Q1.
Welcome to COA's online portal for completing your Annual Program Update (APU) for 2018-19. Your work will be saved at the end of each section. If you partially complete a section, that section's responses will not be saved. Prior sections will be saved, should you need to stop and leave the portal for a period of time and then come back to it.

If you have any questions about the portal during the process, please email Dominique Benavides, District Research Analyst, at dbenavides@peralta.edu

You may also contact your dean for support regarding the process or timeline as you are completing your APU.

Thank you!

Q2. Please select the discipline, department or program:

Financial Aid ▼

Q3. Please provide the names of the Program Review Team who participated completing this Program Review:

Financial Aid Team

Q4. The mission of College of Alameda is to serve the educational needs of its diverse community by providing comprehensive and flexible programs and resources that empower students to achieve their goals.

The mission of College of Alameda Student Services Division is committed to guiding, empowering, and inspiring students to achieve their academic, career and personal goals through a student centered and caring approach.

Q5. Please enter your department or unit purpose statement:

The purpose of College of Alameda Financial Aid department is to provide equitable assistance to all students who apply for financial aid (grants, loans, scholarships, work-study) that will enable them to obtain a certificate, a degree or to transfer to a four-year college. Our primary purpose is to ensure that all students have the opportunity to access and achieve their educational goals at College of Alameda. The Financial Aid department recognizes and believes in equity through removing financial barriers for those farthest from opportunity. Therefore, we do not believe that students should be denied the opportunity to pursue a college education due to limited family resource contributions. It is essential that the Financial Aid department provide assistance to address disparate educational needs through providing financial aid to assist those in greatest need to overcome financial barriers and achieve their goals.

Q6. Please specify the date of your program's last Comprehensive Program Review (month and year):

Q7. Cut and paste the program goals from your program's most recent Program Review documents. Program goals can be found on the Student Services Program Reviews & Units Plan page http://alameda.peralta.edu/planning-documents/sample-page/student-services/

Or Financial Aid program goal is to excel at being a "student ready" college. This involves building our staff's capacity to provide respectful and inclusive support to our diverse student population. Towards this goal, all financial staff participate in professional development trainings on equity and relationship building. This aligns with College of Alameda's goal ILO4: Engage in respectful interpersonal communications, acknowledging ideas and values of diverse individuals that represent different ethnic, racial, cultural, and gender expressions.

Q8.
Please discuss the relationship and engagement with other support services, programs, and/or administrative units and any influences these relationships have on the ability of the department, program or administrative unit to meet its goals.

College of Alameda's Financial Aid department's goals is to provide streamlined and efficient services that are responsive to student needs. Most of the Financial Aid department's decisions that relate to the administration of financial aid programs are made by the Financial Aid Supervisor. Many of these decisions require consultation with the Dean of Enrollment Services, District Financial Aid team, Finance department, Business department, and other appropriate student support services. The Financial Aid Supervisor works closely with all the important stakeholders to ensure that students receive outstanding service and receive their money in an expeditious manner.

Q9. Please review and reflect upon the data for your program using the Student Services Dashboard. Then describe any significant changes and discuss what the changes mean to your program. Focus on the most recent year and/or the years since your last comprehensive program review.

In 2015-16, 2016-17, and 2017-18, the Asian student population will continue to represent the largest population. Over the past three years, COA experienced a gradual decrease in African American students. Additionally, the number of students who identify as male are also on the decline. Overall, the numbers of financial aid recipients have gradually declined since the 2014-15 school year. The Financial Aid department plans to do the following: 1) Prepare targeted financial aid supports to underrepresented student groups. This includes hosting special outreach events; personal follow-up calls to facilitate file completion; collaboration with learning communities such as UMOJA, EOPS/CalWorks/NextUp, etc. 2) More male presence on campus by hiring more male student workers 3) Financial Aid website will include more male photos and/videos 4) Have male student workers or staff attend outreach and in-reach activities

Q12. Using the Student Services Dashboard, please review the completion rates for your program and comment upon it. Do performance gaps exist in the completion rates for disproportionately impacted students, including African-American, Hispanic/Latino, Filipinos/Pacific Islanders, foster youth, veterans, students with disabilities or other groups not listed here? Note: groups whose completion rate is 3% or less than the College completion rate reflect a disproportionate impact.

Performance gaps do exit in the completion rates for disproportionately impact students including African America, Hispanic/Latino, foster youth, and veterans.

Q22. If differences exist, please detail the differences and describe the activities your program is making to address the differences. How will your program evaluate the effectiveness of these activities?

Plan 1: Work with the Veterans department to offer the assistance of a Financial Aid Specialist for 2 to 3 hours per week. This will create an opportunity for veteran students to have dedicated time with the Financial Aid staff. This will allow them to have their questions answered and to complete their financial aid file without having to stand in line. The Financial Aid department will evaluate the effectiveness of this activity based on the results of survey assessments. Plan 2: The Financial Aid Specialists will work closely with identified foster youth students. They will meet with the students one-on-one and will help to facilitate the completion of financial aid files during these meetings. The Financial Aid department will evaluate the effectiveness of this activity based on the number of financial aid files completed.

