

**Column 1** indicates the information being requested for the 2015-16 APRU. **Column 2** is where you enter your program information. **Column 3** contains the instructions for responding to the requested information. You can copy and paste or type in your information into the center column. Save this word doc in the following format: sspbt16apru\_*programname*. Once completed, e-mail it as an attachment to [watsonlaura@deanza.edu](mailto:watsonlaura@deanza.edu). She will upload the document to the SSPBT Program Review page. Keep a soft copy for your files to ensure that your work is not lost. Please contact: Stacey Cook (cookstacey@deanza.edu) if you have questions about the Annual Program Review and Veronica Avila Acevedo (avilaveronica@deanza.edu) if you have questions about SSLOs and TracDat.

**Getting Started:** Review your 2013-14 Comprehensive Program Review and 2014-15 Reflection posted on the SSPBT website: <http://deanza.edu/gov/SSPBT>

| Column 1  | Column 2  | Column 3  |
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| <b>Information Requested for the 2016-17 SSPBT - APRU</b> | <b>Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses.</b> Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations. | <b>Instructions:</b>  |
| Program Name:   | <b>Financial Aid and Scholarships</b>   | Enter the name of the program being reviewed.   |
| Name(s) of the author(s) of this report:                  | Lisa Mandy  | Enter the name or names of those who wrote this APRU.   |
| What is the program's 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                 | Cut and paste your most current Mission Statement. Please <b>highlight</b> any changes from the 2013-14 Comprehensive Program Review (CPRU) |

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|   | <p>college students' access to financial aid resources.</p> <p>De Anza College commits to the following:</p> <ol style="list-style-type: none"> <li>1. Comply with federal and state law as well as institutional policies.</li> <li>2. Promote and maintain integrity, accuracy and timeliness in delivery of services.</li> <li>3. Provide adequate information for students to make informed decisions regarding the financing of their education.</li> <li>4. Promote and provide equal access to financial aid to students</li> </ol> |  |
| <p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2013-14 CPRU?</p> | <p>No</p>  | <p>Include anything done in direct response to the SSPBT feedback on the 2013-14 CPRU.</p>   |
| <p>Have there been any other significant changes to your program since the 2013-14 CPRU?</p>  | <p>No</p>  | <p>Significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p> |
| <p>What Impact have these significant changes had on your program?</p>  | <p>n/a</p>   | <p>Please explain these significant impacts and how your program now operates differently.</p>   |
| <p>What Impact have these significant changes had on your students?</p>   | <ul style="list-style-type: none"> <li>• We went live with FATV at the end of June. The impact on the students will be assessed over the course of the 2017-18 academic year.</li> </ul>   | <p>Please explain these significant impacts on your students including any positive or negative consequences.</p>                                      |

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| Have you initiated anything new to your program since the 2013-14 CPRU?   | Implemented FATV as an additional tool to provide relevant information to students regarding financial aid opportunities and processes. FATV provides students with 24/7 access to videos that address common questions for both prospective and continuing students. We will receive monthly summaries from FATV that will indicate the number of videos watched monthly, average days and times they are being watched, most popular videos for our institution and the audience segments. | This is similar to the above question about significant changes but is meant to single out any new initiatives.   |
| Is there anything else the SSPBT should know about what has happened in your program since the 2013-14 CPRU?      | No   | Briefly describe anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.  |
| Are there any additions/deletions/edits to the list of common or unique services identified in your 2013-14 CPRU? | No   | List any common or unique services provided to students. Are there any changes to that list?  |
| Are there any changes to the common or unique service designations listed in your 2013-14 CPRU?                   | No   | Describe these changes and decisions to: Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue. Are there any changes to these designations?  |
| List all of your current and active Student Services Learning Outcome Statements as they are numbered and         | <ol style="list-style-type: none"> <li>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.</li> <li>2. FHDA students seeking additional funding to help</li> </ol>  | You may cut and paste your SSLO statements here or attach a document to this APRU and indicate its name here. Attaching a document is preferred for programs with both SLOs and SSLOs. Some programs already have their outcome statements in |

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| recorded in your TracDat account.  | <p>pay college costs will find the scholarship offerings, identify scholarships which match their academic qualifications, and successfully complete a scholarship application for consideration</p> <p>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.</p>   | a separate document and/or in their TracDat Document Repository.   |
| What is or has been the outcomes /assessment activity for 2013-14?   | <p>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.</p> <p>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.</p> <p>3. We offer training sessions for faculty and staff who wish to be scholarship readers.</p> | Please include everything done since the 2013-14 CPRU, including any work in progress.   |
| Which SSLOACs were completed in 2013-14?   | none  | If any, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement. |
| Have you identified any improvement plans for which additional resources will be needed in order to achieve a desired outcome? |   | If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.       |
| Are there any deletions/edits to the   | n/a   | Resources include: Staffing, equipment, facilities, staff development, operational costs, other.   |

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| <p>resource requests listed in your 2013-14 CPRU?</p>                                |  |  |
| <p>Are there any additions to the resource requests listed in your 2013-14 CPRU?</p> | <p>We would like to purchase a cloud based software solution that will interface with Banner to offer the students a more streamlined process for those students who have additional documents to submit.</p> <p>Features we are interested in:</p> <ul style="list-style-type: none"> <li>• Automated student notification via email and text</li> <li>• Automated triggers for student verification</li> <li>• Document collection via: PC, Mobile Devices and tablets</li> <li>• Customized eForms for verification with eSignature</li> <li>• Live Chat Support for Students</li> <li>• ISIR Corrections and automated submission</li> <li>• Customized reporting</li> </ul> | <p>If adding new resource requests, please provide a brief explanations to the following for each new request:</p> <ol style="list-style-type: none"> <li>1. Is the request related to any of the Institutional Core Competencies?</li> <li>2. Is the request related to any of the Strategic Initiatives?</li> <li>3. Is the request related to any of the Core Values?</li> <li>4. Is the request related to any SSLO Assessment Cycle findings?</li> <li>5. Is the request related to your CPR 5-year plan?</li> <li>6. How many times has this request appeared on an APRU?</li> <li>7. Is the request related to any of the SSPBT priorities?</li> <li>8. What are the plans to assessment the effectiveness of this request if granted?</li> <li>9. Is there anything innovative, unique, or cutting edge about this request?</li> <li>10. Other information in support the resource request.</li> </ol> |
| <p>Specify resources received: staffing, computers, furniture, facilities, etc.</p>  | <ul style="list-style-type: none"> <li>• Faster verification processing for students</li> <li>• More accuracy when collecting information via eForms</li> <li>• More compliant</li> <li>• More efficient document submittal process for students</li> <li>• Greater accuracy and audit trail</li> <li>• Allows staff more time to interface with students who need assistance</li> <li>• Affords the financial aid staff more time for outreach activities as well as workshops for students on campus</li> </ul>  | <p>Describe how students, staff, faculty, the program benefitted from the resources allocated.</p>   |

