![De Anza College logo]

Substantive Change Application

Distance Education – 50% of Students or Courses

Submitted to the Accrediting Commission for Community and Junior Colleges

June 10, 2024

Institution name:	De Anza College				
Address:	21250 Stevens Creek Blvd., Cupertino, CA 95014				
ALO name:	Mallory Newell	Phone: 408.864.8777		Email: newellmallory@deanza.edu	

Select the type of Distance Education approval:

☑ 50 percent or more of all the institution's students enrolled in at least one course offered through distance education

Total number of students: **17,591**
Total number of students enrolled in at least one distance education course: **13,369**

☐ 50 percent or more of all the institution's courses available to be offered in the distance education modality

____Total number of courses in catalog | ____Total number of courses, not sections, available to be offered in distance education modality

It is the institution's responsibility to demonstrate the effect of a substantive change on the quality, integrity, capacity, and effectiveness of the total institution. The substantive change process requires evidence of institutional planning, resource commitment to the proposed change, and evidence that following the change, the institution continues to meet the Eligibility Requirements, Accreditation Standards and Commission policies. References to the Accreditation Standards are intended to help provide the institution with a framework for its response, and along with the required documentation, align with federal regulations for accreditation standards.[1] Your thorough responses to the questions below and submission of required documentation will assist ACCJC in making its determination.

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[1] 34 CFR § 602.16(a)

Describe how the distance education modality is consistent with the mission of the institution (Standard 1.1)

De Anza's mission statement articulates the college's commitment to ensuring equitable educational opportunities and outcomes for all students. As it states, the college is committed to providing a multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world. (**Mission Statement:** link.deanza.edu/sca-2024-01)

These commitments can be met through any instructional modality: online, in person or a hybrid of both. The college strives to ensure that all students are successful regardless of modality, as demonstrated by the fact that De Anza's online course success rate is equal to its overall success rate for all modalities. Narrowing the gap between the success rates across modalities has been a college objective for many years, to ensure equitable outcomes. (**Online Course Success Rates:** link.deanza.edu/sca-2024-02; **All Modality Success Rates:** link.deanza.edu/sca-2024-03)

Describe how distance education will be integrated into the institution's regular review of relevant and meaningfully disaggregated data to evaluate its progress and inform plans for improvement and innovation (Standard 1.3).

As part of the program review process, De Anza's Online Education Center reviews student enrollment data for online and hybrid courses – including headcount, FTES and success rates disaggregated by gender and ethnicity – along with the number of instructors teaching online sections, number of sections and course withdraw rates. (**Online Ed Program Review:** link.deanza.edu/sca-2024-04)

An internal dashboard displays course success rates for the whole college by section and modality, with the option of disaggregating the data by ethnicity and other demographic factors. The college also collects and internally distributes other data reports, including individual instructor-level data on course success, which can be disaggregated by a wide variety of student characteristics and by teaching modality. Faculty members are encouraged to obtain individual-level data that is disaggregated by student characteristics, in order to evaluate their own student learning outcomes and identify disproportionate impact areas for improvement. (**Student Success Dashboards:** link.deanza.edu/sca-2024-05)

As the college has increased its online course offerings, the Online Education Center has used this data to identify needs and provide additional opportunities for faculty development and training. These opportunities include expanded lab hours with instructional designers and the center's faculty coordinator, and a revised training module structured around the rubric developed by the California Virtual Campus-Online Education Initiative.

Through the program review process, the Online Education Center has requested new positions including a counselor with specific expertise in online instruction, an instructional designer, a full-time faculty coordinator and an area manager. In 2023, the college funded and hired one full-time faculty coordinator, two instructional designers and a new dean of Online Education and Learning Resources, filling a dean's position that had been vacant since 2017. (**Online Ed Program Review:** link.deanza.edu/sca-2024-04)

Describe how the distance education modality meets students and curricular needs and promotes equitable student learning and achievement (Standard 2.6).

