

Program Review All Fields

Program Review: Financial Aid Fall 2020

Main

Overview

Academic Year Fall 2020

Originator Benjamin, Kimberly

Division Non-Instructional Service Areas

Department Financial Aid

Program

Financial Aid

Program Type

Student Services

Co-Contributors

Contributor

- Banuelos, Irma
- Dereza, Rocio
- Elizondo, Gladys
- LaRose, Sydney
- Martinez, Veronica
- Pescarmona, Denee

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).

Financial Aid supports students in pursuit of educational goals, through grants, tuition waivers, work study, student loans and scholarships. Through a shared commitment to students and families, we strive to eliminate financial barriers of postsecondary education needs. We provide the highest quality of services by providing a fair, sensitive and confidential environment to all individuals, regardless of background, culture or lifestyle.

To accomplish this, Financial Aid Department establishes the following program objectives:

Process aid packages efficiently, in an accurate, equitable, and timely manner and make disbursements of aid to all eligible students. Provide quality advising services by responding to student inquiries in an efficient manner and provide quality publications.

Maintain regular contact with students and parents related to financial aid awards, and statuses.

Provide individual student/parent assistance in completing necessary applications and make referrals as appropriate, to the Welcome Center.

Exercise professional judgment to ensure access to financial aid in extenuating circumstances.

Publish required consumer information concerning financial aid program expenses, appeal process, application requirements, eligibility criteria, award procedures, student rights and responsibilities, important deadlines and other pertinent information.

Provide up to date training and information opportunities to all financial aid staff through in-house training and attendance to professional training events and workshops.

Maintain active working relationships and communication with all campus offices involved in the provision of financial aid programs.

Comply with all federal, state and local regulations, laws and policies in the administration of financial aid and scholarship programs.

On the PIPR website, locate and review your previous program plan and review (self-study) and subsequent program plan updates. After studying, please complete the following questions:

Response and follow-up to previous program reviews

1. Goal #1 - Increase proportion of students who receive Pell grant.

Accomplishment

Increase number of Pell awards by 20

Aid Year	Pell Grant (Argos)
2017-18	1716
2018-19	1717
2019-20	1728

Did we meet this recommendation? No

Lower Enrollment

Student Training/Creating Accounts

Implementation Process/Stages

Staffing Changes

October 2019 Encryption incident

Measure the impact of implementing Campus Logic (analyze Pell grant numbers in 2 years (before and post Campus Logic) No

of students who have created VMF accounts

Stopped accepting paper documents as of Fall 2019

2. Goal #2 – Increase proportion of students who receive Gavilan College Promise Grant (first year free tuition)

Accomplishment

Increase number of Gavilan Promise Grants over Fall 2018 level

Aid Year	# Awarded Gavilan College Promise Grants (RPIFAWD)
2018-19	79 Students
2019-20	174 Students

- Did we meet this recommendation? Yes

Create outreach and follow-up procedures for newly admitted students who don't file FAFSA or Dream Act App

Excel File (Argos Report) on Share drive which all staff are able to access. Has script that Peer Mentor/Technicians use to regularly contact enrolled students who have not filed.

- Outreach (emails and phone calls) for students that have balance owed for classes.
- Created talking points for student follow-up.
- Comprehensive outreach events (Gavilan Cash for College/Super Saturday) – collection of data and follow-up/letter with next steps.
- Coordination with Cal-SOAP for Cash for College events at local high schools.

3. Goal #3 - Increase proportion of students who receive California College Promise Grant (CCPG)

Accomplishment

Increase the number of CA College Promise Grants by 50 over 2017 /2018 levels.

Aid Year	# Awarded CA College Promise Grants
2017-18	3324 (2% decrease over 16-17, 68 students)
2018-19	3225 (3% decrease over 17-18, 99 students)
2019-20	3022 (6.3% decrease over 18-19, 203 students)

- Did we meet this recommendation? No
- Continued coordination with Admission and Records as standings are applied
- Request to Campus Logic has been made for a new form regarding the P2A2 appeal (loss of CCPG due to standings).

4. Accomplishment

Briefly describe the activities and accomplishments of the program with respect to

a. PIPR recommendations; and

b. Each goal since the last program plan and review.

PIPR recommendations from last program plan and review.

1) Hire additional staffing to address student service access, particularly for veterans and off sites.

Reorganization of staffing in the Department. Training at every level. Veteran Certifying Official position was re-configured. Veterans are now being supported by Senior Specialist in the VRC as of October 2019. (Match)

2) Continue to examine and develop strategies to reduce likelihood of student loan default

We are contracting with Ed America on default prevention. Although our default rate has increased, the number of students receiving loans has decreased over the years. This makes the calculation skewed with lower number of borrowers entering repayment.

