



Student Services Program Review

Program: Financial Aid

Manager: Gabriela De La Cruz

Participant Names: Chelsea Truong, Nai Hilo, Nishad Marathe, Jeanne Thompson, Christopher West, Colleen Barger, Irene Bustamante, Jenny Lee, Gabriela De La Cruz

Date: April 30, 2024

Previous Program Review Date: May 22, 2019

Part 1. Program Mission Statement

College Mission Statement

Cypress College transforms lives through lifelong learning with educational opportunities including transfer to four-year institutions, associate degrees, certificates, and a baccalaureate degree. We are dedicated to forging academic and career pathways to support the achievement of our students, enhancing their economic mobility, fostering equity, and enriching society.

Department Mission Statement

The mission of the Cypress College Financial Aid Office is to provide understandable financial aid information to current and prospective students; educate students about the availability of funding for their higher education; strive to maintain a professional, respectful, and peaceful environment; promote accountability for both students and staff members; and ensure accurate and timely delivery of financial aid which supports the mission of Cypress College Student Support Services.

A. How does it align with Cypress College's mission?

At the core of the Financial Aid Office's mission is the commitment to providing clear and comprehensible financial aid information to both current and prospective students. This aligns with the goals of Cypress College Student Support Services, which is to re-imagine student services to address student needs and improve student outcomes. This mission is crucial in meeting the student services goals.

Additionally, by facilitating access to financial aid, this commitment contributes to the mission of Cypress College, which is dedicated to enhancing the economic mobility of students. Financial Aid serves as a powerful tool in removing significant economic barriers, thereby enabling students to pursue higher education. This directly supports the college's mission by fostering an environment where economic considerations are less likely to hinder educational goals. The commitment to a student-centered approach in the financial aid process promotes equity, ensuring that all students, regardless of their economic background, have equal access to educational opportunities.



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Part 2. Program Overview

A. Briefly describe your program, including program components, function, and purpose.

Description of Program:

The Financial Aid Office administers federal, state, and institutional grants, scholarships, and loans, providing support to students seeking to fund their college education. Financial aid encompasses various forms of assistance aimed at alleviating the financial burden of higher education. Any student or potential student is encouraged to inquire about the eligibility requirements for receiving financial aid. The Financial Aid Office holds the belief that no student should be denied access to the educational experience due to lack of funds. Should students require assistance with the costs associated with attending Cypress College, the Financial Aid Office stands ready to provide support. Cypress College remains committed to assisting students in finding avenues to make their educational investment manageable. Typically, students will receive a combination of grants, loans, and work-study opportunities to meet their demonstrated financial need. Gift aid, comprising scholarships, grants, and tuition waivers, and self-help options, such as student loans and work-study positions, collectively contribute to easing the financial strain on students pursuing their academic goals.

Program Components:

The Financial Aid Office's organizational structure comprises 1 Financial Aid Director, 4 Financial Aid Technicians, 2 Financial Aid Coordinators, 1 Accounting Specialist, 1 Clerical Assistant II, and 2 part-time Adjunct Counselors. Each team member is assigned specific responsibilities, including guiding students through the verification process, offering professional judgment and appeals assistance, addressing general inquiries and helping with application processes, as well as awarding and disbursing federal, state, and institutional aid. Additionally, they calculate Return to Title IV adjustments.

The department administers various programs, including:

Federal Programs: Federal Pell Grant, Federal Supplemental Educational Opportunity Grant, Federal Direct Subsidized and Unsubsidized Loans, and Federal Work-Study.

State Programs: Cal Grant, California College Promise Grant, Student Success Completion Grant, Chafee Grant, Middle Class Scholarship, and the Learning Aligned Employment Program.

Other Programs: Hire Up Grant, Next Up Grant, EOPS Grant, and Cypress College Foundation Emergency Grants.



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Academic Counseling: Financial Aid houses 2 adjunct counselors to assist students with educational planning and assisting students navigate the Satisfactory Academic Progress (SAP) appeal requirements.

Financial Aid engages in outreach and in-reach initiatives aimed at supporting students, staff, faculty, and the community. These efforts include open house events, financial aid application labs, general presentations on financial aid, and loan workshops.