Any courses that are to be offered online or in hybrid format must first be approved by the Curriculum Committee, which includes curriculum specialists, faculty representatives from each instructional division and representatives from shared governance groups. The approval process includes a comprehensive review, in which the course proponents must provide information about the activities and assignments that will be used in the proposed delivery method to meet the course objectives and learning outcomes. Proponents must include this information in the Online Course Delivery Request form. (**Online Course Delivery Request:** link.deanza.edu/sca-2024-06)

This review also requires a description of how the instructor will fulfill the requirements of regular and substantive interaction with students, including the nature and frequency of instructor-student interactions, how these interactions will be effective and sustained throughout the course, and how students will interact with each other during the course. Course proponents must also provide a description of how the course is ADA compliant.

Every course has established student learning outcomes (SLOs) that are listed in the catalog. Every program leading to one or more certificates or degrees has program level outcomes (PLOs). Course level outcomes are mapped to each degree and each certificate. SLOs are part of the curriculum review process and are reviewed every five years. Student learning outcomes are assessed as part of the annual program review process. Faculty and staff members engage in ongoing review of student learning outcomes to ensure all programs align with the college mission and institutional learning outcomes. (**Catalog SLOs Sample:** link.deanza.edu/sca-2024-07; **Student Learning Outcomes:** link.deanza.edu/sca-2024-08; **Program Review Files:** link.deanza.edu/sca-2024-09)

The college has also taken steps to address other student needs that have arisen from offering a variety of course modalities. For example, De Anza's Guided Pathways team learned from campus surveys that students taking a mix of online and in-person classes needed a quiet place on campus to log in for their online courses. De Anza responded by designating and promoting several areas on campus as "Zoom Spaces" where students can find power outlets and reliable Wi-Fi signals. (**Zoom Spaces:** link.deanza.edu/sca-2024-10)

Describe how the institution designs and delivers equitable and effective services and programs *(e.g., counseling, advising, tutoring, library, etc.) that support students in the distance education modality (Standard 2.7).*

Student support for online courses is provided by the Online Education Center, where staff members respond to student inquiries and troubleshoot technical or account problems Monday-Thursday, 9 a.m.-5 p.m., and Friday, 9 a.m.- 4 p.m. When necessary, staff members act as a liaison between students and instructors or other campus services. Students can contact the Online Education Center via phone or email or use the 24-hour technical support system to submit a help request online. (**Online Ed Canvas Help:** link.deanza.edu/sca-2024-11)

At the beginning of each quarter, the Online Education Center offers "welcome" or "readiness" sessions for students to become familiar with the logistics of taking an online course and ways to maximize their success in an online environment. In addition, the Online Education Center website offers a variety of information including orientation topics and a comprehensive student resource section related to online learning. Students can view a readiness video, take an assessment to assist in determining if online courses are right for them, and access links specifically for online students like tutoring, course management system user guides and how to get help using the technical support system. (**Online Ed Student Resource Hub:** link.deanza.edu/sca-2024-12)

The college expanded its online student support during the COVID-19 pandemic, and has continued to offer online services since the pandemic subsided. For example, when the college moved all classes online in March 2020, the Student Success Center (SSC) redesigned all of its services and retrained 145 student tutors to provide tutoring via Zoom. The SSC also redesigned its resources site on Canvas, the college's online learning platform, and reconfigured its online scheduling system to provide access and accurate tracking of online student usage. Now that the college has resumed in-person classes, the SSC continues to offer tutoring online as well as in person. (**Student Success Center:** link.deanza.edu/sca-2024-13; **Net Tutor:** link.deanza.edu/sca-2024-14)

Similarly, the Library expanded its online services, including reference assistance via chat and software support from the computer lab staff. The Online Education Center also developed new webpages with additional resources for students who were new to online learning, including tips on using Zoom and other online tools. These services remain available today as the college has shifted to offering a mix of in-person, online and hybrid courses. (**Library:** link.deanza.edu/sca-2024-15; **Online Ed Student Resource Hub:** link.deanza.edu/sca-2024-12)

