

## 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. ***We presented the CAS program review to senior management (RAPP members. The members were pleased with the information presented.***
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 one person.***
  - ***Hybrid model – we added extra help on expected 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, we have already disbursed \$7,099,145 of Pell Grant funds to students for the 2024-25 Award year (as of Fall 2024). Also, we've reached our goal to increase CCPG recipients.***
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 goal hasn't changed as we are committed to providing services and support, raising awareness of financial aid availability and eligibility to students to ensure they reach their educational goals. We strive to encourage student success for each individual student.***

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?
  - ***Conference funding for staff – a few of our staff requested and got approved for conference funds. The purpose of the conference was to gain knowledge regarding new Federal/State regulations, processes, and procedures in relation to the new FAFSA simplification application.***
  - ***Personnel – we are no longer meeting with a financial aid consultant from Ellucian due to budget constraints. This impacted Financial Aid because we lost the specialized knowledge and guidance with setting up certain processes within banner to improve quality and efficiency.***
  
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 processes related to financial aid. In addition, we have not been able to fill vacant positions.***
  - ***One resource that would greatly benefit our office would be to bring back an assigned ETS Financial Aid analyst that could help us with writing rule specifics, sequels, Pop Sels, etc.***
  
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 – Student Employment Process/Verification/Virtual Front Desk
Method of Assessment (please elaborate)	Student/Staff feedback – the online service is more efficient than our previous procedure (all paper forms). <ul style="list-style-type: none"><li>- Adobe Sign forms implemented</li></ul>
Summary of Assessment Results	<ul style="list-style-type: none"><li>- Reduced wait times with processing employment applications</li><li>- Convenient for staff/students</li></ul>
Reflection on Results	<ul style="list-style-type: none"><li>- Adding the online services had resulted in improved processing time with applications.</li></ul>
Strategies (aka: Enhancements) Implemented or Plan to be Implemented	<ul style="list-style-type: none"><li>- Plan to be more active with the information that is posted on our college social media accounts</li><li>- Plan to add Student Employment packet in Student Forms (Campus Logic)</li></ul>

## 2024-25 OKR Worksheet Update Form

Objective	Key Results	Activities	Progress on Key Results & Activities	Follow-up Action Plan (If Applicable)
<p>Need 2 new OKR's for 24-25</p> <p>1. Procedures/Instruction Manual for staff</p>	<ul style="list-style-type: none"> <li>- Accessibility for staff to cross train and learn new processes</li> <li>- Stay compliant with Federal/State regulations</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct meetings and/or 1 on 1 trainings</li> <li>- Creating written procedures or power point training, Zoom recordings</li> <li>- A shared drive was created so that all staff have access to processes and procedures</li> </ul>	<ul style="list-style-type: none"> <li>- Yes, we have provided access to our staff and Foothill College</li> <li>- We are trying to align process across both Foothill and De Anza College</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>
<p>2. Updated our SAP process/policy</p>	<ul style="list-style-type: none"> <li>- Provides student accountability regarding grades/dropping classes. This will encourage students to seek on campus support</li> </ul>	<ul style="list-style-type: none"> <li>- Tutoring services</li> <li>- Counseling</li> <li>- Developing Educational plans</li> <li>- Meet with professors</li> </ul>	<ul style="list-style-type: none"> <li>- Increase transfers</li> <li>- Students will learn time management skills, self-discipline, and prepare them to transfer</li> <li>- Taking the classes needed to graduate or transfer</li> </ul>	<ul style="list-style-type: none"> <li>- N/A</li> </ul>

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**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%

## **Outcome Reporting Sheet: 2023-2024**

*Directions:* Please report on 2 to 3 student learning outcomes and 1 to 2 program outcomes you designated for your program (each program should measure all their outcomes at least twice in a five-year time period) and follow the steps below to complete the chart. Be sure to indicate which outcome you measured.

1. Indicate which learning outcome you measured.
2. Explain what measure or methodology you used to measure this outcome. This should be something that specifically looks at the student learning outcome of interest. For example, select a specific skill, activity or event to measure student's learning.
3. State your performance target. What percentage of your students should meet a certain criteria? For example, you would want to say you expect "80% of students will score 70% or better on the items related to this learning outcome" NOT "80% of students will get a C on this test."
4. Give your finding for this outcome in terms related to the target (they should be on the same scale). Indicate whether or not you met your target.
5. If you did not meet your target, what did your program do to enhance student learning? Please be specific.
6. If you previously implemented an action plan for this outcome, what happened? Did you see a change in student performance?

