**De Anza College**

**Program Review – Annual Update Form – Fall 2025**

1. Department/Area Name: Enrollment Services, De Anza College Promise

2. Name of individual(s) completing the form: Ashley Flores, Matthew Floro, Leticia Gonzalez Hernandez, Anna Nguyen

3. Briefly describe how your area has used the feedback from the Comprehensive Program Review and Annual Program Review Update provided by RAPP members over the past two years (if unsure, request the feedback form from your dean/manager).

The De Anza College Promise has reviewed the feedback from the Comprehensive Program Review and is aligning our strategies to address the recommendations provided.

**Mission Alignment:** After reviewing the feedback, we'll work to update the mission to include our service areas. We are currently in the beginning stages of restructuring the program and are taking proactive steps to ensure that our objectives and strategies remain aligned with institutional priorities.

**Metrics and Accountability:** We are working to clearly redefine and restructure how our program goals and outcomes will be measured. This includes identifying the number of applications submitted, event attendance, counseling appointments, email correspondence, feedback surveys, and other quantifiable data points. Additionally, we will create a structure on how to track and report these metrics and delegate them to staff members to ensure accountability.

**Adjusting Program Goals and Objectives:**
- Leveraging Institutional Research and Planning: We recognize the importance of utilizing the Institutional Research and Planning division to support our work. By partnering with this division, we can better analyze data, measure program effectiveness, and make data-informed decisions to improve our program initiatives.
- For the 2027–2028 academic year, we envision a program serving about 1,000 students with support from three dedicated counselors using a cohort model to guide students through their educational goals. We have lost one of our full-time tenured counselors and are seeking to hire a replacement.
- We envision creating a pipeline for dual-enrollment students and for students who are short of meeting EOP requirements and therefore are not eligible, as well as those who meet the required criteria be eligible for our program.
- We plan to offer specific services catered to their needs (community workshops/resources, field trips, and events).
- Reinstatement of financial benefits including the $1,000 book voucher and no unit limit cap per quarter

- Add benefits to include financial coverage up to 15 units in the summer quarters.
- Our cohort would be eligible to be part of priority registration for Group 1 based on their financial, academic, and historical background.
- We plan to work with communications and marketing to come up with a new program name to avoid confusion with the existing financial aid promise grant.

4. Describe any changes or updates that have occurred since you last submitted program review (program review <u>submissions</u>).

For this section, we are referring to only the "De Anza College Promise" due to changes and restructuring that are due to happen soon. There are no current updates to report, and significant updates are forthcoming pending restructuring.

5. Provide a summary of the progress you have made on the goals (i.e., OKRs for Student Services) identified in your last program review (as included in the comprehensive program review or annual program review update).

Our program did not go through a program review process; therefore, there is no available information to report on.

| Goal title | Goal description | Responsible parties | Collaboration with…. | What evidence have you used to monitor progress? | How have you assessed your goal? | What changes have been made based on the assessment? |
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6. If your goals (i.e., OKRs for Student Services) are changing or you are adding a new goal(s), please include them below. If new goals require resources, please list requested resources that were not included in your last program review.

| Goal title | Goal description | Responsible parties | Collaboration with… | What evidence will you use to monitor progress? | How ach |
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| Structured Cohort Model of approximately 1,000 Students | Restructure the De Anza College Promise into a cohort of approximately 1,000 eligible students where counselors provide proactive case management and individualized support. | De Anza College Promise Counselors, Program Coordinator (future), Director/Dean of Outreach & Student Success | Institutional Research and Planning; Financial Aid; Enrollment Services; Outreach programs; Community resources/organizations | Number of enrolled Promise students; counselor caseload distribution; tracking of required counselor meetings; participation in cohort events and workshops; Academic performance/degree progress | Rev cas part ann tran com surv |
| Separate Program Application & Eligibility Process | Implement a separate De Anza College Promise Program application, ensuring students are first-time, full-time, and low-income. | De Anza College Promise Counselors; Program Coordinator (future); Outreach Team; Financial Aid, Communications | Financial Aid; Admissions & Records; Enrollment Services; Institutional Research and Planning, Communications | Application submissions; FAFSA/Dream Act verification data; eligibility determination; number of students successfully matriculating into the program; counseling appointments | Tra enro and con |
| Enhanced Student Support Services & Requirements | Students will be required to meet with a Promise Counselor at least two times per quarter, with the option to use workshop credit in lieu of one meeting. The program will create paid peer mentoring, workshops, | Promise Counselors; Peer Mentors (future); Program Coordinator; Student Services Support Staff | Student Success Center; Career Services; Transfer Center; campus programs offering workshops and resources; tracking referrals | Counseling appointment records; workshop attendance; peer mentor logs; student satisfaction or feedback surveys. | Rev app and incr eng |

| | events, and field trips to strengthen community and belonging. | | | | |
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| Restore and Expand Financial Benefits | Reinstatement of the $1,000 book voucher, removal of the per-quarter unit cap, and funding to cover up to 15 units in summer. Ensure priority registration (Group 1) for eligible cohort members. | Administrative Leadership; Academic Senate; Promise Program Lead; Financial Aid Office | College Budget Office; Financial Aid; Enrollment Services; Institutional Research and Planning, Bookstore | Funding allocations; number of students receiving book vouchers; unit load data per term; number of students accessing summer financial coverage; priority registration coding. | Cor stud regi enro suc deg |
| Refresh Program Name and Brand Identity | Work with Communications and Marketing by the next review cycle to develop a refreshed program name. This will help to avoid confusion with the Promise grant. | De Anza Promise Team; Communications Office | College Marketing & Communications; Outreach; Student Ambassadors; Focus Group | Completion of naming proposals, branding drafts, and finalized materials. | Rev brar acro mat |