All other student services moved to a hybrid format where services are offered in person and online. For example, the General Counseling Center offers counseling sessions in person and on Zoom, as do other programs such as Veteran Services and Disability Support Programs and Services. In addition, the Admissions and Records Office converted many standard forms – such as those used to petition for priority enrollment, for example – to an online format so students don't need to submit them in person. (**Admissions Forms:** link.deanza.edu/sca-2024-16)

These efforts show the college's ongoing commitment to supporting learning and achievement by providing robust, high-quality library, learning and support services for all students. Services are delivered in person and online, in formats that are designed to assist students taking classes in all modalities.

Describe how the institution ensures that "regular and substantive interaction" occurs between students and instructors *(Policy on Distance Education and Correspondence Education).*

To promote equity in all course modalities, the college makes a concerted effort to ensure regular and substantive interaction between faculty members and students, and between students in the same course. This is required as part of the curriculum process, through submission and review of the Online Course Delivery Request, before approving any course

offered in an online or hybrid format. In addition, the Academic Senate has worked with the Academic and Professional Matters Committee of the Foothill-De Anza Community College District to develop a new district policy that includes a definition of regular and substantive interaction. The draft has been approved by the Academic Senates at both De Anza and Foothill colleges, and is currently being negotiated by the district and the Faculty Association. (**AP 4105: Distance Education:** link.deanza.edu/sca-2024-17)

Any courses that are to be offered online or in a hybrid format must first be approved by the Curriculum Committee, which requires a comprehensive review process in which the course proponents must provide information about the activities and assignments that will be used in the proposed delivery method to meet the course objectives and learning outcomes. This review also requires a description of how the instructor will fulfill the requirements of regular and substantive interaction with students, including the nature and frequency of instructor-student interactions and how these interactions will be effective and sustained throughout the course, and how students will interact with each other during the course. (**Online Course Delivery Request:** link.deanza.edu/sca-2024-06)

The Online Education Center provides training and support for faculty members who wish to learn more or have specific questions. (**Online Ed – RSI:** link.deanza.edu/sca-2024-18)

Full- and part-time faculty members are evaluated on how well the instructor communicates, provides feedback, and encourages discussions. The evaluations include assessing the instructor's performance in teaching online. (**Online Ed – Course Evaluations:** link.deanza.edu/sca-2024-19)

Describe how the institution authenticates students in distance education courses *(Policy on Distance Education and Correspondence Education).*

Distance education courses are offered through Canvas, a secure learning management system, which students use to submit assignments, take quizzes and tests, and engage in online discussions. Students access the Canvas system by logging in to the college's secure intranet portal (MyPortal) by entering their unique student identification number, known as a Campuswide ID, and a password.

Describe how the institution employs qualified faculty, staff, administrators, and other personnel to support and sustain the distance education modality (Standard 3.1).

Online courses are taught by faculty members who are trained and evaluated on their course development and use of the course management system. Every proposed online and hybrid course is reviewed and approved through the Curriculum Committee to ensure that course content, assignments and assessment are delivered with the same quality as an in-person course.

For each course taught online, instructors must complete an Online Course Delivery Request, in which they describe the specific ways that regular effective contact is achieved – including through discussion forums, messaging, assignment and quiz feedback, group or individual meetings, review sessions, study sessions, workshops, telephone contact, email, and other engagement activities. (**Online Course Delivery Request:** link.deanza.edu/sca-2024-06)

The staff of the Online Education Center provide training for faculty members in using the Canvas online instruction system and in effective practices for quality online course development and facilitation. The college provides additional training for instructors who are teaching distance education for the first time, and also provides mentoring and ongoing support to new and continuing instructors on topics including content development, substantive interaction and Canvas. Prior to teaching online, instructors must attend an eight-hour Canvas training.

