

De Anza College
 Student Services Planning and Budgeting Team (SSPBT)
 2019-20 Program Review (APRU)

TracDat Description (50 character max)	Part 1	Program Information	
	Program Review		If you are entering for a previous year complete in word document and submit to Vice President of Student Services.
	1a) Program Name	Financial Aid & Scholarships	Enter the name of the program being reviewed
	1b) Name(s) of the author(s) of this report:	Lisa Mandy	Enter the name or names of those who authored this APRU
SS 1c) Number of students served annually & trend increasing, even, decreasing	1c) How many students are served by this program annually and is this number trending up, even, or down?	<ul style="list-style-type: none"> • In 2018-19, De Anza College's Office of Financial Aid awarded over \$27,600,000 in financial aid to almost 9,000 students. • Comparing aid awarded in 2017-18 to 2018-19, the total amount of aid awarded in dollars decreased by \$2.4 million, by 682 individual students and by 3,495 total awards. Pell grants in particular decreased by 15% or by 1,576 awards and 665 students. • Between 2017-18 and 2018-19, CCPG awards decreased by 8%, grants by 7% and loans by 22%. Scholarship awards increased by 48% from 616 total awards to 912 total awards. <p>Of all students who receive financial aid in 2018-19, 95% received some type of CCPG aid which suggests that almost all students who received financial aid received CCPG funds. A little less than half (43%) of all financial aid students receive some type of grant, including Pell grants. Only 7% of students take out student loans, 5% receive scholarships, and 1% participate in the work study program.</p>	Please discuss the number of students who are served in the program and explain whether the number of students is increasing, even, or decreasing. Are there any anticipated trends in the number of students served?
	1d) Who are the typical students served by this program?	<ul style="list-style-type: none"> • Of all racial/ethnic groups who received financial aid awards in 2018-19, the following groups received the following types of aid at the highest and lowest rates: <ul style="list-style-type: none"> ○ African American students received student loans at the highest rate and work study at the lowest rate. ○ Asian students participated in work study at the highest rate and took out loans at the lowest rate. ○ Filipinx students received CCPG and scholarships at the highest rate and took out loans at the lowest rate ○ Latinx students received scholarships at the highest rate and participated in work study at 	Please discuss the typical students who are served in the program. Does the program specifically address the college's goals to increase access and success of 'targeted' student populations (Latina/o, African Ancestry, Pacific Islander, Filipino)?

		the lowest rate.	
	Part 2	MISSION and Accreditation Standard II.B.1	
	2a) What is the program Mission Statement?	<p>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.</p> <p>De Anza College commits to the following:</p> <ol style="list-style-type: none"> 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 	Cut/paste or type in the program's most current Mission Statement.
SS 2b) In what ways and to what extent does program assure the quality of its services to students?	2b) In what ways and to what extent does the program assure the quality of its services to students?		Please address part 1 of Accreditation Standard II.B.1-The institution assures the quality of student support services.
SS 2c) In what ways and to what extent does program support College Mission statement?	2c) In what ways and to what extent does the program demonstrate that its services support student learning and enhances the achievement of the College Mission?		Please address part 2 of Accreditation Standard II.B.1-The institution ...demonstrates that these services, regardless of location or means of delivery, support student learning and enhance achievement of the mission of the institution. The college Mission Statement can be found at: http://deanza.edu/about/mission.html
	Part 3	Accreditation Standard II.B.3	
	3a) In what ways and to what extent does the program assure equitable access for all students?	<p>CampusLogic (verifymyfafs) is a cloud based software that interfaces with Banner. 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.</p> <p>We went live with our Chatbot(ask Fina) an interactive software designed to answer questions or guide students to the resources that they need.</p> <p>We have an open office environment that affords students the opportunity to "drop-in" when they need personal assistance.</p>	Accreditation Standard II.B.3.a-The institution assures equitable access to all of its students by providing appropriate, comprehensive and reliable services to students regardless of service location or delivery method. Please address how the program is, or plans on, incorporating universal design concepts into its operations (materials, processes, activities,