Have the services of your program changed over the past three years? Please explain (300 words or less).

Over the past 3 years, the focus of the department has been to concentrate on improving efficiency and equity in our work with students.

Departmental Milestones include:

1) Adapting to new technology to continue serving students as we work from home during COVID-19 pandemic. This includes Zoom, Microsoft Teams, Google Voice, Powtoon Videos, Calendly, FATV, & Campus Logic.

2) Loading timely new year ISIRS to Banner to better position the department to assist students, providing early notification, assistance and awarding.

3) Funneling students to virtual welcome center for screening and application assistance.

4) Hiring two part-time technicians to serve as initial contact for students which allowed more time for outreach and focus on file review/student follow-up and compliance reporting.

4) Reorganization of staffing in the Department. Training at every level. Veteran Certifying Official position was reassigned to the VRC as of October 2019.

5) Financial Aid provided two in-reach events in November 2019 and February 2020 to assist Gavilan and local high school students with the application process in partnership with Cal-SOAP.

6) Switching CCPG application process from manual, paper applications to automatic processing with FAFSA and Dream Act applications.

7) CARES Act direct aid to students.

8) Automate manual procedures including loading ISIRS, tracking, Satisfactory Academic Progress (SAP), and CCPG. Moved appeal process from paper form to e-form on Campus Logic.

9) Increased Pell numbers with reduced staffing, decreased enrollment, global pandemic, and fall 2019 encryption incident.

Student and Program Outcomes

College Goal for Student Achievement

Increase Scorecard Completion Rate for Degree and Transfer

The College has a primary aspirational goal of increasing the Completion rate from 46% to 53.5% on the CCCCO Scorecard Completion Rate for Degree and Transfer by 2022. The completion rates in the Scorecard refers to the percentage of degree, certificate and/or transfer-seeking students tracked for six years who completed a degree, certificate, or transfer-related outcomes (60 transfer units).

As you answer the questions below, please consider how your program is helping the college complete this aspirational goal of increasing the Gavilan College Degree, Certificate, and Transfer Completion rate by 7.5 percentage points on the CCCCO Scorecard by 2022.

Success

The following questions refer to data regarding student achievement.

What are your set goals for course success? Do your individual course and department rates meet this goal?

Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?

Path: GavDATA (<http://www.gavilan.edu/about/research/index.php>) - Program Review/ Equity - D3. Course Rates by Unit

N/A

Given the preceding sections, what goals need to be set and what initiatives need to be developed to support success and retention? Address these initiatives in your Three-Year Program Plan at the end of this document.

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

Path: GavData (<http://www.gavilan.edu/about/research/index.php>) - Program Review/ Equity - D4. Milestone Tracking Summary

Technicians started using SARS to track student contacts. However, because of the encryption incident in Fall 2019 and the pandemic in Spring 2020, this led to serving students virtually and disrupted our capability to collect data.

Based on DataMart, a total of 6821 unduplicated students received financial aid (CCPG, Grants: federal and state, Federal Loans, Scholarships, & Work-study) and were served during 2017-2018 and 2018-2019. Final numbers for 2019-2020 are not available on Data Mart (MIS reports not submitted). In addition to the students who were awarded, other students were contacted regarding appeals, applications filed, those with high Estimated Family Contribution, etc.

We know that when students receive financial aid, their retention, course completion, and degree completion increase compared to those students who do not receive aid.

Milestone Attainment of Fall 2014 cohort (by whether or not receiving financial aid)			
	All		Difference
Financial Aid:	Y	N	
Retained to 2 nd term	81%	58%	23%
Retained to 4 th term	68%	47%	21%
Coll-Level English	39%	23%	16%
Coll-Level Math	38%	21%	17%
12 Units	57%	33%	24%
30 Units	38%	21%	17%
Degree Award	15%	8%	7%

Milestone Attainment of Fall 2014 cohort (by whether or not receiving financial aid)			
	Hispanic		Difference
Financial Aid:	Y	N	
Retained to 2 nd term	83%	46%	37%
Retained to 4 th term	71%	35%	36%
Coll-Level English	39%	8%	31%
Coll-Level Math	37%	8%	29%
12 Units	55%	12%	43%
30 Units	39%	8%	31%
Degree Award	15%	3%	12%

Milestone Attainment of Fall 2014 cohort (by whether or not receiving financial aid)			
	White		Difference
Financial Aid:	Y	N	
Retained to 2 nd term	78%	78%	No Difference
Retained to 4 th term	61%	66%	-5%
Coll-Level English	38%	47%	-9%
Coll-Level Math	40%	43%	-3%
12 Units	63%	66%	-3%
30 Units	38%	43%	-5%
Degree Award	15%	16%	-1%

This chart depicts the biggest increases (24%) are seen for students who earn 12 units or more. Students had less financial pressure so therefore could successfully complete more units and receive more financial aid, which led to higher program completion.