In order to support its online programs, a new dean of Online Education and Learning Resources was hired in July 2023, along with two instructional designers, bringing the total Online Education Center staff to three instructional designers, an administrative assistant and a faculty coordinator – all of whom support faculty members, improve accessibility and provide necessary maintenance of Canvas. (**Online Ed Directory:** link.deanza.edu/sca-2024-20)

Additionally, the Academic Senate and Online Education Center have established a new Committee of Online Learning (COOL) that will work with the Curriculum Committee to maintain equitable and rigorous academic standards in online and hybrid courses, and to ensure that these align with the college mission, educational master plan and equity plan. The new committee will also review and approve online course delivery requests as part of the curriculum process, and will offer online teaching training. (**COOL Mission and Charge:** link.deanza.edu/sca-2024-100)

Describe the institution's fiscal resources to support and sustain the distance education modality (Standard 3.4). **Provide a budget showing evidence the institution has the capacity to maintain distance education.**

De Anza supports its distance education programs primarily through the Online Education and Learning Resources Division, which includes the Online Education Center and the Library. However, other departments play a role in supporting faculty members and students who are engaged in online learning. These include the Office of Professional Development, the Student Success Center and the Educational Technology Services (ETS) unit of the Foothill-De Anza Community College District.

The Online Education Center has an annual budget of $860,000, which includes salaries, benefits, and operational expenses. (**Online Education Center:** link.deanza.edu/sca-2024-21)

The Library, with an annual budget of $2.1 million, provides students with access to a computer lab, devices (computers, tablets and calculators available for borrowing), online educational materials and databases, and personnel who assist students with technology questions. (**Library:** link.deanza.edu/sca-2024-15)

Additional support is provided by other organizational units:

- De Anza's Student Success Center, with an annual budget of $1.5 million, offers online and in-person peer tutoring and workshops to assist students with academic skills, including computer literacy, online etiquette and best practices for online and hybrid learning. (**Student Success Center:** link.deanza.edu/sca-2024-13)

- The Office of Professional Development, with an annual budget of $519,000, provides training on online pedagogy and emerging technologies, including tools for gamification, graphic organizers and screencasting. (**Professional Development:** link.deanza.edu/sca-2024-22)

- The district ETS unit provides support for Canvas administration, including the Canvas Site Manager program, which allows instructors to activate the Canvas site for their class each quarter. Instructors can then publish content that is available to students who have registered for the class. ETS staff also support the acquisition and integration of online tools such as Turnitin to detect copying or plagiarism, Pope Tech for accessibility checking, and Pronto for communication with students. (**ETS:** link.deanza.edu/sca-2024-23)

Describe the institution's physical resources including, if applicable, equipment and supplies, to support and sustain the distance education modality (Standard 3.8).

De Anza supports and sustains distance education through a variety of physical resources, including:

- The Library, which has a comprehensive collection of digital educational resources including textbooks, ebooks and article databases, as well as
  - Dozens of desktop computers available for student use, including 32 in the Library computer lab and 16 in the reference section
  - A device loan program at the Library that lets students borrow laptop computers, tablets and calculators. This program will soon be expanded to include mobile internet "hotspot" devices.
  - Dedicated "Zoom rooms," strategically designed to facilitate virtual interactions between instructors and students
  - Library staff members who provide online support for students who are having difficulty with Canvas, Zoom or other online learning tools
  (**Library:** link.deanza.edu/sca-2024-15)

- Computer labs: Two more computer labs are housed in the Advanced Technology Center and in the SC3 Building. These are staffed by instructional aides and can be used by students or by faculty members conducting workshops. Additional computers are available for registration tasks in the Registration & Student Services Building. (**Computer Labs:** link.deanza.edu/sca-2024-24)

- The Student Success Center, which provides in-person and online tutoring on a variety of subjects, and academic skills workshops that include best practices for online and hybrid learning (**Student Success Center:** link.deanza.edu/sca-2024-13)

In addition, every full-time faculty member is issued a computer. All faculty members have access to the internet on campus.