Function and Purpose

The primary function of the Financial Aid Office is to aid prospective and current students in applying for and successfully securing financial aid to offset the expenses of attending Cypress College. The office's purpose is to alleviate the economic hardships students encounter while pursuing their educational objectives. By guiding students through the financial aid process, we facilitate enrollment, retention, and successful completion of their educational goals.

B. Describe your program interacts or collaborates with other on and off campus programs.

On campus, the Financial Aid Department collaborates closely with staff, faculty, and students to provide essential financial aid information and support. Each fall term, the office hosts a Financial Aid Open House to assist students in understanding their award letters, navigating SAP appeal notices, exploring the website, and discovering additional workshops. This annual event welcomes students, faculty, staff, and the wider campus community to learn about the array of services available.

Financial Aid offers ongoing support to various campus groups including Charger Experience, EOPS, DSS, and the Veterans Resource Center, and affinity groups, to guide them through the financial aid application process. We provide lab support and engage in outreach activities by participating in various program events, either through presentations or tabling.

Furthermore, we conduct Financial Aid 101 presentations during class times, collaborating with instructors to schedule these sessions. Additionally, we provide general presentations at events such as Commit2Cypress, New Student Welcome, and Connect2Cypress.

Our outreach extends beyond campus as we visit local high schools and community partnerships throughout the year, offering financial aid information and application assistance.

Lastly, our office maintains regular communication with Admissions and Records to address fraud concerns and ensure compliance with federal and state policies. We also collaborate with the Office of Instruction to align financial aid awards with valid programs of study.



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- C. How is your program funded? Please include sources of funds such as categorical (e.g., SEA, EOPS, DSS), general, or grant.

The Financial Aid Department is funded through various sources:

1. **Student Equity and Achievement (SEA):** These funds cover expenses related to Adjunct Counselors.
2. **Student Financial Aid Administration (BFAP-SFAA):** These funds support CCPG awards and facilitate direct contact with potential and current financial aid applicants. Allocations to community college districts are intended to supplement, not replace, the funds allocated for student financial aid program administration during either the 2001–02 or 2006–07 fiscal year, whichever is greater.
3. **Financial Aid Technology:** This funding supports technological advancements and innovations aimed at improving the efficiency of state and federal financial aid processing. Non-allowable expenses include direct aid to students, student stipends, or costs associated with course delivery.
4. **Pell Grant/Work Study/SEOG Administrative Cost Allowances (ACA):** ACA funds cover expenses associated with administering the financial aid program.
5. **NOCCCD General Funding:** Utilized to cover employee expenses, including salaries and benefits.

Part 3. Student Satisfaction with Services

- A. Summarize the survey results for the SSPR Survey (Appendix A). Please focus on trends and address student feedback/comments.

The SSPR survey results reflected overwhelmingly positive feedback. A notable trend observed was the students' appreciation for assistance with financial aid applications and appeals. Positive feedback was also received regarding service timeliness and the availability of remote services like Cranium Cafe. Students valued the communication efforts from our office. Their interactions with staff, counselors, and student workers were generally positive, with most rating their experience as excellent or good. Additionally, students agreed that the financial aid office was instrumental in helping them achieve their educational goals. There's a clear desire among students to stay informed about aid availability and to continue receiving assistance with the application process. In addition, it's worth noting that some students who indicated not using financial aid services did so because they either didn't need it or didn't qualify for it. This insight provides a more comprehensive understanding of the varying needs of Cypress College student population.



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- B. Compare these survey results with results from the previous program review.

In our previous program review, students voiced frustration with navigating the financial aid process and reported negative experiences with the financial aid department. In 2019, feedback highlighted instances where students felt staff were irritated when asked questions and at times provided incorrect information. However, in our current program review, students have noted significant improvements. They've expressed appreciation for the helpful information provided by staff, counselors, and student workers. There were no negative comments in the current program review regarding experiences seeking assistance. Compared to the 2019 review, the need for assistance with the application process remains consistently apparent. Additionally, students still prefer communication via email, indicating their continued preferences over time.

Part 4. Program Analysis and Planning

- A. Describe the population you serve and analyze the trends in enrollment, success, retention, etc. Consider the following questions. How many students are enrolled in your program? How do your students compare to the overall student population at Cypress College? Include other qualitative or quantitative information about your population. If necessary, contact the Office of Institutional Research and Planning to obtain data.