			professional development, etc.) to assure that the program's services are accessible and effective for all students regardless of personal demographics or background. Cite specific examples.
SS 3b) State ways and extent that program encourages personal and civic responsibility.	3b) In what ways and to what extent does the program provide an environment that encourages personal and civic responsibility?	n/a	Accreditation Standard II.B.3.b-The institution provides an environment that encourages personal and civic responsibility, as well as intellectual, aesthetic and personal development for all of its students.
SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising	3c) In what ways and to what extent does the program design, maintain and evaluate counseling and/or academic advising programs	n/a	Accreditation Standard II.B.3.c-The institution designs, maintains and evaluates counseling and/or academic advising programs to support student development and success and prepares faculty and other personnel responsible for the advising function. (Answer only if applicable to the program under review)
SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity	3d) In what ways and to what extent does the program design and maintain practices and services that support and enhance student understanding and appreciation of diversity?	n/a	Accreditation Standard II.B.3.d-The institution designs and maintains appropriate programs, practices and services that support and enhance student understanding and appreciation of diversity.
SS 3e) State ways & extent program regularly evaluates admissions & placement practices	3e) In what ways and to what extent does the program regularly evaluate admissions and placement instruments and practices to validate their effectiveness while minimizing biases?	n/a	Accreditation Standard II.B.3.e-The institution regularly evaluates admissions and placement instruments and practices to validate their effectiveness while minimizing biases.(Answer only if applicable to the program under review)
SS 3f) State ways & extent program maintain student records securely & confidentially?	3f) In what ways and to what extent does the program maintain student records permanently, securely and confidentially, with provision for secure backup of all files?	The financial aid office maintains the student records in the Banner Document Management System (BDMS). We began scanning student documents during the 2016-17 Award Year. We implemented CampusLogic(verification software) in the 2018-19 award year which allows students to complete an upload documents online, thereby eliminating the need to bring documents to the office.	Accreditation Standard II.B.3.f-The institution maintains student records permanently, securely and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.
	PART 4	Staffing	
SS 4a) Have there been any significant staffing changes since the last APRU?	4a) Have there been any significant staffing changes since the last APRU?	We restructured the office in order to better serve the students. We added an additional financial aid assistant position and eliminated the 2 office assistant positions. This was to ensure that the staff members assisting students when they come to the front	Please explain any significant changes in Classified, Faculty, and Administration positions that have occurred over the past year.

		desk can have their questions answered appropriately.	
	4b) Are there any significant staffing changes that will be needed?	Not at this time.	Please identify any anticipated changes in Classified, Faculty, and Administration positions that could occur over the next year. (Explain why these changes may be needed, i.e. new directions, retirements, policy issues, etc.).
	PART 5	Facilities	
	5a) Have there been any significant facility changes since the last APRU?	No	Please explain any significant changes in program facilities that have occurred over the past year.
	5b) Are there any significant facility changes that will be needed?	Not at this time	Please identify any anticipated facility needs that could occur over the next five years. (Explain why these changes may be needed).
	PART 6	Equipment	
	6a) Have there been any significant equipment changes since the last APRU?	No	Please explain any significant changes in program equipment that have occurred over the past year. (Instructional and non-instructional)
	6b) Are there any significant equipment changes that will be needed over the next year?	No	Please identify any anticipated program equipment needs that could occur over the next year. (Explain why these changes may be needed. Include both instructional and non-instructional needs)
	PART 7	Operational Costs	
	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(categorical) funds the financial aid office receives from the Chancellor's office. We were able to hire one of the financial aid assistants with funding from AB19, as we continue to support the new funding formula.	Please explain any significant changes in program operational funding that have occurred over the past year-
SS 7b) Will any significant operational cost changes be needed over the next year?	7B) Are there any significant operational cost changes that will be needed over the next year?	no	Please identify any anticipated changes to operational cost needs that could occur over the next year. (Explain why these changes may be needed.)
	PART 8	Organizational Alignment	
SS 8a) Have there been any significant organizational alignment changes since the last APRU?	8a) Have there been any significant organizational alignment changes since the last APRU?	no	Please explain any significant organizational alignment changes that have occurred over the past year.
	8b) Are there any significant organizational alignment changes that will be needed over the next year?	no	Please identify any anticipated changes to organizational alignments that could occur over the next year. (Explain why these changes may be needed.)