Instructional equipment and other resources to support online learning are provided through the annual library and instructional equipment requests that are submitted to the Resource Allocation and Program Planning team as part of the college's annual budgeting process. (**RAPP Resource Allocation Process:** link.deanza.edu/sca-2024-25)

Describe the institution's technology resources to support and sustain the distance education modality (Standard 3.9).

Through the district's Educational Technology Services (ETS) unit, the college provides and maintains the Canvas online learning management platform, used for all online courses, and the MyPortal intranet, which students use to register for courses and access other services. Through Canvas, faculty members have access to additional integrated tools such as Films on Demand, online textbook content from several publishers (including Macmillan and Pearson), NetTutor for online tutoring help (supplementing the peer tutoring offered online through the Student Success Center), Pronto for communicating between instructors and students, and Pope Tech accessibility tools. Instructors can use these tools to add content and other enhancements to their online classes. (**Canvas Tools Screenshots:** link.deanza.edu/sca-2024-26; **Pope Tech Dashboard:** link.deanza.edu/sca-2024-27)

Students apply for admission to De Anza through the online CCCApply system, operated by the state of California, and then use MyPortal to search and register for classes. Students use the college website, along with Zoom and the district-maintained SARS online scheduling system, to make appointments and engage with a variety of online student services – including meetings with academic counselors, financial aid and admissions representatives, peer tutors and other service providers. (**Counseling Appointments:** link.deanza.edu/sca-2024-28; **Financial Aid Virtual Office Hours:** link.deanza.edu/sca-2024-29; **Admissions Zoom Help Desk:** link.deanza.edu/sca-2024-30)

The college issues a computer to every full-time faculty member, and all faculty members have access to the internet on campus. Students also have Wi-Fi access anywhere on campus, and there are designated "Zoom Spaces" with strong Wi-Fi signals and power outlets for students who want to study or log in to an online class while on campus. Students can borrow laptops and tablets from the Library and soon will be able to borrow mobile internet "hot spot" devices. (**Zoom Spaces:** link.deanza.edu/sca-2024-10; **Library Technology Lending:** link.deanza.edu/sca-2024-32)

The Online Education Center provides assistance for students who have technical issues with Canvas. Students can email or call the center, or they can submit a help request through Canvas itself. De Anza also contracts with Instructure, the maker of Canvas, to provide technical support outside college working hours. (**Online Ed Canvas Help:** link.deanza.edu/sca-2024-11)

Students can also find a variety of tips and helpful information about online learning by visiting the Student Resource Hub on the center website. Additional resources are available online through the Canvas Resource Library, which includes online orientation, how-to videos, and a sample Canvas course. (**Online Ed Student Resource Hub:** link.deanza.edu/sca-2024-12)

Additional support for online instruction includes classrooms on campus that are equipped with Zoom equipment, and a state-of-the-art HyFlex room, which can be used by faculty members to teach hybrid classes in person and online.

Faculty members can also visit the Online Education Center offices in person to receive assistance or use the center's recording studio to record lectures.

Describe how the institution's decision-making structures support innovation and equitable student outcomes in the distance education modality (Standard 4.3).

At De Anza, all faculty members who teach online are engaged in systematic processes designed to ensure that the content and methods of instruction meet accepted standards and expectations, and to promote continuous improvement of all courses and online programs. These processes include the annual program review process, the five-year curriculum review cycle and other activities.

