

THE STATE EDUCATION DEPARTMENT / THE UNIVERSITY OF THE STATE OF NEW YORK / ALBANY, N.Y. 12230

OFFICE OF EQUITY AND ACCESS  
BUREAU OF HIGHER EDUCATION OPPORTUNITY PROGRAMS

ADM 9606

TO: Project Directors

FROM: Douglas P. Mercado *DPM*

SUBJECT: Information

DATE: April 17, 1997

### Information

1. **HEOP Bureau Procedures** - As a service, in connection with your 1996-97 Final Report, our Unit will again review and clear the roster pages, page 2, and page 3 of your Final Report in advance of the submission of the rest of the report. These pages are where most problems with the Final Report originate; thus, it will help you and us, to have them reviewed prior to finalizing the remainder of the report. To take advantage of this service, please send the roster pages, page 2, and page 3 of the 1996-97 Final Report no later than **May 12, 1997**. We will clear them and return them to you by June 12, 1997. The corrected pages should be submitted as part of the complete Final Report, with Columns 7 and 8 of the roster pages and Columns 6, 7 and 8 of page 3 filled in as appropriate for Spring 1997. Last year 63 programs took advantage of this service. (Don't submit these pages until your February 15 Report has been cleared and approved.)

Enclosed is a Checklist For Early Final Rosters for your use in preparing the rosters.

DPM:gs  
Enc.

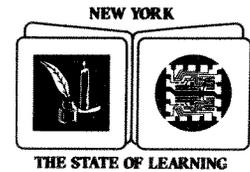
## EARLY FINAL ROSTERS

### COMMON ERRORS

1. Failure to carry over any corrections that were made from the October 15th and February 15th reports. For example, deletions, additions, change of date of entry or number of part-time hours, etc.
2. Omission of the "X" in column 7 or column 8 on the summer and fall rosters. These determinations were made at the time of the review of the February reports.
3. Failure to submit page 2 (Table 2).
4. Failure to submit page 3 (Table 3).
5. Table 3 -- Omitting the attrites and graduates from Spring of the previous year from this page. The attrites and graduates that were not counted on last year's final report must be on this page. Those names were determined when doing the October report.
6. Use of roster pages from the February and October reports instead of the final roster pages.
7. Omission of one or more of the required semester rosters.

It is important to note that if any Director disagrees with the FTE or headcount that SED comes up with, they should notify SED immediately and not assume that "SED is always correct"!

It should also be stressed that early submission of the final roster pages and Tables 2 and 3 is beneficial to both SED and the institutions.



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ADM 9605

TO: Project Directors

FROM: Douglas P. Mercado *DPM*

SUBJECT: Enclosed HEOP/SED Customer Satisfaction Survey

DATE: April 10, 1997

The enclosed HEOP/SED Customer Satisfaction Survey is intended to ascertain your level of satisfaction with the services we provide for your HEOP program. In addition, we are interested in your views regarding some of our program requirements. Your candid reactions and comments will help us to serve your program better. Please complete and return the Survey to our office no later than **April 28, 1997**. A summary of the Survey responses will be sent to you at a later date.

If you have any questions, feel free to contact Geneva Miller, our Survey Coordinator, at (518) 474-5313. Thank you for your cooperation.

A special thanks to the Directors who assisted us in the development of the Survey.

DPM:gs  
Enc.

## HEOP 1997 CUSTOMER SATISFACTION SURVEY

Institution Name (Optional) \_\_\_\_\_

- |   | Strongly<br>Disagree |   |   |             | Strongly<br>Agree |
|---|----------------------|---|---|-------------|-------------------|
| 1. When I work with Bureau staff, I feel:   |                      |   |   |             |                   |
| a. they understand my needs   | 1                    | 2 | 3 | 4           |                   |
| b. they communicate clearly   | 1                    | 2 | 3 | 4           |                   |
| c. that I receive individualized attention  | 1                    | 2 | 3 | 4           |                   |
| d. they give me sufficient time to fully discuss my concerns  | 1                    | 2 | 3 | 4           |                   |
| e. the information I am given is accurate and up to date  | 1                    | 2 | 3 | 4           |                   |
| 2. When I request approval from Bureau staff to do something that is not provided for in the Guidelines I find they are flexible          | Never<br>1           | 2 | 3 | Always<br>4 |                   |
| 3. Written responses to my requests/inquiries are answered within two weeks or less.  | Never<br>1           | 2 | 3 | Always<br>4 |                   |
| 4. When I contact the Bureau by telephone I find that someone is available to answer my questions   | Never<br>1           | 2 | 3 | Always<br>4 |                   |
| 5. The feedback I receive after my Reports are reviewed is helpful  | Never<br>1           | 2 | 3 | Always<br>4 |                   |
| 6. When I seek advice and consultation about problems I am experiencing on my campus, the assistance I receive from the Bureau is helpful | Never<br>1           | 2 | 3 | Always<br>4 |                   |

