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 **College of Alameda**

2024-25 Annual Program Update – Financial Aid

**Program Overview**

Please provide your program’s mission statement and program’s learning outcomes

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| 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 funds to assist those in greatest need to overcome financial barriers and achieve their educational goals. |

List your program faculty and/or staff.

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| Jackie Vo – Financial Aid OfficerMiriam Fernandez – Financial Aid SpecialistLaura Aguilar – Financial Aid SpecialistJiayu He – Financial Aid SpecialistStephanie Le – Financial Aid SpecialistJohn Keck – Sr. Clerical Assistant (Hourly)  |

Describe your current utilization of facilities, including labs and other space.

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| The Financial Aid Office uses room A-232 to conduct Financial Aid Workshops every Tuesday. During these workshops, the financial aid staff assist students with completing their FAFSA, CA Dream Act Application, and other financial aid tasks. |

List your program goals from your most recent Program Review or APU. Then, provide an update on the status of the goal. Has your program achieved the goal? Have any of your goals been revised or are any still in progress? Lastly, make sure to discuss which College or District goal your program goal aligns to.

If no program goals exist or if this is your first program review, work to create 2-3 goals and align them with a college or District goal.

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| **Program Goal** | Closing equity gaps for disproportionate groups through more financial aid activities twice a month  |
| Status: In-Progress or Complete?  | In-Progress  |
| Which college or district goal is aligned with your program goal? | SCFF Student Centered Funding Formula Advance student success Persistence rate |

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| **Program Goal** | Work towards increasing Financial Aid applicants by 3%  |
| Status: In-Progress or Complete?  | Complete |
| Which college or district goal is aligned with your program goal? | Increase access to college programsAdvance Student Access, Equity, and Success.Increase retention and persistence rateSCFF Student Centered Funding Formula |

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| **Program Goal** | Increase the number of Pell recipients by 3% |
| Status: In-Progress or Complete?  | Complete |
| Which college or district goal is aligned with your program goal? | SCFF Student Centered Funding Formula Advance Student Access, Equity, and Success Increase retention and persistence rate |

**Program Update**

Using the dashboards, review and reflect upon the data for your program.

[**Course Success & Retention Rates – Student Services (internal only)**](https://app.powerbi.com/groups/me/reports/ff194db6-2abe-4847-84b3-005a8629eb9d/ReportSection86d6f65e2fb41a73da4d?ctid=eea16a16-48af-477b-9113-05b1c01123ff&experience=power-bi)

[**Course Completion and Retention Rates – Student Services Dashboard**](https://app.powerbi.com/view?r=eyJrIjoiNjk3NDJjOTItNzI5MS00MDhjLWJhN2EtZjcxNzU4OTBiZDBjIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9&pageName=ReportSection86d6f65e2fb41a73da4d)

[**Enrollment Trends and Productivity Dashboard**](https://app.powerbi.com/view?r=eyJrIjoiNWJlOWZmYTEtNTY0MC00MDhkLWE5OTAtYmJjZjIxNzJiNWViIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9&pageName=ReportSection86d6f65e2fb41a73da4d)

[**Degrees and Certificates Dashboard**](https://app.powerbi.com/view?r=eyJrIjoiZjU2M2M5MzItOTcwZi00Y2U1LWJmODUtYTc0YjlhZGI2ZDhjIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9&pageName=ReportSectionde32556e136b0a8caccd)

Course Completion and Retention Rates

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| Compared to last year, the Service Area- Pell Grant Completion Rate and Completion Rate without MW/EW dropped 3-4%. However, the Retention Rate and Retention Rate without MW/EW have increased approximately 5% which was the highest rate increase over the last 4 years.  |

Enrollment Trends

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| N/A |

Degrees and Certificates

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| N/A |

Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students by using filters to disaggregate the data. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points to support your reflection.

For more information on equity click from CCCCO most current data(2021-2022) on student success metrics on the [StudentSuccessMetricsforDIgroups21-22.xlsx](https://peralta4.sharepoint.com/%3Ax%3A/s/COAProgramReviewAPU/EQeObnoQcNBDl4aDs36j21UB0hDtODWPuRR-w5n6OaU-xA?e=3QJEc6)

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| The Financial Aid Office has partnered with other departments on campus to ensure intentional delivery of financial aid information to populations that have been disproportionately impacted in access, persistence, and transfer to a four-year institution. Intentional activities targeting DI populations include the following: * Worked with EOPS/CARE/NextUp/CalWORKs department to disburse categorical funds in a timely manner
* Expediated financial aid review for Foster Youth students
* Met with SAS students and their counselors upon request
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Describe the department's progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) since the last Program Review/APU.

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| Progress on Financial Aid Office Service Area Outcomes (SAO)s are as follows:* Process all financial aid files within 3-4 weeks

The Financial Aid department has demonstrated success in meeting this goal of processing files within 3-4 weeks. During the past year, the financial aid staff processed the files under the 3-4 weeks mark due in large part to the 2024-25 FAFSA Simplification Act. The revamped application process resulted in complications and delays resulting in less students for verification. * Improving services to 85% for “satisfied” or “very satisfied”

The Financial Aid Office created a student satisfaction survey which was available for students to complete at the service area front counter. In compiling and reviewing the survey data, the department was successful in achieving 85% of students indicating they were “very satisfied” with our services. The department is continuing to strive for even higher student ratings.  |

Describe the outcomes and accomplishments from previous year’s funded resource allocation request. If your program did not receive any allocations, leave the boxes blank.

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| **Brief description of funded request** | **Source (any additional award outside your base allocation)** | **Total Award Amount** | **Outcome/Accomplishment** |
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# Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resources requested, leave the boxes blank.

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| Personnel: Classified Staff | Financial Aid & Placement Assistant----With the help of the Financial Aid & Placement Assistant, the Financial Aid Specialists can focus on their duties and ensure the students are getting their financial aid funds promptly to purchase books and supplies. This position would be an upgrade replacement for the vacant formerly Sr. Clerical Assistant position. | $70,000 |
| Personnel: Student Worker |  |  |
| Personnel: Part Time Faculty |  |  |
| Personnel: Full Time Faculty  |  |  |

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| Professional Development: Department wide PD needed | CCCSFAAA 2025 Conference | $4,000 |
| Professional Development: Personal/Individual PD needed | NASFAA Leadership conference | $4,000 |
| Supplies: Software |  |  |
| Supplies: Books, Magazines, and/or Periodicals |  |  |
| Supplies: Instructional Supplies |  |  |
| Supplies: Non-Instructional Supplies | Kahoot! and Canva subscriptions  | $300 |
| Supplies: Library Collections |  |  |
| Technology & Equipment | 6 Laptops  | $7,000 |
| Library: Library materials/collections |  |  |
| Facilities: Classrooms/Labs |  |  |
| Facilities: Offices |  |  |
| Other |  |  |