The Cypress College Financial Aid Office serves all incoming students who apply. On average, we receive about 20,000 Financial Aid Applications, including applicants for the Federal Application for Federal Student Aid (FAFSA) and the California Dream Act Application (CADAA). While not all applicants ultimately enroll as students, we diligently review data and verification files for those who designate Cypress College in their applications. Our office extends financial aid to at least 50% of our student population. Over the past five academic years, a growing proportion of our overall student body has become recipients of financial aid. This trend underscores our office's crucial role in student enrollment, success, and retention, as we cater to many individuals interested in Cypress College.

Student Headcount

Current View: Student Headcount by Financial Aid Status

	2018-19	2019-20	2020-21	2021-22	2022-23
Financial Aid Recipient	12,494	12,719	12,125	10,578	10,761
No Financial Aid	10,143	9,616	9,301	8,729	8,652
Total (Unduplicated)	22,043	21,587	20,720	18,717	18,766



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We recognize that economic hardships represent a significant barrier to student persistence and goal completion. Data from Cypress College indicates that students with financial aid achieve success comparable to those without financial assistance. Furthermore, the college retains both financial aid recipients and non-recipients at nearly equal rates, indicating that financial aid has a substantial impact on enrollment, retention, and overall success.

Disaggregate Course Success and Retention Rates (use additional filters on the right)

Current View: Retention Rate by Financial Aid Status

	2018-19	2019-20	2020-21	2021-22	2022-23
Financial Aid Recipient	84.5%	82.3%	83.6%	84.7%	84.8%
No Financial Aid	87.3%	83.6%	85.5%	85.5%	86.9%
Total/Average	85.5%	82.7%	84.2%	85.0%	85.5%

Disaggregate Course Success and Retention Rates (use additional filters on the right)

Current View: Success Rate by Financial Aid Status

	2018-19	2019-20	2020-21	2021-22	2022-23
Financial Aid Recipient	71.9%	72.3%	72.7%	72.0%	69.8%
No Financial Aid	75.3%	74.0%	75.5%	73.8%	73.0%
Total/Average	73.1%	72.8%	73.7%	72.7%	70.9%

For this program review, we conducted a survey that included 268 students, representing nearly all ethnic and gender identities served by Cypress College. This indicates the financial aid department is effectively serving the college's diverse population.

Demographics

Ethnic Identity

	n	%
American Indian or Native Alaskan	1	1%
Asian	25	12%
Black or African-American	17	8%
Filipino	3	1%
Hispanic or Latinx	97	48%
Pacific Islander	4	2%
Two or More Races	7	3%
White	33	16%
Other (please specify):	3	1%
Prefer not to say	12	6%

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Total	202	100%
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Gender Identity

	n	%
Male	69	35%
Female	119	60%
Non-binary	3	1%
Prefer not to say	9	4%
Total	200	100%

Part 5. Program Accomplishments, Improvements, Challenges, and Obstacles

A. Document accomplishments and/or improvements since your last program review.

Since our last program review in 2019, the educational landscape has undergone significant changes due to the impact of the Covid-19 pandemic, reshaping how we serve students. One notable gap between both reviews lies in the four-year period of navigating student services during and after the pandemic. The Financial Aid staff takes pride in the transition from in-person to remote services and how effectively it was managed with the resources available at the time. Communication saw improvement, and despite the remote nature of operations, the Financial Aid Department maintained collaboration with other departments.

We've expanded our outreach efforts, extending services to students both on and off-campus through partnerships with local districts and community organizations. Recognizing the critical role we play in meeting students' basic needs; the Financial Aid Department remains committed to assisting students in navigating the application process. Moreover, we're redefining financial aid as a student service, adopting a student-centered approach to our interactions. We have strategically developed programs such as creating an annual financial aid open house and partnering to support our Associated Student Body during their events, emphasizing our role as a student service ready to provide support.

One aspect of which we're particularly proud is providing snacks to students in need, recognizing that sometimes, a small gesture like providing food can make a big difference. Our department is dedicated to addressing the basic needs of our students as part of our ongoing efforts to support their success.



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- B. Document program challenges and/or obstacles since your last program review.