7.	The Guidelines:								
	a.	have a format that is easy to work with	Strongly Disagree	1	2	3	4	Strongly Agree	4
	b.	have an understandable content		1	2	3	4		4
	c.	are comprehensive		1	2	3	4		4
	d.	give me the flexibility I need to meet changing program needs		1	2	3	4		4
8.	The following data I am required to submit in HEOP reports helps me in planning, evaluating, and sharing information about my program:								
	a.	ACADEMIC DATA ON:	Not At All					A Great Deal	
		1. Performance		1	2	3	4		4
		2. Progress		1	2	3	4		4
		3. Student participation in academic support services such as tutoring, counseling, etc.		1	2	3	4		4
	b.	STUDENT DEMOGRAPHICS:							
		1. Age, race, gender		1	2	3	4		4
		2. Majors		1	2	3	4		4
	c.	BUDGET EXPENDITURE INFORMATION		1	2	3	4		4
	d.	FINANCIAL AID		1	2	3	4		4

	Not At All		A Great Deal
e. FRESHMAN ELIGIBILITY:			
1. Academic	1	2	3
2. Economic	1	2	3
f. PERSONNEL INFORMATION	1	2	3
g. PROGRAM ATTRITION/RETENTION	1	2	3
9. The program guidelines in the following areas contribute to the success of our students:	Never		Always
a. Admissions policies	1	2	3
b. Full need packaging	1	2	3
c. Academic support services	1	2	3
d. Staffing patterns	1	2	3
e. Reporting requirements	1	2	3
f. Prefreshman summer program	1	2	3
10. As a result of my participation in the training provided by the Bureau, I have sufficient understanding in the following areas:	Strongly Disagree		Strongly Agree
a. Program philosophy	1	2	3
b. Academic & Economic Eligibility	1	2	3
c. Budgeting	1	2	3
d. Reports and Recordkeeping	1	2	3

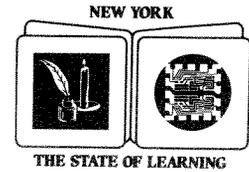
- e. Academic Support Systems
- |  |                   |   |   |   |   |                |
|--|-------------------|---|---|---|---|----------------|
|  | Strongly Disagree | 1 | 2 | 3 | 4 | Strongly Agree |
|--|-------------------|---|---|---|---|----------------|
11. The amount of training provided by the Bureau was:
- |  |            |   |   |   |   |   |          |
|--|------------|---|---|---|---|---|----------|
|  | Too Little | 1 | 2 | 3 | 4 | 5 | Too Much |
|--|------------|---|---|---|---|---|----------|
12. Rank (1 highest; 5 lowest) your best source of information about developments such as state or federal legislation that may affect program students:
- \_\_\_\_\_ Site visits
- \_\_\_\_\_ My Liaison
- \_\_\_\_\_ ADMs
- \_\_\_\_\_ Other (Specify) \_\_\_\_\_
- \_\_\_\_\_ SED Workshops at HEOP-PO Conferences
13. Site visits are helpful to:
- |    |  |   |   |   |   |                   |                |
|----|--|---|---|---|---|-------------------|----------------|
| a. | reconcile HEOP SED requirements with campus issues or problems | 1 | 2 | 3 | 4 | Strongly Disagree | Strongly Agree |
| b. | verify student eligibility                                     | 1 | 2 | 3 | 4 |                   |                |
| c. | provide the program with information about its performance     | 1 | 2 | 3 | 4 |                   |                |
| d. | Advocate (Support) for the program on campus                   | 1 | 2 | 3 | 4 |                   |                |
| e. | Monitor the progress of the program                            | 1 | 2 | 3 | 4 |                   |                |

14. Site visits should be made:
- |   |                      |   |                   |
|---|----------------------|---|-------------------|
|   | Strongly<br>Disagree |   | Strongly<br>Agree |
| a. annually   | 1                    | 2 | 3                 |
| b. once during a 3 year proposal period with the exception of programs needing special assistance | 1                    | 2 | 3                 |
| c. every other year   | 1                    | 2 | 3                 |
15. I find the requirements for the 3 year proposal in the following areas:
- |                     |           |   |            |
|---------------------|-----------|---|------------|
|                     | Excessive |   | Reasonable |
| a. Review Process   | 1         | 2 | 3          |
| b. Proposal Content | 1         | 2 | 3          |
16. If the Bureau had to reduce services due to fiscal constraints, suggest two (2) services that could be streamlined without compromising the integrity of your program.
- a. \_\_\_\_\_
- b. \_\_\_\_\_
17. I rely heavily on the expertise of Bureau staff in the administration of my campus program.
- |  |                      |   |                   |
|--|----------------------|---|-------------------|
|  | Strongly<br>Disagree |   | Strongly<br>Agree |
|  | 1                    | 2 | 3                 |
18. My overall evaluation of the services provided by the Bureau:
- |  |                      |   |                   |
|--|----------------------|---|-------------------|
|  | Very<br>Dissatisfied |   | Very<br>Satisfied |
|  | 1                    | 2 | 3                 |

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General Comments:

Please return no later than April 28, 1997



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ADM 9604

TO: Project Directors  
FROM: Douglas P. Mercado *DPM*  
SUBJECT: Information  
DATE: February 19, 1997

1. HEOP Annual Report 1995-96.

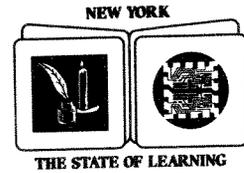
Two copies of the report are enclosed for your use. A copy has been sent to your President under separate cover. The 1995-96 program year was a successful one for our students and programs. You, your staff and institution should take pride in your students' achievements.