7. Describe the impact to date of previously requested resources (personnel and instructional equipment, facilities/upgrades) including both requests that were approved and were not approved. For example, what impact have these resources had on your program/department/office and measures of student success or client satisfaction and what have you been able to and unable to accomplish due to resource requests that were approved or not approved?

During this time of restructuring, we anticipate certain needs for the future of our programming for the recruitment, retention, and success of our students. This includes the following:

- **Program Coordinator:** Tracking prospective students that have applied to the De Anza College Promise and through the entire matriculation process from application to enrollment, allowing our office to identify and address barriers students face during this critical transition.

- **Book vouchers:** We were able to provide $1,000 for students during their 2 years in the program. Due to changes in funding, we had to discontinue this benefit as of Fall 2023.

- **Funding set aside for events, field trips, and workshops:** Inviting community members and programs to present relevant resources and services that may be applicable to our student population to meet their specific needs.

8. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients? If you have not requested or received resources, still describe how your area has been able to serve disproportionately impacted students/clients.

The loss of the financial benefit of the $1,000 book voucher as of Winter 2024 has specifically affected disproportionately impacted students in our program. Without these additional resources, our students have expressed growing concerns about being able to afford the textbooks required for their courses.

The loss of one tenured Promise counselor made it difficult to serve students due to the short-staffed availability and high volume of students. Our program has served over 3,000 students each year since 2019.

The added criteria for requiring a household income of $300,000 also impacted potential participants in the program.

Additionally, as of Fall 2023, the De Anza College Promise changed its coverage from unlimited units per quarter to a maximum of 15 units. This shift has affected students in high-unit majors (e.g., Computer Science and Biological Sciences) as well as those who decide to change majors or academic goals. It has also impacted students who must complete as many required

courses as possible for transfer or degree completion by their second year (excluding summer), as many are unable to cover the additional fees without further financial assistance.

Our program initially consisted of four full-time, tenure-track counselor positions. We currently have three full-time counselors and are looking to add up one more, for a total of four counselors. Expanding the team would allow us to continue providing meaningful and consistent support for approximately 1,000 students. In the past, De Anza Promise counselors also conducted outreach to high schools and served all other student populations including returning students and those on dismissal or probation which limited their capacity to meet with students in the De Anza Promise. As a result, De Anza Promise students often find it difficult to schedule appointments for educational planning, transfer guidance, and other essential services.

9. Refer back to your Comprehensive Program Review and Annual Program Review Update from the past two years under the section titled Assessment Cycle or the SLO website (https://www.deanza.edu/slo/. In the table below, provide a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity. If your area has not undergone an assessment cycle, please do so before completing the table below.

**Table 1. Reflection on Learning Outcomes (SLO, AUO, SSLO)**

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| Learning Outcome (SLO, AUO, SSLO) | The De Anza College Promise has not undergone an assessment cycle. |
| Method of Assessment of Learning Outcome (please elaborate) | The goal is to continue requesting data for Promise students who have earned certificates, AA/AS/ADT, and/or transferring at the end of the academic year. As well as additional metrics as they come into effect once the program has been implemented. |
| Summary of Assessment Results | N/A – No cycle completed yet. |
| Reflection on Results | N/A – No cycle completed yet. |
| Strategies Implemented or Plan to be | Continue requesting completion and transfer data annually once program restructuring is implemented. |

| Implemented (aka: enhancements) | |
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**Please email this form to your dean/manager.**

10. Dean Manager Comments:

The De Anza College Promise Annual Update is a commendable reflection of a program in a vital stage of strategic evolution. The team has demonstrated remarkable transparency and foresight by proactively restructuring the program into a structured cohort model, which directly addresses previous feedback regarding mission alignment and institutional accountability. It is particularly impressive to see the emphasis on data-informed decision-making through partnerships with Institutional Research, alongside a clear vision for restoring essential financial benefits like book vouchers and summer unit coverage. By identifying the specific needs for a Program Coordinator and additional counseling staff, the report provides a compelling, equity-focused roadmap to better serve disproportionately impacted students. This update illustrates a deep commitment to student success and a well-defined path toward becoming a more impactful, sustainable resource for the De Anza community.

11. Vice President/Associate Vice President Comments:

Now that Outreach has been reorganized from being a single department with multiple functions to separate and distinct departments/programs, separate program reviews are required. This is the first time the College Promise has completed an individual program review update. With the goals and plans outlined above, College Promise will be fully prepared to complete program reviews and Student Learning Outcome assessments during the next program review cycle. It is also noted that funding for additional staffing is needed to fully realize the goals and plans stated here.

**Email the form to RAPP tri-chairs.**