During a recent staff meeting, we addressed the current challenges and obstacles since our last program review. Both staff and student workers highlighted a significant gap in our communication methods: the inability to send text messages to our students. It's crucial to incorporate this option to meet students where they are and utilize the communication methods they prefer. Additionally, there's been a consensus that to reimagine financial aid as a student service, we need to modernize our office space. While we strive to make our current layout welcoming, it doesn't always feel student friendly. A new layout, incorporating new technology and a financial aid lab, is essential. Our current computer space sometimes isn't accessible or adequate for students and families to fill out their applications in private.

Expanding our outreach efforts requires creating a permanent outreach position dedicated to coordinating these efforts. It's crucial to stay updated with our changing demographics and adjust our outreach strategies accordingly, and an outreach position can assist with these demands. We're also working to overcome the challenge of engaging students at events and meeting them where they are. One goal is to redefine how we conduct financial aid labs, partnering with instructors and other services to provide direct support to students where they are, along with incentives like food to encourage completion of their applications.

Addressing the needs of students who are not meeting Satisfactory Academic Progress (SAP) requires more counseling assistance at the Financial Aid Department and hosting SAP workshops for students on warning or disqualified status. Staff coverage is another challenge we face, as new programs increase the workload. Administering new programs requires implementing new processes and complying with regulations. Obtaining additional staffing is imperative to meeting the demands of new programs and adequately serving our students. Survey results indicate that 71 out of the 268 students who completed the survey were helped by a student worker or adult hourly. While we appreciate their assistance, relying on temporary support staff makes training constant rather than having full-time support staff for consistency. With constant policy changes, our office could also benefit from a compliance officer to assist in developing policies and procedures.

Part 6. Ensuring Equity in Student Services

- A. Describe how your program addresses the needs of underrepresented student populations and delivers equitable student services.



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The Financial Aid Department ensures that the needs of underrepresented student populations are addressed through targeted outreach efforts. For instance, our department coordinates financial aid labs tailored to specific affinity groups such as Puente, Legacy, LGBTQIA2S+, Rising Scholars, Veterans, as well as other programs like EOPS and Charger Experience. We collaborate with these student support services and clubs to ensure that the locations where we host the labs are safe and comfortable for students. By creating labs tailored to underrepresented student populations, we deliver financial aid services in an equitable manner, meeting students where they are.

Moreover, we provide snacks for students to help them address their basic needs and refer them to on-campus resources like the food pantry. Our staff consistently engages in training to better understand the student experience and enhance their professional development.

- B. How do you serve students regardless of service location or delivery method? (i.e. distance education, after hours)

Our office offers services through various platforms, including phone, email, Cranium Cafe, Zoom meetings, and in-person assistance at our front desk. Additionally, we are piloting a year-long program to provide remote services two evenings a week from 6-9pm. This initiative aims to ensure accessibility for students who work a traditional 8-5 schedule or have other responsibilities that prevent their ability to access our services during standard office hours.

- C. Do you receive funding from Student Equity and Achievement (SEA)? If so, explain its usage and effects on your program/department. (SEA funding allocation should also be included in Part 2C)

The Financial Aid Office receives Student Equity and Achievement (SEA) funding to support adjunct counselors. Currently, we have two adjunct counselors dedicated to assisting students in navigating the SAP appeal process. These counselors provide crucial academic support to students who are not meeting the academic and progress standards required to maintain financial aid eligibility. Their presence within our office serves as a vital bridge between academic and financial aid, as these areas consistently intersect regarding aid eligibility. During the fall 2023 semester, our two adjunct counselors held 472 appointments with students via Zoom, phone, email, and in-person meetings. Their support directly contributed to the completion of 351 appeals for the fall 2023 semester, resulting in the awarding of an additional \$537,344 in financial aid.

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Our survey results indicate that students strongly agree or agree that our office provides valid information regarding reasons for aid disqualification and offers guidance on the appeal process. This success can be attributed to the expertise of our dedicated counselors, who specialize in financial aid and academic counseling. They have played a crucial role in assisting students with submitting complete financial aid appeals and regaining eligibility.

However, a drawback is that these counselors are part-time, and due to the instability of their contracts, many opt to pursue full-time positions elsewhere. Consequently, our department faces the challenge of frequently training new counselors. Establishing a full-time counselor position within the financial aid department would significantly benefit our office by providing stability and continuity in counseling services.