Please use the many instances of success contained in the report to bolster your own advocacy efforts.

2. Tri-State Consortium Conference - March 23-26, 1997.

The fourth Tri-State Consortium of Opportunity Programs Conference will take place at the Sheraton Meadowlands Hotel and Conference Center in East Rutherford, New Jersey. Each program should try to send at least one staff member to this conference. Our colleagues from New Jersey, Pennsylvania and New York need to know that we support their efforts as they have supported us in the past. For information on registration please contact Beverly Berry-Baker, Director, EOF, at Kean College (908) 247-2080.

DPM:gs  
Encs.



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ADM 9603

TO: Project Directors  
FROM: Douglas P. Mercado *DM*  
SUBJECT: Policy and Information  
DATE: October 10, 1996

**Policy**

1. 1997-98 HEOP Guidelines - Enclosed are two sets of the Higher Education Opportunity Program Guidelines for 1997-98. Kindly forward one set, with the enclosed letter, to your Director of Financial Aid. A copy of the Guidelines has been sent, separately, to your Chief Executive Officer.

No programs will need to submit a Letter of Intent by January 31, 1997. An Applications for renewal for 1997-98 is due by February 28, 1997. The changes in the Guidelines as follows:

Jeanine L. Grinage's Cover Memo:

- October 30, 1996 - Application for Renewal workshop date at the Fall HEOPPO Conference in New York City.
- January 7, 1997 - Application for Renewal workshop in Albany.
- Change in the name of the Bureau - HEOP/VATEA.
- January 8, 1997 - date for new proposal workshop.

Guidelines:

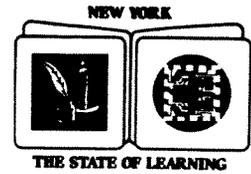
- Page 11 - Correction to the economic eligibility chart for households of 7, 8 and 9.
- Page 15 and 26, F. - FAFSA instead of FAF.
- Page 21, b. - Increase in the suggested minimum annual salaries for Director and Other Professional Personnel (HEOP dollars only).
- Page 23, 4a(1) - Change in the minimum wage to \$4.90.
- Page 23, 4b - Change in the minimum wage to \$5.15.
- Page 30, 3. Self-help:
  - maximum cumulative loan for a resident student increased \$500 to \$17,000.
  - maximum cumulative loan for a commuter student increased \$500 to \$14,500.

- maximum academic year self-help for a freshman resident student increased \$250 to \$4,250.
  - maximum academic year self-help for a freshman commuter student increased \$250 to \$3,750.
2. New Responsibility for the Bureau - As of October 15, 1996, the Scholarships Unit will be part of the HEOP/VATEA Bureau.
  3. Program Visits - 1996-97 - Due to a loss of Bureau professional staff, not all programs will receive a program visit in the 1996-97 year. Those programs that were not visited last year will be visited this year. In addition, programs with a new director, colleges with a new president, and programs that require assistance will be visited. Those programs that do not receive a visit must either submit eligibility documentation for all new students or visit the Bureau with the documentation for these students. You will receive further communication from your liaison on this matter.
  4. Budget for 1996-97 - Please submit your budget as soon as possible if it hasn't been submitted already.

#### Information

1. Geneva Miller has returned to the Bureau as of September 30. She would like to express her thanks to all who sent expressions of support during her illness.
2. Revised Program Roster is enclosed.
3. Dates to Remember:
  - October 15 - October 15th Report to be submitted unless you hear differently from the Bureau.
    - New HEOP Standard of Satisfactory Progress is due, if you choose to submit a change.
  - October 28-30 - HEOPPO Conference, New York City.
  - October 29-Nov. 1 - NYSFAAA Conference, Saratoga Springs, NY
  - November 1 - HEOP Equipment Inventory Form due.
  - November 5 - **Election Day**
  - November 15 - Submit second voucher for payment.

DPM:gs  
Enc.



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**ADM 9601**

TO: Project Directors

FROM: Douglas P. Mercado *DPM*

SUBJECT: Policy

DATE: August 26, 1996

Policy

Payment Vouchers - Enclosed are State Aid Vouchers for the 1996-97 program year. Please submit the first payment voucher as soon as possible for the September 1st payment date.

Enc.  
DPM:gs