



CAS Standards Self-Evaluation Presentation

Financial Aid Department

Presented By: Gary Valentine, Thao Nguyen, Mayra Godoy, Claudia Ruelas

Our Financial Aid Staff



Mission

The mission of Financial Aid Programs (FAP) is to develop, review, and disseminate financial resources and information to students to assist them in achieving their educational goals from pre-enrollment through graduation.

- Our financial aid office has increased our access and availability to best serve all students.
- We offer both In -person and Zoom Services.
 - We are committed to providing services and support.
 - Provide One-on-One service with a Financial Aid Specialist.
 - Providing equity for our students and advocating for students to use other departments with resources.
 - Raising awareness of financial aid availability and eligibility to students to ensure they reach their educational goals.

***Our mission is used to a great extent in practice to fulfill the needs of everyone.
We strive to encourage student success for each individual student.***

- Reducing the level of financial stress on students.
- Provide financial aid knowledge to help them when they transfer to a university.
- Simplify the application process while staying within the Federal guidelines.
- We want to encourage students to advocate for themselves, be self-reliant with the tools we provide when they transition to another university.
- We provide a comfortable and safe environment for our students.
- Build confidence within each student regarding financial aid applications, processes, and resources, to apply on their own.

Accessibility has always been a key component within our office. Being In-person and online has given us the opportunity to construct a new learning and resource model.



Access, Equity, Diversity, and Inclusion

- The De Anza Financial Aid Office has provided access, equity, and inclusion by removing barriers and adapting/evolving over the years. The financial aid office provides inclusion among our diverse population as it is vital that we make our office accessible both on campus and remotely to provide clear leadership and support.
- Providing cross-training opportunities for staff to grow outside their roles and become financial aid experts who excel in providing support to our diverse population within Financial Aid.

We have adapted to become more accessible to our students to meet their needs



Collaboration and Communication

- Collaborating and communicating with other departments can provide opportunities for growth in terms of developing new programs that can benefit our students. We do our best to collaborate and build strong relationships with other departments to ensure we are providing accurate information regarding our campus.
- We encourage students to advocate and check in with the campus departments. Our model is to never allow a student walk away feeling unheard. Our priority is to ensure the well-being of our student's, even if it is not financial aid related.



- Technology has helped us to go paperless, and through the pandemic helped us to smoothly transition to remote work. We have adapted to providing student services outside of the norm of 8 – 5 p.m.
- When researching and working with other campuses, and from reviewing past practices, a data analyst (IT) staff member was assigned to financial aid for all technical advances/issues.

During and post-pandemic we have learned to co-adapt and create a new dynamic model that works best for the older and newer generation.