During the program review process, each program is evaluated on student learning outcomes, equity goals, institutional metrics and enrollment. The results are used to inform resource allocation decisions – including faculty hiring. (**RAPP Resource Allocation Process:** link.deanza.edu/sca-2024-25; **Faculty Prioritization:** link.deanza.edu/sca-2024-34)

The college also maintains a curriculum review cycle – designed to ensure quality and continuous improvement for all courses and programs – overseen by the Curriculum Committee, with a membership that includes curriculum specialists, faculty representatives from each instructional division and representatives from shared governance. The Curriculum Committee fulfills the state-mandated role of certifying the academic integrity of all credit and noncredit courses and programs. (**Curriculum Committee Roster:** link.deanza.edu/sca-2024-35)

De Anza's Academic Senate recently formed a new Committee of Online Learning (COOL), in collaboration with the Online Education Center. This panel will make decisions directly related to instruction on matters such as required training, approval of online courses, and specific instructional tools that can be integrated into Canvas. In addition, the Online Education Center is reinstating the Online Advisory Team (OAT), which will be charged with making decisions related to student success in online learning. (**Academic Senate Notes, March 18, 2024:** link.deanza.edu/sca-2024-36; **Online Ed Advisory Groups:** link.deanza.edu/sca-2024-37)

Required Documentation

Provide a hyperlink or include documentation for each item below. Be sure to provide a clear, descriptive name for each document.

I. **Documentation of the institution's advertising and recruitment policies, demonstrating alignment with the ACCJC Policy on Institutional Advertising and Student Recruitment.**

The Office of Communications and External Relations coordinates all marketing and public relations activities and materials. These materials represent the college appropriately and include information on its current accreditation status as required by the ACCJC.

Catalog: The De Anza College catalog is published online as a dedicated website, and is also available in a downloadable PDF format. (**Catalog:** link.deanza.edu/sca-2024-38)

- If specific updates are needed after publication, these are made on the online catalog and annotated to indicate that a change has been made. The catalog also includes a note advising all readers to consult the main college website for the most current information on programs and services. (**Catalog – Information:** link.deanza.edu/sca-2024-39)

- The catalog includes
  - **General information**
    - Name, address, telephone number and website of the college (**Catalog – Information:** link.deanza.edu/sca-2024-39)
    - The college mission statement and related information (**Catalog – Mission:** link.deanza.edu/sca-2024-40)
    - Accreditation status with the Accrediting Commission for Community and Junior Colleges, and programmatic accreditation where applicable (**Catalog – Accreditation:** link.deanza.edu/sca-2024-41)
    - All approved courses, programs, degrees and certificates (**Catalog – Courses:** link.deanza.edu/sca-2024-42; **Catalog – Degrees and Certificates:** link.deanza.edu/sca-2024-43)
    - Student learning outcomes for courses, degrees and certificates (**Catalog – Courses:** link.deanza.edu/sca-2024-42; **Catalog – Degrees and Certificates:** link.deanza.edu/sca-2024-43)
    - The academic calendar and program lengths (**Catalog – Calendar:** link.deanza.edu/sca-2024-44)
    - The college's statement of academic freedom (**Catalog – Academic Freedom:** link.deanza.edu/sca-2024-45)
    - Financial aid programs (**Catalog – Financial Aid:** link.deanza.edu/sca-2024-46)
    - Learning resources including the Library, Student Success Center, Online Education Center and other programs (**Catalog – Library:** link.deanza.edu/sca-2024-47; **Catalog – SSC:** link.deanza.edu/sca-2024-48; **Catalog – Online Education:** link.deanza.edu/sca-2024-49; **Catalog – Programs:** link.deanza.edu/sca-2024-50)
    - Names and degrees of administrators and faculty members (**Catalog – Administrators:** link.deanza.edu/sca-2024-51; **Catalog – Faculty:** link.deanza.edu/sca-2024-52)
    - Names of governing board members for the Foothill-De Anza Community College District (**Catalog – Board:** link.deanza.edu/sca-2024-53)
  - **Requirements**
    - Admissions requirements (**Catalog – Admission:** link.deanza.edu/sca-2024-54)
    - Student fees and cost of attendance (**Catalog – Fees:** link.deanza.edu/sca-2024-55)
    - Requirements for degrees, certificates and transfer (**Catalog – Degrees and Certificates:** link.deanza.edu/sca-2024-43); **Catalog – Transfer:** link.deanza.edu/sca-2024-56)
  - **Major policies**
    - Academic regulations, including academic integrity (**Catalog – Academic Integrity:** link.deanza.edu/sca-2024-57)
    - Nondiscrimination (**Catalog – Nondiscrimination:** link.deanza.edu/sca-2024-58)
    - Acceptance and transfer of credits (**Catalog – Transfer Credits:** link.deanza.edu/sca-2024-59)

