De Anza College

Program Review – Annual Update Form

1. Briefly describe how your area has used the feedback from the Comprehensive Program Review provided by RAPP members. ***The Financial Aid team reviewed the Comprehensive Program Review and will establish new goals to replace and integrate feedback into the action plans of the 2024-25 academic year.*** **We want to replace our original 9 OKR's/goals with 2 new ones that are attainable (see document).**

2. Describe any changes or updates that have occurred since you last submitted program review.
   - ***FAFSA simplification – the FAFSA application process has decreased student verification, therefore, we anticipate a higher file completion rate.***
   - ***Hybrid model – staff have been more available in person due to a higher volume of students visiting the office.***
   - ***Technology – work more closely with the boomers to teach them how to be more efficient with technology regarding completing the FAFSA application online.***
   - ***Vacancies – the vacant financial aid positions were posted for hire. In addition, our team did hire 2 temporary employees.***
   - ***Hybrid model – we added extra help in the office on high student volume days throughout the week.***

3. Provide a summary of the progress you have made on the goals identified in your last program review. ***One of our goals was to increase Pell Grant recipients, which after comparing data over the last year, In 2022-23, we had 3,580 recipients totaling $13,814,166. In 2023-24, we had 4,221 Pell Grant recipients totaling $14,699,986 (increase of 641 recipients). During our last program review, we recognized that we set too many goals that would make it challenging to achieve, so we are now focusing on 2 goals for 2024-25, which is to increase our Pell & Cal Grant recipients. Also, we updated our Satisfactory Academic Progress (SAP) process and made the form more accessible to students.***

4. If your goals are changing, use this space to provide rationale, or background information, for any new goals and resource requests that you'll be submitting that were not included in your last program review. **Our goals are not changing; however, we encountered obstacles (refer to OKR document) and decided to focus on our 2 main goals. We want to increase student financial aid accessibility by increasing financial aid awards such as Pell & Cal Grants. This emphasizes streamlining processes, increasing awareness and advocating our policies.**

5. Describe the impact to date of previously requested resources (personnel and instructional equipment) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?
   - **We mentioned staffing needs in our office, which are:**
   - **Position 1**: Financial Aid Application System Analyst – this position is crucial to our office to both streamline our manual processes and make our office more efficient. Financial Aid had a dedicated IT person with a financial aid background to assist us with our technical needs in previous years, but the IT staff member retired, and it hasn't been filled. This person supports all our technical needs such as writing SQL, PoPsels, modifying specs, understanding and installation of financial defects/patches. To summarize, The Financial Aid Systems Analyst plays a crucial role in the Financial Aid Office, primarily responsible for overseeing software applications and processes that enhance the efficiency and productivity of financial aid delivery to students
     - *Our temporary fix has been using funds to hire outside consultants to help with system setup, technical issues, which the Financial Aid Application System Analyst would satisfy these needs.*

   - **Position 2:** Financial Aid Specialist – review FAFSA applications, complete verification, award students, outreach. We have lost staff due to them taking other opportunities and haven't been able to back fill the position.
     - **Our temporary fix is that we distributed the work duties**
   - **Position 3:** Financial Aid Assistant – we desire to have this position to be at the front desk providing general information to students. To keep the front desk organized, to answer phone calls, monitor the general emails. Assist with ordering office supplies (Admin work), picking up mail, etc.
   - Having different levels in the office provides an opportunity for growth within the financial aid office.
     - **Our temporary fix is that we have hired 2 Temporary employees**

6. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?
   - *Due to budget limits, we have lost some critical resources to help our department be more efficient with financial aid. In addition, we have not been able to fill vacant positions. The loss of resources has put a strain on both Financial Aid and ETS in the form of getting projects completed in a timely manner. In addition, as Financial Aid staff members, we don't have a high level of technical knowledge.*

   - *Our Current staffing is:*
     - *Financial Aid Director – Lisa Mandy*
     - *Financial Aid Supervisor – Gary Valentine*

- o *Financial Aid Coordinator (3) – Thao Nguyen, Claudia Ruelas, Mayra Godoy-Rodriguez*
- o *Financial Aid Specialists (5) – Laura Hiler, Sandra Magallon-Cervantes, Millie Perez Perea, Nora Vuong, Mari Betosip*
- o *Vacant Positions (2) – Financial Aid Specialist*
- o *Desired Position (priority) -* **Financial Aid Application System Analyst**
- o *Desired Position (2nd level priority) – Office Assistant*
- *Our office was fully staffed at 12 prior to losing 2 people. The Financial Aid Application Analyst position is in ETS, which supports both Foothill and De Anza College Financial Aid offices.*

7. Refer back to your Comprehensive Program Review under the section titled Assessment Cycle as well as the SLO website (https://www.deanza.edu/slo/). In the table below provide a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity.

