

De Anza College

Program Review – Annual Update Form – Fall 2025

1. Department/Area Name: **Financial Aid**
2. Name of individual(s) completing the form: **Gary Valentine, Mayra Godoy Rodriguez, Claudia Ruelas-Martinez, Thao Nguyen**
3. Briefly describe how your area has used the feedback from the Comprehensive Program Review and Annual Program Review Update provided by RAPP members over the past two years (if unsure, request the feedback form from your dean/manager). Using the feedback we received, we want to do better by narrowing our focus. main OKR's. *Using the feedback we received, we want to do better by narrowing our focus. We decided to concentrate on two main OKRs rather than having too many originally, allowing us to be more intentional and effective in our execution.*
4. Describe any changes or updates that have occurred since you last submitted program review (program review [submissions](#)). *The primary change in the Financial Aid Office has been the increased need to identify and prevent fraudulent applications. This requires more detailed file reviews, accurate system documentation, and additional staff time. The high volume of fraud has altered our review process and significantly delayed awarding timelines. As financial aid fraud files continue to rise, offices must adapt by strengthening review practices and improving processes to maintain program integrity while providing timely support to students.*
5. Provide a summary of the progress you have made on the goals (i.e., OKRs for Student Services) identified in your last program review (as included in the comprehensive program review or annual program review update).

Goal title	Goal description	Responsible parties	Collaboration with....	What evidence have you used to monitor progress?	How have you assessed your goal?	What changes have been made based on the assessment?

<p>Increasing Pell Grant Recipients</p>	<p>Increase access to financial aid by expanding the number of eligible students who receive Pell and Cal Grants, while ensuring timely and accurate processing to support student success.</p>	<p>Financial Aid Staff</p> <p>Director – Lisa Mandy</p> <p>Supervisor – Gary Valentine</p> <p>FA Coordinator – Claudia Ruelas – Martinez</p> <p>FA Coordinator – Mayra Godoy Rodriguez</p> <p>FA Coordinator- Thao Nguyen</p> <p>FA Specialist – Laura Hiler</p> <p>FA Specialist – Nora Vuong</p> <p>FA Specialist- Sandra Magallon Cervantes</p> <p>FA Specialist – Mari Betosip</p> <p>FA Specialist- Millie Perez Perea</p>	<p>Partner with campus departments to deliver outreach and workshops for all De Anza students, including newcomers, to increase awareness and access to financial aid (In-person and Zoom options).</p>	<p>Pell Grant Awards in 2024-25: \$18,161,367.85</p> <p>Pell Grant Awards in 2023-24: \$14,699.986</p> <p>This was an increase of \$3 million</p> <p>Compared to total Pell recipients, average Pell award amounts, and total Pell disbursed across academic years.</p>	<p>We have assessed our goals in Financial Aid by tracking increases in Pell and Cal Grant recipients and ensuring our processes are efficient, allowing students to receive support more quickly and accurately.</p> <p>Outreach to encourage FAFSA completion and submission of required documentat ion.</p> <p>Collaborati on across offices.</p>	<p>No major changes. Our process has been the same and it seems to be working for our staff and students.</p>

6. If your goals (i.e., OKRs for Student Services) are changing or you are adding a new goal(s), please include them below. If new goals require resources, please list requested resources that were not included in your last program review.

Goal title	Goal description	Responsible parties	Collaboration with....	What evidence will you use to monitor progress?	How will you assess achievement of the goal?
N/A	N/A	N/A	N/A	N/A	N/A

7. Describe the impact to date of previously requested resources (personnel and instructional equipment, facilities/upgrades) including both requests that were approved and were not approved. For example, what impact have these resources had on your program/department/office and measures of student success or client satisfaction and what have you been able to and unable to accomplish due to resource requests that were approved or not approved? ***In 2024-25, our financial aid office employed part-time TEAs, which provided some support, but it was not sufficient. A full-time Financial Aid Specialist would allow us to work more efficiently and better assist students. Also, a part-time Admin manning the front desk would help tremendously and create a better flow of assistance with students. Insufficient staff increases workload for existing team members, slows processing times, and can affect accuracy and timely awarding of aid. Additionally, having a data analyst on the team would support the office by preparing reports, writing and cleaning up PopSels, sequel, assisting with projects, setup, system failures, analyzing trends, and providing insights for proposals and strategic planning, helping us make informed decisions and improve overall operations. This position would be shared between De Anza, Foothill Financial Aid, and ETS.***

