

Foothill Annual Program Review 2024

Annual Program Review Template 2024

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1. Number of full-time faculty in the program.

0

2. Number of part-time faculty in the program.

0

3. Number of staff in the program.

8

4. Do the above numbers reflect any staffing changes?

The Financial Aid office has successfully hired a full new team over the past year, demonstrating resilience and dedication to rebuilding. However, the department is still in transition with two key positions:

- One permanent position for **student employment** is yet to be filled.
- Another staff member is currently working out of class in another department.

As a result, the office remains short-staffed by **two positions**, which continues to impact daily operations. Despite these challenges, the team is committed to delivering high-quality service and supporting students.

5. Refer to the most recent Comprehensive Program Review, what were the identified actions for improvement? Identify any current and/or new Strategic Goals.

The Financial Aid department has faced challenges due to FAFSA simplification and delays in processing applications for mixed-status families. To support students, we launched FAFSA/CADAA labs for application assistance and are planning events like *Fall in Love with Financial Aid* to boost awareness. Despite these hurdles, our goals remain:

1. Improve response times by 10% by Fall 2024.
2. Increase outreach and financial aid literacy by Spring 2025.
3. Decrease student confusion by 8% by updating the Financial Aid website by Fall 2024.
4. Raise FAFSA/Dream Act completion rates by 10% by June 2024.

These initiatives reflect our commitment to providing equitable and timely financial aid services to all students.

6. What actions identified in the Comprehensive Program Review (or most recent Annual Program Review if no Comprehensive Program Review) have you completed this year?

This year, the Financial Aid department successfully completed several key actions:

- **Fall in Love Event:** In March 2024, 45 students attended to learn about financial aid opportunities.
- **Targeted Outreach:** Conducted phone calls and emails to students with incomplete files to support their financial aid process.
- **Individualized Support:** Provided one-on-one assistance to help students navigate the challenges of the new FAFSA simplification process.

These actions reflect our commitment to improving financial aid access, supporting students, and addressing challenges posed by federal delays.

7. Explain your implementation timeline and if there have been any changes or updates.

The planned implementation timeline for the Fall in Love event and outreach initiatives was met, with the event held in March 2024 and outreach efforts ongoing throughout the year. However, due to delays in FAFSA processing, the timeline for some goals, such as increasing FAFSA/Dream Act completion rates, has been extended. The department remains committed to meeting these objectives by June 2024.

8. Explain the evidence the program used to evaluate progress and provide an update on progress.

While the Department of Education's FAFSA simplification process is intended to streamline financial aid, it has created significant challenges. Delays in application processing, particularly for mixed-status families, have complicated access to aid and placed additional strain on both students and staff.

While student surveys remain a crucial feedback tool, low response rates have limited our ability to assess satisfaction fully. To adapt, we've focused on alternative measures, including:

- **Interaction Data:** Increased calls, emails, and one-on-one support sessions highlight the department's commitment to assisting students during this challenging transition.
- **Event Metrics:** Initiatives like the *Fall in Love* event engaged 45 students, demonstrating our efforts to enhance financial aid literacy and awareness.

Despite the difficulties introduced by these federal changes, we remain dedicated to improving our services and exploring more effective ways to gather feedback and evaluate progress. Our team continues to prioritize clear communication and timely support to help students navigate these complexities.

9. Click the link and follow the instructions to the Disproportionate Impact dataset, then respond to the prompt below.

https://foothilldeanza-my.sharepoint.com/:b:/g/personal/20078222_fhda_edu/ETXoAp44fMFCppHXvzplFgcB5ogzcvUxLknHrIXo1ghkHg?e=H8axR7

Identify the groups that are experiencing a disproportionate impact in the most recent year (highlighted in orange). In the text box below, provide the percentage point gap and the number of additional successes needed to erase the percentage point gap for each group.

For non-instructional programs that do not have program specific disproportionate impact student data, please provide an update on the program's 13-55 project (i.e., project description, students served, implementation timeline).

Undocumented students and students of color continue to experience disproportionate access to financial aid services. To address these gaps, the Financial Aid department is working closely with the BIPOC Center to:

- **Recruit Students:** Increase outreach to BIPOC and undocumented students through targeted awareness campaigns and community engagement.
- **Retain Students:** Provide enhanced support through workshops, one-on-one guidance, and culturally relevant interventions aimed at reducing barriers to financial aid.

These efforts reflect our ongoing commitment to equity and the success of underserved student populations.

10. Use this opportunity to reflect on your responses in this document. Include your closing thoughts.

The Financial Aid office has faced significant challenges due to staffing transitions and the increasing complexity of financial aid processes. Despite these obstacles, we now have a full team in place, ready to provide outstanding services that align with Foothill College's vision of equity, empowerment, and student success.

With a stable team, we are focused on rebuilding trust, streamlining operations, and enhancing support for all students, particularly underserved populations. Our renewed stability allows us to innovate and ensure that every student has access to the financial resources and opportunities they need to succeed.

Click on the link below to view the Annual Program Review Rubric.

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End of Annual Program Review Template 2024

This form is completed and ready for acceptance.

Rubric Annual Program Review

Criteria

The program's responses...

- align with the program's goals
- align with data
- are informed by data
- are within the control of the program
- have measurable outcomes

- Meets Expectations
- Needs Improvement

Feedback

This form is not yet ready.