- Transcripts (**Catalog – Transcripts:** link.deanza.edu/sca-2024-60)
- Grievance and complaint procedures (**Catalog – Grievances:** link.deanza.edu/sca-2024-61)
- Sexual harassment (**Catalog – Sexual Harassment:** link.deanza.edu/sca-2024-62)
- Refund of fees (**Catalog – Refunds:** link.deanza.edu/sca-2024-63)

Schedule of Classes: The college also publishes an online schedule of classes four times a year: fall, winter, spring and summer. (**Schedule of Classes:** link.deanza.edu/sca-2024-64)

Website: De Anza provides accurate information to students and the public on its website. (**Website:** link.deanza.edu/sca-2024-65)

- A professional editor in the Office of Communications works to ensure that information is accurate and clearly stated.
- The website includes a wide range of information, including

  ◦ **General information**
  - Name, address, telephone number and website of the college (**Website:** link.deanza.edu/sca-2024-65)
  - The college mission statement and related information (**Website – Mission:** link.deanza.edu/sca-2024-01)
  - Accreditation status with the Accrediting Commission for Community and Junior Colleges, and programmatic accreditation where applicable (**Website – Accreditation:** link.deanza.edu/sca-2024-67; **Website – Program Accreditation:** link.deanza.edu/sca-2024-68)
  - Courses, programs, degrees and certificates (**Schedule of Classes:** link.deanza.edu/sca-2024-64; **Website – Certificates and Degrees:** link.deanza.edu/sca-2024-79)
  - Student learning outcomes for courses, degrees and certificates (**Website – SLOs:** link.deanza.edu/sca-2024-69)
  - The academic calendar and program lengths (**Website – Calendar:** link.deanza.edu/sca-2024-70)
  - The college's statement of academic freedom (**Website – Academic Freedom:** link.deanza.edu/sca-2024-71)
  - Financial aid programs (**Website – Financial Aid:** link.deanza.edu/sca-2024-72)
  - Learning resources including the Library, Student Success Center, Online Education Center and other programs (**Website – Library:** link.deanza.edu/sca-2024-15; **Website – Student Success Center:** link.deanza.edu/sca-2024-13; **Website – Online Ed Center:** link.deanza.edu/sca-2024-21; **Website – Student Services:** link.deanza.edu/sca-2024-73)
  - Names and degrees of administrators and faculty members (**Website – Administrators:** link.deanza.edu/sca-2024-74; **Website – Faculty:** link.deanza.edu/sca-2024-75)
  - Names of governing board members for the Foothill-De Anza Community College District (**Website – Board:** link.deanza.edu/sca-2024-76)

- ◦ **Requirements**
  - ▪ Admissions requirements **(Website – Admission Requirements:** link.deanza.edu/sca-2024-77)
  - ▪ Student fees and cost of attendance (**Website – Cost of Attendance:** link.deanza.edu/sca-2024-78)
  - ▪ Requirements for degrees, certificates and transfer (**Website – Certificates and Degrees:** link.deanza.edu/sca-2024-79)

