DE ANZA FINANCIAL AID

REFLECTION QUESTIONS

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THE 2019-20 ACADEMIC YEAR BECAME A CHALLENGE AT THE END OF THE WINTER QUARTER, THE FINANCIAL AID OFFICE OVERCAME THESE CHALLENGES, AND CONTINUED TO REFINE OUR APPROACH TO SERVING STUDENTS THROUGHOUT 2020-21

- Accomplishments:
  - Campus Logic (on-line verification software)
    - We learned to effectively utilize the reports to assist students in completing files
    - On average files are completed within 7 days of receipt of documents from students
  - Zoom
    - In November of 2020 we instituted regularly scheduled financial aid workshops, open to all students, as we were no longer able to offer them in person
    - We also have open office hours, Monday thru Thursday, to afford students the opportunity to meet with our financial aid staff to assist with questions, document submission, etc.
  - Argos Reports
    - We began utilizing many of the reports prior to working remotely, however, once we realized we would not be coming back to campus in the foreseeable future, the reports have become a mainstay in keeping us on track
    - We have met with the ETS to refine the reports and to also create new reports to assist in identifying students who may have not been properly awarded aid.
  - Improved communication
    - Open Office Hours
    - Email blasts for students with incomplete files
    - General Email to answer all basic questions
- Challenges
  - Banner
    - Auto-packaging financial aid awards needs refining to avoid manual intervention
    - Ensuring CCPG (fee waiver) is awarded to students enrolled at both campuses
  - Fraud
    - Increase in fraudulent FASFA submissions

- Program Plans
  - Chatbot aka Fina
    - We've been live for a little over one year
    - Fina has the ability to answer the most common financial aid questions.
      - If Fina is unable to answer the student's question, we receive student inquiries through our general email, and are able to assist the student personally.
  - Campus Logic – Increased Utilization of Functions
    - SAP Appeals
    - Dependency Review Requests
    - Professional Judgment Requests

DESCRIBE YOUR EXPERIENCE RELATED TO TRANSITION OF REMOTE WORK, INCLUDING ONLINE SERVICES, INSTRUCTION, AND SUPPORTING STUDENTS OFFSITE DURING THE PANDEMIC.

- Campus Logic (verification software)
    - Increased Pell disbursements – 9.2 million in March of 2020 to 10 million in March 2021
- Office 365
    - We created a virtual office to share all documents the team needs prior to March 2020, and have continued to enhance utilization
- Zoom
    - Weekly team meetings to discuss how we can better serve our students and discuss individual needs
    - Open office hours for students – M-W from 10am – 1pm, T-Th from 1 – 4pm. We extend the hours during the first week of the quarter.
- Chatbot - Fina
- Workshops

DESCRIBE HOW STUDENT EQUITY GOALS WERE MET AND ANY IMPROVEMENTS THAT WERE MADE. INCLUDE EVIDENCE THAT ILLUSTRATE HOW GOALS WERE MET USING INSTITUTIONAL DATA.

- Using data provided by Mallory
- We have disparity gaps with Federal Work Study and Scholarships
- Scholarship Workshops
  - We have increased scholarships workshops to co-hort groups to increase participation, however, we will not see if we had an improvement until we see the outcomes in the data for 2020-21.
- CARES Act funding
  - Reviewed our process, discovered in our minds that we were not being as equitable as we believed, so we revised our plan in an effort to award more students in a timely manner

DESCRIBE THE IMPACT OF THE 2020 PANDEMIC AND ALL OF THE ASSOCIATED EVENTS HAVE HAD ON THE STUDENTS SERVED BY THE PROGRAM. SHARE WHAT THE PROGRAM REVIEW DATA REVEALS ABOUT THE CORRESPONDING IMPACTS OF THE CURRENT CIRCUMSTANCES.

- Financial Stress

- Emergency Funds -

    - We leveraged the Promise funds to help non-Promise program student with textbooks and computers, including those students in our retention program

    - Financial Aid Emergency Funds for our International students and AB540 students

    - Emergency Relief Funds from the State Chancellor's Office, primarily awarded to AB540 students

- Students expressed gratitude for our virtual open office hours, as they miss face to face interaction

DESCRIBE RESOURCE NEEDS BASED ON CURRENT PROGRAMS AND SERVICES TO EFFECTIVELY AND EFFICIENTLY SERVE STUDENTS.

- Technical Support for mature processing
- Increased campus funding to support a dedicated technology support person or programs to help increase our services, would be beneficial to both the students and the Financial Aid Office.

OTHER RELEVANT INFORMATION, INCLUDING FUTURE ANTICIPATED GOALS.

- We plan to continue to provide online Zoom appointments and open office hours for students after we return to campus. We have found our Zoom environment has been served more students than our in-person extended services.