Part 7. Student Services Learning Outcomes (SSSLOs) and Assessment

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- A. Programs must assess SSSLOs annually. Provide your SSSLOs, assessment methods, results, and changes you will make based on your assessment results. (At least four SSSLOs should be listed.)

	SSSLO	Assessment Method	Assessment Result	Change
1	Current and prospective students will receive comprehensive financial aid information and education to fund their higher education goals.	Review reading rate on via the campus logic communication platform	There was an increased reading rate for student award letters and SAP notices.	The Financial Aid Department worked closely with Campus Logic to redefine and create a new look for award letters and SAP notices. In addition, we created new updated flyers and brochures to share important resources.
2	Students will receive materials, services, and programs to facilitate appropriate application for and distribution of financial aid.	Review reading rate on via the campus logic communication platform Review "Emma" reading response	There was an increased reading rate for student award letters and SAP notices.	The Financial Aid Department worked closely with Campus Logic to redefine and create a new look for award letters and SAP notices. In addition, we created new updated flyers and brochures to share important resources. In addition, labs were hosted to help students with the application process.

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3	Students will know how to apply for financial aid (FAFSA/Dream Act) and how to obtain aid.	Generate survey to capture student feedback	We surveyed 268 students and 75% of the students indicated that they strongly agreed or agreed that the Financial Aid Office helped them understand how to apply and obtain funds.	Our office is working on creating more outreach opportunities to increase the percentage. Our outreach goals include going into classrooms for presentations, more lab offers and creating a video to outline additional information.
4	Students will learn why they are disqualified from Financial Aid and learn about the Satisfactory Academic (SAP) appeal process.	Utilize surveys to obtain feedback from students.	We surveyed 268 students and 70% of students indicated that they strongly agreed or agreed that the financial aid office helped them understand the reasons they are disqualified.	We are working on implementing SAP workshops to be able to share additional information.

Part 8. Evaluation of Previous Goals

- A. List your goals and objectives from your last program review. Did you meet your goals? If not, please explain.

	Goals	Objectives	Accomplish Goals? (Y/N)	If goal was not met, please explain
1	Modernization of Financial Aid Communications	Increase usage of Cypress Mobile App communications of financial aid important dates and events, use award letters via Campus	Yes, the department upgraded award letters using Campus Logic and implemented a chat bot specific to financial aid. We utilized the app	N/A

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		Logic to provide students with clearer information, implement chatbot.	but once it was discontinued, we stopped.	
2	Increase knowledge and professionalism of Federal Work Study students in the Financial Aid Office	Hold regular meetings and trainings and hold customer services trainings including CHAT, and other ally trainings.	Yes, work study assistants at Financial Aid attend meetings every two weeks and are invited to on campus training including Financial Aid Retreat.	N/A
3	Increase Financial Aid Awareness Across Campus	Hold Financial Aid Awareness event, increase in reach collaboration, update financial aid signage.	Yes, the department has increased its visibility across campus by participating in Charger Fridays, Commit2Cypress, creating its own office open house, coordinating “pop up” events to assist students and provide basic needs like snacks.	N/A
4	Increase the percentage of current students who applied for aid to 80%.	Offer labs, utilize mobile devices during events to check student status.	No, currently about 50% of our student population receives aid.	Different factors like decline of enrollment due to the pandemic and changes to financial aid application. Need additional resources to increase the percentage.
5	Have a full-time academic counselor dedicated to financial aid students.	Have a full-time Academic Counselor dedicated to Financial Aid students	No, we do not have a full-time counselor.	Funding plays a crucial role and approval of new faculty positions.

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Part 9. New Program Goals

	Goals	Objectives	Timeline	Campus Plans and Initiatives Highlight plan/initiative to which your goal relates.
1. Increase the percentage of students who apply and receive financial aid.	Increase the percentage to 55%. Develop new outreach and in-reach strategies to ensure all students eligible for aid receive those funds.	Increase applicants to ensure that financial barriers are removed from eligible students.	2-3 years to observe a trend.	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
2. Hire a full-time financial aid counselor.	Hire a full-time financial aid counselor to assist students with SAP appeal process and bridge the gap between academic and financial aid.	Increase the number of students who receive aid by obtaining guidance on how to meet SAP or complete a SAP Appeal. Decrease the number of students on SAP.	3 years	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
3. Hire a dedicated outreach specialist.	Hire a full-time outreach specialist to help coordinate events.	Hire a classified permanent position to increase our applicants and provide in reach and outreach support to our students, faculty, staff and local community.	2 years	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
4. Transform the Financial Aid Department into a student-centered service.	Refocus the perception of the financial aid office to become a student-centric, student-operated service hub.	The objective of reframing the perception of the financial aid office into a student-centered, student-operated service	3-4 Years to observe a trend.	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other