- ◦ **Major policies**
  - ▪ Academic regulations, including academic integrity (**Website – Policies:** link.deanza.edu/sca-2024-80)
  - ▪ Nondiscrimination (**Website – Nondiscrimination:** link.deanza.edu/sca-2024-81)
  - ▪ Acceptance and transfer of credits (**Website – Transfer Credit:** link.deanza.edu/sca-2024-82)
  - ▪ Transcripts (**Website – Transcripts:** link.deanza.edu/sca-2024-83)
  - ▪ Grievance and complaint procedures (**Website – Grievances or Complaints:** link.deanza.edu/sca-2024-84)
  - ▪ Sexual harassment (**Website – Sexual Harassment:** link.deanza.edu/sca-2024-85)
  - ▪ Refund of fees (**Website – Refund of Fees:** link.deanza.edu/sca-2024-86)

- ◦ **Additional Information for Students**
  - ▪ Information for prospective students (**Website – About Us:** link.deanza.edu/sca-2024-87; **Website – Future Students:** link.deanza.edu/sca-2024-88)
  - ▪ Information for current students (**Website – Student Toolkit:** link.deanza.edu/sca-2024-89)

Emails and Social Media: Information about student services and related resources is also shared with students in regular emails and on social media. (**Messages to Students:** link.deanza.edu/sca-2024-90; **De Anza Facebook:** link.deanza.edu/sca-2024-91; **De Anza X:** link.deanza.edu/sca-2024-92; **De Anza Instagram:** link.deanza.edu/sca-2024-93)

II. **Policies/processes for student complaints, demonstrating how the institution communicates process to students and handles complaints with due process.**

De Anza has clear policies, procedures and practices for student and public complaints. The Student Complaints or Concerns website provides clear instructions for students or parents who wish to file a complaint against the college. (**Student Complaints:** link.deanza.edu/sca-2024-84)

- • Complaints of unlawful harassment, including sexual harassment, are handled according to the Foothill-De Anza Community College District's administrative procedures for student grievances (**AP 5530 – Student Grievances:** link.deanza.edu/sca-2024-94)
- • The college maintains records of student complaints in the relevant division offices and in the electronic Maxient system.

III. Documentation of institution's implementation of the required components of the Title IV program (if applicable), including:

- **Findings from any audits and program/other review activities by the U.S. Department of Education (ED)**
- **Evidence of timely corrective action taken in response to any Title IV audits or program reviews**
  (See Policy on Institutional Compliance with Title IV)

De Anza's annual fiscal report to the ACCJC includes default rates and shows a declining trend over three years. (**Annual Fiscal Report:** link.deanza.edu/sca-2024-95)

- The college's cohort default rate has decreased from 13.2% in 2017 to 12.4% in 2018, and to 4.8% in 2019.

- This consistent decline places the college in the "low" category (below 15%) for official default rates and confirms its compliance with Title IV federal regulations by remaining below 30 percent.

- The college works with a third-party service provided by Educational Credit Management Corporation (ECMC) to track and manage student loan defaults.
  - ECMC conducts telephone and email outreach to student borrowers, provides loan counseling, and fields questions from borrowers by phone, email and web chat.
  - The service also provides reports and tracking tools for the college.

The Foothill-De Anza Community College District annually undergoes and publicizes an external financial audit by an independent firm of its federal, state, grant, foundation, and bond funds in accordance with Title 5 regulations. (**District Audit:** link.deanza.edu/sca-2024-96)

- The reports are widely presented to various committees including the Audit and Finance Committee of the Board of Trustees, district budget committee, and the Citizen's Bond Oversight Committee.

- The final audit report is reviewed and accepted by the board. (**Board Audit Review:** link.deanza.edu/sca-2024-97)

De Anza College complies with Title IV federal financial aid regulations and guidelines and with its program responsibilities under the Higher Education Act, as outlined in Foothill-De Anza district policy. (**BP 5080 – Financial Aid:** link.deanza.edu/sca-2024-98)

- The college demonstrates its due diligence in managing loan default rates in compliance with loan program responsibilities as defined by the U.S. Department of Education. (**Default Rates:** link.deanza.edu/sca-2024-99)

- There have been no negative actions taken by the U.S. Department of Education regarding Title IV compliance.