Table 1: Student Learning Outcome

<u>Student Learning Outcome (state the SSLO/AUO)</u>	<u>Method of Assessment</u>	<u>Elaborate on Assessment Method</u>	<u>Assessment Data Summary (specific to the SSLO/AUO learning outcome statement)</u>	<u>Target</u>	<u>2023-2024 Academic Year Findings</u>  <u>Did you meet your target?</u>	<u>Reflection</u>	<u>Enhancement/Action</u>
<b>SLO: FAFSA Simplification Process</b>	- System data	- Increased number of applications that result in more Pell Grant/ CCPG recipients	- The number of questions on the FAFSA application has been reduced, which resulted in faster completion rates for students. Also, the students have less verification tasks to complete, therefore, reduces manual workload on staff.	- Our previous target was 5-7 days for student file completion. For 2024-25, we would like to improve to 4-5 working days.	- No, but we are getting close to meeting our goal.	- Practice checking for new incoming files daily and work on time management.	- FAFSA simplification (reduced questions on FAFSA for students). - Action: enhance our auto packaging process to reduce manual file review.

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Note: Please submit one table for each student learning or program outcome.



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<b>Program Outcome: Hybrid Model</b>	Our office used a shared excel spreadsheet to keep track of student support provided online vs in-person.	On the spreadsheet, we notated the student's name, ID number and reason for the visit. We reported this data to senior management per request.	<ul style="list-style-type: none"> <li>- This method helped us gather common questions. We noticed patterns of certain types of questions or assistance needed.</li> <li>- For financial aid related questions, we were able to make availability more accessible to students. We provided online workshops, scheduled 1 on 1 Zoom meetings, etc.</li> <li>- We assisted students that had simple questions that were not related to financial aid to prevent sending the students back and forth</li> </ul>	<ul style="list-style-type: none"> <li>- Our target was to provide consistent responses with the correct information</li> <li>- Support/develop students to become more familiar or efficient with our policies/website</li> <li>- Learning how to navigate our website or MyPortal with little to no help</li> </ul>	<ul style="list-style-type: none"> <li>- We believe we surpassed our target, but still have some improvements to be made</li> <li>- We found that students are pleased or thankful that we offer both online and in-person availability</li> </ul>	<ul style="list-style-type: none"> <li>- If we had an increased budget/fully staffed team, we could strengthen our services to students</li> <li>- Running two offices while being short staffed is challenging.</li> <li>- Financial aid is very important to student success, so having adequate staff to serve the large population of students would greatly help.</li> </ul>	<ul style="list-style-type: none"> <li>- Need more FUNDING and/or STAFF to better support our students</li> </ul>

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<b>SLO: Grant Recipients</b>	<ul style="list-style-type: none"> <li>- Implemented adobe forms</li> <li>- Using Campus Logic more effectively or efficiently by using more of the tools the product offers</li> </ul>	<ul style="list-style-type: none"> <li>- Students are more aware of where to locate the forms. Delays are avoided</li> </ul>	<ul style="list-style-type: none"> <li>- Forms are more accessible to all staff on campus (not just Financial Aid)</li> <li>- Students can access the forms with any device (phone, laptop, etc.)</li> <li>- Clean, smooth and straight forward process. Forms are less likely to get lost.</li> </ul>	<ul style="list-style-type: none"> <li>- Increase Grant recipients.</li> <li>- Increases more submitted applications</li> <li>- Accessibility to the forms</li> <li>- Making Financial Aid accessible for students</li> </ul>	<ul style="list-style-type: none"> <li>- Yes, but we still provide the paper form option to meet students' needs</li> <li>- 2022-23: 3,580 Pell Grant recipients</li> <li>- 2023-24: 4,221 Pell Grant recipients</li> <li>- \$887,987 increase in Pell Grants paid out to students in one year</li> </ul>	<ul style="list-style-type: none"> <li>- Students have access within a click of a button to view/complete a specific form</li> <li>- Our purpose was to provide more financial aid to students to help them continue their education. Seeing the amount of financial aid paid to students, we are assisting with student success</li> </ul>	<ul style="list-style-type: none"> <li>- For Adobe Sign forms, have a true denied option (not just cancelled). This will be less confusing for students</li> <li>- Continue to enhance our automative processes/add more</li> </ul>


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