Table 1. Reflection on Learning Outcomes

Learning Outcome	Improving Online Services for students For example: Virtual Front Desk (Zoom Office Hours) Outcome: Increased accessibility. We offer Zoom hours Monday – Thursday for 2 hours each day. In addition, we provide additional 1 on 1 Zoom assistance with students to meet student needs. Overall, it's more convenient and accessible to students to receive help when needed.
Method of Assessment (please elaborate)	Student tracking – Our office kept a spreadsheet to track and note why the students visited our Zoom hours. In general, we experience a high volume of students visiting/requesting a zoom meeting.
Summary of Assessment Results	In general, we experience a high volume of students visiting/requesting a zoom meeting. Also, we noticed reduced waiting times with more accommodation services for students.
Reflection on Results	We try to make financial aid services more accessible to students. We are more engaged with students and support them more efficiently.

Strategies (aka: Enhancements) Implemented or Plan to be Implemented	Having more staff available during peak times. Encourage students to use our chat "Fina virtual assistant" to answer general questions.

2024-25 OKR Worksheet Update Form

Objective	Key Results	Activities	Progress on Key Results & Activities	Follow-up Action Plan (If Applicable)

2 new OKR's for 2024-25
 	
1. **Financial Aid Programs. Our goal was to increase student financial aid accessibility by increasing financial aid awards such as:**
- **Pell Grants**
- **Cal Grants**
	Pell Grants
	- In 2022-23, we had 3,580 recipients totaling $13,814,166
	- In 2023-24, we had 4,221 Pell Grant recipients totaling $14,699,986 (increase of 641 recipients).
	
	Cal Grants
	- In 2022-23, we had 1,025 recipients of Cal Grant B totaling $1,547,780. Cal Grant C = $1,904 (1 student)
	- In 2023-24, we had 1,094 Cal Grant B recipients totaling $1,607,084. Cal Grant C = $1,094 (1 student)
	- For 2024-25, we have 948 Cal Grant B recipients totaling $1,061,459. Cal Grant C = $13,637 (7 students)
		- Campus Logic is a key verification tool
		- Increased Zoom hours availability
		  I. In 2023-24, we offered Zoom hours on Monday's and Wednesday's
		  II. In 2024-25, we offer Zoom hours Monday - Thursday
		- Outreach Specialist coordinated several outreach events
		- 2022-23 our office tracked 46 virtual events
		- 2023-24 our office tracked on a spreadsheet 61 workshops, on campus and high schools
		
		- In addition, Financial Aid Specialists processed applications, verified identity, reviewed tax transcripts, and verified all related documents to the FAFSA. Eligible students were awarded Financial Aid Grants noted above.
			Our office experienced obstacles such as:
			
			- FSA application submittal, processing, - Launch of the FAFSA - 90 days late
			– Student ability to make corrections to FAFSA – 161 days late for corrections function on FAFSA
			– College's ability to perform batch corrections to student applications – 305 days late
			– Still 1 year late for ISIR corrections and ISIR requests by batch
			
			Key Results:
			
			For 2024-25, we have 4,589 recipients totaling $12,659,313 as of 03/10/25.
			
			Activities:
			Same activities listed in the middle column. No changes, but open to accommodating student needs.
				- Our goal is to increase Pell recipients by running reports such as incomplete verifications, missing documents, etc.
				- Reports would be run and worked weekly
				- Coordinators will produce the report, establish processes and deadlines to complete
				- Follow-ups on will be conducted until mid-September of 2025 to close out the 2024-25 award year

- **Review and improve our Satisfactory Academic Policy (SAP) policy/process. Update the requirements to assure more student accountability regarding grades, or dropping classes so that they can transfer.**	FA Director/Supervisor reviewed satisfactory academic progress appeals (SAP). These are for students who have been disqualified from receiving financial aid, which they can appeal to have aid reinstated. 2022-23 Appeals = 253 Appeals approved 2023-24 Appeals = 268 Appeals approved	- Department collaboration with ETS. Making the forms more accessible through Adobe Sign and Student Forms. - **Appeal standards were revised**. Students were granted a 'probationary period', which the previous rules were that a student would need to pass 67% of classes with at least a 2.0 quarterly GPA while on an approved appeal. Students were required to meet both standards to continue to receive aid - Updated rules are that students are granted an 'Academic Plan', which they must pass 100% of their classes with at least a 2.0 quarterly GPA during that quarter to continue to receive aid	- **Progress:** - Provided structure for students and staff. Prior office practice was for the student to complete a paper appeal form. These forms would get misplaced, or students didn't have time to visit the office. Therefore, we created these online options for students to submit their appeal form to be routed electronically to the Director of Financial Aid or Supervisor.	- **We may need to revisit the SAP policy if the approvals keep declining.** - **Improve the language in the initial communication to students.**
			Key Results: - In the first year, 2024-25 = 162 appeals approved as of 03/10/25 Activities: - Try to implement text notifications to students - Also, update the language to the communication sent to students. Help	

			students navigate and understand the appeal process after they receive the initial warning notification in person and during our Zoom hours.	

SAMPLE OBJECTIVE

Verb + What you're going to do + In order to / so that (business value) Implement Strategy …

Implement a Strategy in order to Make More Money for the Owners

SAMPLE KEY RESULTS

Verb + What you're going to track/count + From X to Y Implement a Strategy in order to Make money for the Owners Win Super Bowl during the 2019-2020 season

Increase ticket sales from 70% to 88%