	PART 9	Regulations/Laws/Policies	
SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?	9a) Have there been any significant changes in regulations/laws/policies since the last APRU?	AB2, which allowed a second year of promise program funds.	Please explain any significant changes in regulations/laws/policies that have occurred over the past year. (Federal, State, Local, District, college, etc.)
SS 9b) State significant changes in regulations/laws/policies affecting program over next year.	9b) Are there any significant changes in regulations/laws/policies that will affect the program over the next year?	None at this time.	Please identify any anticipated changes in regulations/laws/policies that could affect the program over the next year. (Federal, State, Local, District, college, etc.)
	PART 10	Professional Development	
SS 10a) State any significant professional development activities for the program since last CPR.	10a) Have there been any significant professional development activities for the program (or others) since the 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.	Please explain any significant professional development activities that have occurred over the past year. Include the nature, reason, significance, and outcomes of the activities.
SS 10b) State any significant professional development needs for the program for the next year.	10b) Are there any significant professional development needs for the program (or others) over the next year?	Not at this time.	Please identify any anticipated professional development needs for the program over the next year. Include the anticipated nature, reason, significance, and outcomes of the activities.
	PART 11	Curriculum, Student Success, and Equity	
SS 11a) Have there been any significant curriculum since the last APRU?	11a) Have there been any significant curriculum since the last APRU?	n/a	Please explain any significant curriculum changes that have occurred over the past year.
SS 11b) State any significant curriculum issues that will affect the program over the next year.	11b) Are there any significant curriculum issues in that will affect the program over the next year?	n/a	Please identify any anticipated curriculum issues in that could affect the program over the next year.
SS 11c) State the aggregate student success rate in the instructional portions of the program?	11c) What is the aggregate student success rate in the instructional portions of the program?	n/a	In accordance with ACCJC requirements, the college has adopted an institutional standard for successful course completion at or above 60% http://www.deanza.edu/ir/deanza-research-projects/2012_13/ACCJC_IS.pdf . If student success rates in the program are below 60%, what plans are there to bring course success rates up to this level?
SS 11d) State gap of student success rates with targeted groups.	11d) What are the student success rates between groupings of students? Is there a success rate gap that exceeds 5% between any of these groupings?	n/a	The college equity goal is to have no more that a 5% student success gap between any groupings of students. Please explain any gaps exceeding 5% and what plans are in place, or are being made, to address closing this gap

	PART 12	Other	
SS 12a) Have there been any other significant program changes since the last APRU?	12a) Have there been any other significant program changes since the last APRU?	n/a	Please explain any other significant program changes that have occurred over the past year.
	12b) Are there any other significant issues that will affect the program over the next year?	n/a	Please identify any other anticipated issues that could affect the program over the next year.
	PART 13	Student Services Learning Outcomes and Accreditation Standard II.B.4	
	13a) What are the current/active program outcome statements?		Please list all of the Student Services Learning Outcomes (SSLO) statements for the program. (Cut/paste from TracDat, APRU or other documents.)
	13b) How many SSLO/SLO statements have been assessed since the last APRU?		Please identify the SSLO statements that have been assessed over the past year. (Cut/paste from TracDat, APRU or other documents.)
	13c) Summarize the outcomes assessment findings and resulting program enhancements made since the last APRU.		Please summarize the outcomes assessment findings and resulting program enhancements made over the past year. (Cut/paste from TracDat, APRU or other documents.)
	13d) What are the program outcome assessment plans for the next year?		Please indicate which SSLO/SLO statements will be assessed over the next year and when. (Include any plans to create new outcome statements.)
	Part 14	APRU Summary	
	14) Where has the program come from since last year, where is it now, and where does it anticipate or need to go over the next year?	<ul style="list-style-type: none"> • Comparing aid awarded in 2017-18 to 2018-19, the total amount of aid awarded in dollars decreased by \$2.4 million, by 682 individual students and by 3,495 total awards. • CCPG awards decreased by 8%, grants by 7% and loans by 22%. Scholarship awards increased by 48% from 616 total awards to 912 total awards. Work study aid awards remained unchanged. • Pell grants in particular decreased by 15% or by 1,576 awards and 665 students. <ul style="list-style-type: none"> ○ African American students receive student loans at the highest rate (18%) and participate in work study at the lowest rate (2%). ○ Asian students participate in work study at the highest rate (47%) and receive student loans at the lowest rate (14%). ○ Filipinx students receive CCPG aid at the same 	Based on the information provided in Parts 1 through 14 above, please summarize: 1) Where the program has come from since the last APRU? 2) Where the program is now, and 3) Where the program anticipates or needs to go over the next year.

		<p>rate (6%) and participate in work study at the lowest rate (3%).</p> <ul style="list-style-type: none"> ○ Latinx students receive scholarships at the highest rate (48%) and participate in work study at the lowest rate (18%). ○ White students receive CCPG funds at the highest rate (14%) and Pell grants at the lowest rate (1%). ○ Pacific Islander students receive student loans at the highest rate (24%) and no Pacific Islander students received as scholarship in 2018-19. <p>•</p> <p>For the 2019-20 Award Year we have been focused on ensuring student who are eligible for CCPG are awarded, there are often issues when the student lists DeAnza and Foothill on their FAFSA.</p> <p>We have also increased our communications to students who do not submit necessary paperwork to complete verification in order to ensure they receive the federal grant aid they are entitled to.</p> <p>Aid APR</p>	
	Part 15	Divisional Perspective	
	15a) Name of the Division and the names of the programs.		Write the name of the division and the names of the programs that are submitting APRUs
	15b) Who wrote the Divisional Perspective?		Enter the name or names of those who authored this Divisional Perspective.
	15c) Summarize the APRU written by the programs of the Division.		Please summarize all the APRUs to be submitted in the Division. Provide a Division wide perspective on the APRs explaining how they all fit or work together into a cohesive division plan.