.7%	55.2%	58.4%	55.2%
% of Part Aid	36.0%	20.3%	16.1%	12.5%	14.2%	17.5%
% of No Aid	31.7%	24.7%	20.2%	32.3%	27.4%	27.3%

Business Office as a Classroom: Was Balance Paid with Financial Aid?

Type	NLC	NVC	PAC	SAC	SPC	Overall
0 Balance	139	396	315	511	196	1557
Balance	22	62	51	90	30	255
Total	161	458	366	601	226	1812
% w no Bal	86.3%	86.5%	86.1%	85.0%	86.7%	85.9%
% w Bal	13.7%	13.5%	13.9%	15.0%	13.3%	14.1%

Division of Student Success Website

- FAQs and all assessment plans and results are posted on the [Division of Student Success Website](#)
 - [alamo.edu/pac>About PAC>Compliance>Student Success Assessment](#)
- Research Briefs for Office of Student Conduct, Ray Ellison Family Center, Counseling Services, and Advocacy
 - National research and sources
 - Current practices based on national research
 - Local results
 - Next steps

Plans

- [Admissions and Records \(PDF\)](#)
- [Advising Services \(PDF\)](#)
- [Assessment and Testing Center \(PDF\)](#)
- [Business Office \(PDF\)](#)
- [Counseling Services \(PDF\)](#)
- [Disability Support Services \(PDF\)](#)
- [Dual Credit \(PDF\)](#)
- [Early College High School \(PDF\)](#)
- [Student Conduct and Advocacy Office \(PDF\)](#)
- [Student Financial Aid \(PDF\)](#)
- [Upward Bound \(PDF\)](#)
- [Veterans Affairs \(PDF\)](#)
- [Welcome Center \(PDF\)](#)

Questions?



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