Q13. Please evaluate your program's progress on assessment. What are the plans for futher assessments in the upcoming academic year? Please include a timeline and/or assessment plan for the future.

The Financial Aid department is pleased with our program's process on assessments. We have decided to continue with the following assessments previously mentioned in Program Review: Plan 1: Improve students' satisfaction with front counter service Improving the Financial Aid department counter service is crucial. The Financial Aid Supervisor will conduct trainings once-per-semester for front counter staff. The training will be based on the feedback from student survey assessments and the number of incomplete files reviewed by the Financial Aid Specialists. It is vital to ensure that students receive accurate information during their first visit, instead of having to revisit the Financial Aid department multiple times to complete their financial aid files. The Financial Aid department plans to gather the survey assessment daily from students. The survey data will be compiled at the end of the Spring 2020 semester. Plan 2: To improve speed and efficiently of processing students financial aid files The Financial Aid department will continue to do their due diligence. However, the department plans to decrease file processing time to 3-4 weeks during peak periods, and 2-3 weeks during non-peak periods. To achieve this goal, there may be an increase in files assigned to specialists from 5 files per day to 7 files per day. The Financial Aid Supervisor will document how many files were given out daily to the Financial Aid Specialists. The number counts will be compiled at the end of the Spring 2020 semester. Plan 3: Ensure students' satisfaction with the Financial Aid Hands-On workshops. The Financial Aid department will continue to assess the students' satisfaction for the Financial Aid Hands-On workshops. The Financial Aid staff will collect the survey assessment from students at every workshop. The survey data will be compiled at the end of the Spring 2020 semester.

Q14. What does your program do to ensure that meaningful dialogue takes place in both shaping and assessing course and program level outcomes? Where is there evidence of this dialogue?

The Financial Aid department holds monthly meetings to discuss how to improve the department as a whole. We understand that it's crucial to be on the same page and work as a team to ensure that our students are receiving their financial aid in a timely manner. The department continuously seeks improvement by utilizing the results of the surveys. Staff also attended College Flex Day to build professional relationships with the staff, faculty, and administrators. Meeting minutes reflect the dialogues that take place.

Q15. For all programs with Counseling: What has the department done to improve course completion and retention rates? What is planned for the future?

Q16. What is the department planning to do to improve course completion and retention rates in the future?

> The Financial Aid department needs to be a small office with a big presence. This means we will need to be more proactive in doing in-reach and continually disburse students' financial aid funds in a timely manner.

Q17. Personnel: If you are requesting new or additional positions, in any job classification, please explain how new positions will contribute to increased student success:

	Already requested in recent program review?	Program goal (cut and paste from program review)	Connected to assessment results and plans?	Contribution to student success	Alignment with college goal (#)	Alignment with PCCD goal (letter)
Request 1: N/A						
Request 2:						
Other:						

Q18. Technology and Equipment: Please explain how the new technology or equipment will contribute to increased student success:

	Already requested in recent program review?	Program goal (cut and paste from program review)	Connected to assessment results and plans?	Contribution to student success	Alignment with college goal (#)	Alignment with PCCD goal (letter)
Request 1: N/A						
Request 2:						
Other:						

Q19. Facilities: How will this facilities request contribute to student success? Indicate whether and how facilities maintenance and repair affected your program in the past year with your request.

	Already requested in recent program review?	Program goal (cut and paste from program review)	Connected to assessment results and plans?	Contribution to student success	Alignment with college goal (#)	Alignment with PCCD goal (letter)
Request 1: More office space for financial aid staff was requested in the recent program review. The financial aid front counter staff need private spaces to speak with students about sensitive and confidential financial matters. This would allow our students to feel more safe and comfortable when discussing their special cases such as independence overrides, appeals, homelessness, food insecurity, etc. We believe that students should feel comfortable sharing their personal information at the front counter without being afraid of identity theft and/or being judged by others. Having this facility request granted will allow the Financial Aid department to be more welcoming to all students. And, this will ensure that the Financial Aid department is in compliance with the FEPRA.	Yes		Yes			
Request 2:						
Other:						

Q20. Professional Development or Other Requests: How will the professional development (PD) activity contribute to student success? What PD opportunities and contributions will your program make to the college in the future?

PLEASE NOTE: this is the last question. Once you select "Submit - Go to the Next Section" your form will be submitted and locked. Please be sure you have reviewed everything and are done, before moving to the next section.

	Already requested in recent program review?	Program goal (cut and paste from program review)	Connected to assessment results and plans?	Contribution to student success	Alignment with college goal (#)	Alignment with PCCD goal (letter)
Request 1: N/A						
Request 2:						

Other:

Q21.

Congratulations! You have completed your Annual Program Update for 2018-19.

Please go to the next section to see a summary of your answers and to export a PDF.
Send the PDF to your dean or VP.

Thank you!

Location Data

Location: (37.768798828125, -122.2620010376)

Source: GeoIP Estimation