


▼  Dept SS - Financial Aid



**2018-19 Annual Program Review Update Submitted By:** Lisa Mandy

**SS Program Review Reporting Year:** 2018-19

**SS 1a) Program Name:** Financial Aid and Scholarships

**SS 1b) Name(s) of the author(s) of this report:** Lisa Mandy

**SS 1c) Number students served annually & trend increasing, even, decreasing:** We receive approximately 14,000 financial aid applications annually

**SS 1d) Who are the typical students served by this program? :** We serve all students who submit applications.

**SS 2a) What is the program Mission Statement?:** The mission of the Financial Aid Office at De Anza College is to provide financial aid assistance and eligibility awareness to students as they pursue their educational goals. The Financial Aid Office provides the opportunity for all current and prospective community college students' access to financial aid resources.

De Anza College commits to the following:

1. Comply with federal and state law as well as institutional policies.
2. Promote and maintain integrity, accuracy and timeliness in delivery of services.
3. Provide adequate information for students to make informed decisions regarding the financing of their education.
4. Promote and provide equal access to financial aid to students.

**SS 2b) In what ways and to what extent does program assure the quality of its services to students?:**

**SS 2c) In what ways and to what extent does program support College Mission statement?:**

**SS 3a) In what ways and to what extent does the program assure equitable access for all students?:**

**SS 3b) State ways and extent that program encourages personal and civic responsibility.:**

**SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising:**

**SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity:**

**SS 3e) State ways & extent program regularly evaluates admissions & placement**



practices:

**SS 3f) State ways & extent program maintain student records securely & confidentially?:**

**SS 4a) Have there been any significant staffing changes since the last APRU?:** 3 members of the financial aid staff have promoted to other positions in the District. We are currently in the hiring process.

**SS 4b) Are there any significant staffing changes that will be needed?:** We are in the process of restructuring the office to better serve the students. We have asked HR and ACE if we can add an additional financial aid assistant position and eliminate the 2 office assistant positions (one of which was created from a downward classification in 2015).

**SS 5a) Have there been any significant facility changes since the last APRU?:** no

**SS 5b) Are there any significant facility changes that will be needed over the next five years?:** no

**SS 6a) Have there been any significant equipment changes since the last APRU?:** no

**SS 6b) Are there any significant equipment changes that will be needed over the next year?:** We are currently in the process of having the iPads purchased a few years back programmed so the staff can use them interactively with students when they are submitting documents via verifymyfafsa.

**SS 7a) Have there been any significant operational cost changes since the last APRU?:** As our enrollment declines, our fee waivers decline as well which has an impact on the BFAP funds the financial aid office receives from the Chancellor's office. We are mindful of our budget to ensure we do not overspend.

**SS 7b) Will any significant operational cost changes be needed over the next year? :** no

**SS 8a) Have there been any significant organizational alignment changes since the last APRU?:** no

**SS 8b) Are there significant organizational alignment changes that will be needed over the next year:** no

**SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?:** AB19 and Guided pathways

**SS 9b) State significant changes in regulations/laws/policies affecting program over next year.:** n/a

**SS 10a) State any significant professional development activities for the program since last APRU.:** The team continues to attend conferences that are specifically geared towards improving their knowledge of financial aid rules and regulations. We also have staff that regularly attend Ellucian Live to ensure we keep up to date with the changes in Banner9.

**SS 10b) State any significant professional development needs for the program for the next year.:** I will be sending the Assistant Director to the "New Director's Training" put on by the Chancellor's office.



**SS 11a) Have there been any significant curriculum since the last APRU?:**

**SS 11b) State any significant curriculum issues that will affect the program over the next year.:**

**SS 11c) State the aggregate student success rate in the instructional portions of the program?:**

**SS 11d) State gap of student success rates with targeted groups.:**

**SS 12a) Have there been any other significant program changes since the last APRU?:**

**SS 2b) Are there any other significant issues that will affect the program over the next year?:**

**SS 13a) What are the current/active program outcome statements?:**

**SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?:**

1. After visiting the financial aid website students and prospective students should be able to initiate a financial aid application and investigate the various sources of aid available through this office.

2. FHDA students seeking additional funding to help pay college costs will find the scholarship offerings, identify scholarships which match their academic qualifications, and successfully complete a scholarship application for consideration

3. FHDA faculty, staff and administrators wishing to participate in the scholarship selection process will volunteer, be trained, and successfully rate student scholarship applicants on their match to advertised criteria.

**SS 13c) Summarize the outcomes assessment findings and resulting program**

**enhancements since last APR:** 1. The financial aid website has been updated to include relevant links to assist students in the application process. We have also added FATV as a resource to ensure students are receiving up to date information.

2. AcademicWorks has automated the scholarship process, whereby the student submits one application and the system pairs them with the scholarships whose criteria they meet. Students can also request references to submit letters of recommendation online as needed.

3. We offer training sessions for faculty and staff who wish to be scholarship readers.

**SS 13d) What are the program outcome assessment plans for the next year?:**

**SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:**

We went live with CampusLogic (verifymyfafsa) a cloud based software that interfaces with Banner in August. The software allows to students to submit their documents electronically. It also has a texting mechanism that sends gentle reminders to students if they do not complete the process. Our Chatbot(add on to FATV) should go live before the end of April 2019. The chatbot is an interactive software designed to answer questions or guide students to the websites that they need.

**SS 15a) Name of the Division and the names of the programs.:** Financial Aid & Scholarships

**SS 15b) Who wrote the Divisional Perspective?:** Lisa Mandy, Director of Financial Aid &



Scholarships

**SS 15c) Summarize the CPRs written by the programs of the Division.:**

