

Foothill Annual Program Review 2023

Annual Program Review Template 2023

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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?

Due to extenuating circumstances, the office has experienced a high turnover rate during the 2022-2023 academic year. We eliminated one of the coordinator positions and reclassified it as a supervisor position. We are having difficulty in hiring permanent employees due to a lack of applicants, which has resulted in hiring TEA to backfill positions. The Financial Aid hopes to have a full-running team with permanent staff by 2024.

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

When looking at the comprehensive program review, the goal was to decrease the number of incomplete student applications, and to have a safe space for underrepresented populations. Below are the 3 SMART The department intends to implement by 2024-2025.

1. By Fall 2024, the FA department will implement quicker response times to decrease waiting times by 10% through email, phone calls, virtual front desk, and front desk.
2. By Spring 2025, the FA department will increase FA in-reach and outreach by using marketing materials to increase financial aid literacy among current incoming students.
3. By Fall 2024, the FA department will decrease the number of confused students by 8% by updating the FA website to encourage students to self-educate using FA online resources.
4. By June 30, 2024, increase the FAFSA and Dream-Act completion rate among new incoming students by 10% by implementing FAFSA workshops, one-on-one assistance, and online resources.

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?

One of the actions that financial aid completed during the 2022-2023 was creating more awareness of financial assistance to current, continuing, and undocumented students by hosting the Fall in Love with Foothill Financial Aid event in February 2023, and we included Dream-Act and FAFSA workshops, Financial Aid Literacy, Financial Aid Review, and other resources on campus.

Also, we are continuing to work with ETS to improve auto-packing students with grants, including the Foothill Promise Grant.

The financial aid office is working on improving and fostering relationships to increase awareness of financial assistance and opportunities for unrepresented students by hosting financial aid literacy, financial aid

application workshops, scholarship workshops, and having financial aid on campus. We are working with resources on campus to distribute communication of financial assistance with other departments.

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

The financial aid office is working to implement SMART goals by 2024-2025.

1. By Fall 2024, the FA department will implement quicker response times to decrease waiting times by 10% through email, phone calls, virtual front desk, and front desk.
2. By Spring 2025, the FA department will increase FA in-reach and outreach by using marketing materials to increase financial aid literacy among current incoming students.
3. By Fall 2024, the FA department will decrease the number of confused students by 8% by updating the FA website to encourage students to self-educate using FA online resources.
4. By June 30, 2024, increase the FAFSA and Dream-Act completion rate among new incoming students by 10% by implementing FAFSA workshops, one-on-one assistance, and online resources.

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

The financial aid office will use student surveys to track the quality of services the department provides to students and the community.

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/EctjgGNEurtMlb1n6ZQ5k3kBNTejiE9G_kGSHMhfM1tsrA?e=yDcC7c

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.

The financial aid office will use FAFSA, and CADAA, and apply information to reach out to underrepresented students, including foster youth (-23), Black (-12), Latinx (-10), Pacific Islander (-5), Low income (-9), and veterans (-2). The financial aid office will connect them to different resources on campus and financial aid opportunities.

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

The financial aid office is going through employee transitions, which is affecting how the office has been operating since most of the team is TEA. We are working to build a stronger team by implementing training to provide quality service to students. We are creating a student-focused framework to offer financial aid opportunities to underrepresented students.

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

https://foothilldeanza-my.sharepoint.com/:w:/g/personal/20078222_fhda_edu/Ec2dqPH1B2RHinzFtnIz6sYB7-DOzW9lv1KkGyWdLuZkbg?e=CIfFMU

End of Annual Program Review Template 2023

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 past year financial aid has overcome much adversity. This past year the office maintained compliance and provided services to students to the best of their ability. Moving forward the office can now begin to restart and focus on annual goals. I would suggest some of the goals be reviewed as they may be too large in scope to complete in one year. I would also suggest maybe only having two goals. I would also ask how the department plans to measure phones, emails, and virtual appointments. This may be difficult to do without having some mechanism in place. The team may want to consider improving in one area like phones and improving phone processes, messaging, and ensuring the phone setup is working for their new office roles and daily operations. Please also consider the amount of time and what other departments may need to assist in making this work. But overall the office has moved forward with many great changes that will support students.

This form is not yet ready.