****Technically, our office has had 2 vacant positions for approximately 5 years.***

8. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients? If you have not requested or received resources, still describe how your area has been able to serve disproportionately impacted students/clients.
A full-time staff member would allow us to work more efficiently and better assist students. Insufficient staff increases workload for existing team members, slows processing times, and can affect accuracy and timely awarding (less stress and higher morale in the office). A financial aid analyst would help tremendously with technical jobs and big projects.
9. Refer back to your Comprehensive Program Review and Annual Program Review Update from the past two years under the section titled Assessment Cycle or 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. If your area has not undergone an assessment cycle, please do so before completing the table below.

Table 1. Reflection on Learning Outcomes (SLO, AUO, SSLO)

Learning Outcome (SLO, AUO, SSLO)	<i>FAFSA Simplification Process</i> – Making the application easier and simplified, while reducing confusing questions. Expanding access to need-based aid, streamlining eligibility calculations, reducing time and errors with processing the FAFSA files.
Method of Assessment of Learning Outcome (please elaborate)	We monitored system-generated FAFSA data and found that approximately 80% of submitted applications were not selected for verification by the U.S. Department of Education . This indicates a reduced verification burden for most students, consistent with the goals of the FAFSA Simplification Act.
Summary of Assessment Results	2025-26 Award year: FAFSA Applications (selected for verification) – 2,653 as of 01/21/26 FAFSA Applications (not selected for verification) - 21,807 as of 01/21/26 FAFSA corrections – 363 as of 01/21/26
Reflection on Results	Through FAFSA Simplification and strategic workflow enhancements, file review time decreased from 5–7 days to 4–5 days, demonstrating improved efficiency and reduced administrative burden. The department will maintain

	this processing standard by annually reviewing and refining workflows in response to regulatory and system changes.
Strategies Implemented or Plan to be Implemented (aka: enhancements)	Prioritize clean applications and increase automation to minimize manual data entry and errors. The department has also expanded outreach through FAFSA and tax workshops to help students and families better understand the application process, reduce income-reporting errors, and improve completion rates. Moving forward, annual workflow evaluations, enhanced staff training, expanded automation, and continued FAFSA and tax workshops will be used to maintain processing efficiency, improve data accuracy, and support student success while adapting to regulatory and system changes.

Please email this form to your dean/manager.

10. Dean Manager Comments: The team hit the key points regarding staffing issues, including the need for a permanent part-time admin for the front desk to ensure incoming phone calls are answered and directed to the team member who can assist them, in addition to reviewing and disseminating voicemails to staff. The need to rehire a one of our vacant positions, financial aid specialists, to ensure we are properly staffed to provide services for students. While I agree a financial aid/data analyst is a need, we (De Anza and Foothill financial aid office and ETS) would need to split the salary and determine the reporting structure. This would be a new position. At this time we would be better served continuing to have our current consultants on an annual retainer to assist in areas where we may have deficits in knowledge, ie: PopSels, new year set-up, reviewing and updating Banner processes that are either outdated or new ones required to process financial aid applications correctly and continue reviewing and creating ARGOs reports that are user friendly.

11. Vice President/Associate Vice President Comments:

The De Anza Financial Aid department plays a crucial role in retaining our most under-resourced students. As indicated, lack of resources – mainly staffing - negatively impacts low-income students in a multitude of ways and impedes the department staff's ability to serve students. These challenges coupled with the changes at the federal level have had a profound impact on their work. Nevertheless, the goals outlined by the financial aid team demonstrate that they have not lost sight of the important role they play in supporting equitable outcomes for students.

Email the form to RAPP tri-chairs.