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	Reimagine the narrative to emphasize that Financial Aid is fundamentally a service dedicated to students.	is to enhance the overall experience for students seeking financial assistance. By shifting the narrative and emphasizing the student-centric nature of the office, the goal is to foster a sense of trust, accessibility, and support, ultimately ensuring that students feel empowered and well-served in their pursuit of financial aid resources. This approach aims to create a more positive and inclusive campus environment where students feel supported in achieving their academic goals.		
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Part 10. Resources/Needs Assessment

- A. Please link all requests to the goals above. Include the goal reference number in the “Justification” section below. Prioritize your requested resources. (Example: If you have three resources listed, then you will prioritize #1, #2, and #3, with #1 being the most important.)

Personnel			
Position	Justification and Impact on Goals	Cost	Priority #
Outreach Specialist	Will increase the number of applicants and transform the	75k-85k	1

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	department into a student-centered service.		
Full Time Counselor	Increase the number of applicants and eligible students. Reduce the number of students on SAP and increase eligible students. Bridge the GAP between academics and financial aid.	85k-130k	2
Student Services Specialist	This specialist would focus on the day to day operations of the office and would be the lead front counter staff member. This will ensure that we meet our goal of increasing the number of applicants and those receiving financial aid.	75-85k	3
Professional Development			
Activity	Justification and Impact on Goals	Cost	Priority #
De-Escalation Training	Training that is specific to Financial Aid and that can provide techniques to deescalate situations with disruptive students.	50k	1
Facilities			
Repair or Modification	Justification and Impact on Goals	Cost	Priority #
Upgrade layout to front counter	Our front counter needs an upgrade to ensure we shift the perception of the financial aid office into a student-centered service. Redesign counter space.	75k	1
New Financial Aid Lab	Create a new redesigned and bigger financial aid lab to assist students with the application process.	50-75k	2
Technology/Equipment/Supplies			
Item	Justification and Impact on Goals	Cost	Priority #



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Operating Manual Guide	Create an operational manual to ensure smooth transitions when a staff member transitions to another position or retires.	50k	1
Scholarship Universe	Contract with Ellucian to provide a database for students to apply for external scholarships.	85k for three years	2

Part 11. Program Review Involvement

- A. List the names of faculty and staff who participated in the program review process.

Chelsea Truong, Nai Hilo, Nishad Marathe, Jeanne Thompson, Christopher West, Colleen Barger, Irene Bustamante, Jenny Lee, Gabriela De La Cruz

- B. Describe the involvement of faculty and staff in the program review process.

During a department meeting, staff reviewed the survey results to identify trends and differences from the previous program review. They provided feedback and reflected on our department's performance, including analyzing the survey results and offering insights on improvements, challenges, and goals for the next four years.

Part 12. Publication Review

As part of the program review process, please conduct a review of your department webpage and other publications to ensure all information is accurate. Please note any inaccuracies identified as a result of the review and provide an action plan for implementing the corrections. To request changes to your webpage, contact the Office of Campus Communications, Cari Jorgensen, Web Content Specialist at cjorgensen@cypresscollege.edu

Our office continuously reviews our website to ensure accuracy. We are actively collaborating with the Office of Communications to condense the information available on our website.

Part 13. Evaluation and Approval from Division Dean

Comments



Student Services Program Review

Director De La Cruz and the Financial Aid team are spearheading a shift, transitioning the office from a transactional entity to a student support service. This transformation is evident in the positive outcomes of the student satisfaction survey. Through their proactive in/outreach and personalize assistance, they have embraced a holistic approach to student support. Their dedication to removing barriers to access underscores their commitment to fostering a supportive environment for all students.

Division Dean Signature: *Celeste Pheloe*
Dean's signature Date Approved:

May 15, 2024

Spring 2024 Financial Aid Program Review

Final 5152024

Final Audit Report

2024-05-15

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