Refer to your previous three-year plan (http://www.gavilan.edu/staff/program_planning/Past_Plans.php) for your stated outcomes and initiatives that were evaluated. Using your previous plan, consider and comment on the following questions.

1. What were the measured outcomes of specific initiatives over the past three years?
2. What groups are you measuring? Is there a comparison group—for example, against the college average or students who do not participate in your activity?
3. What indicators are you measuring?

(300 words or less)

Financial Aid's stated outcomes from the previous three-year plan are as follows:

Goal #1 - To increase proportion of students who receive Pell grant

Measured Outcome - Increase number of Pell awards by 20 over 2017/2018 levels.

Goal #2 - Increase proportion of students who receive Gavilan College Promise Grant (first year free tuition)

Measured Outcome - Increase the number of Gavilan College Promise Grants over Fall 2018 level.

Goal #3 - Increase proportion of students who receive California College Promise Grant (previously BOG)

Measured Outcome - Increase the number of CCPG by 50 over 2017/2018 levels.

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).

Each of the following goals support success and retention.

Goal #1: Early Banner set-up for data loads. In partnership with Admissions and Records (A&R), this will allow the Financial Aid (FA) office to load new year FA applications, notify students of required documents, complete file review, determine award, and send award letters to students. Early disbursement will provide students with financial resources needed at the beginning of each term.

Goal #2: Work with A&R on activating new terms in CCC Apply to align with new year financial aid application release date. This enables the FA department to bring in early data loads (Goal #1) to match FA application with college application.

Goal #3: Utilize Peer Mentors & Ryan Shook to assist with Cash for College to allow for Financial Aid Office to focus on processing allowing our technicians to work on student follow-up and senior specialists to work on file review and compliance.

Goal #4: Coordinate with student accounts re: balances due and timely holds. We would like Business Office to apply holds after the add/drop deadline beginning Spring 2021. This communication will alert student of high balance to provide reasonable time for balance repayment or to apply for FA resources, and if eligible, to update account balance. This could result in increased awarding and/or enrollment.

Equity

Equity

Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: Using the path below, locate your program in GavDATA. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Path: GavDATA (<http://www.gavilan.edu/about/research/index.php>)-Program Review/ Equity - D7. Disproportionate Impact with Margin of Error by Year - locate your program - Filter by Year

Contact your support team for any needed assistance in using GavDATA.

The Financial Aid Department continues to work closely with special programs to increase financial aid awareness, assist with application processes and file completion. A representative provides a financial aid overview at orientations for programs such as EOPS, CalWORKs, and Athletics, each semester. With programs like TRIO Summer Bridge and Puente, classroom presentations combined with individual advising for new college students have promoted the FAFSA and DREAM Act completion to identify Pell Grant, California College Promise, and Gavilan College Promise Grant eligible students.

Equal Employment Opportunity:

Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination.

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.

The Financial Aid office creates equitable and inclusive environment to all students in the following ways:

Work with Admissions & Records to determine student residency.

In partnership with Peer Mentors/Welcome Center, assist students to complete FAFSA/Dream Act applications and create a Verify My FAFSA account to upload required documents to determine eligibility.

Coordinate with General Counseling to provide services such as comprehensive educational plans, completion of Petition for Readmission, and major selection which allow FA to determine financial aid eligibility.

Partner with Cal-SOAP, EOPS, and Continuing Education departments to provide the following services; financial aid presentations and workshops in both English and Spanish, notification of students about Cafecito y Consejo, which provides free immigration resources available students, staff and faculty, and financial aid workshops for students who are currently incarcerated and enrolled in noncredit classes.

Staff participate in current diversity trainings to include subjects on serving undocumented, Foster Youth, homeless, and first-time-to-college students which include in person training and webinars offered through CCCSFAA, CASFAA, NASFAA.

Participate in inclusive language discussions to facilitate the use of pronouns and preferred names and other language barriers.

The department re-aligned scholarship offerings with Board Policies on discrimination making offerings open to all students.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on closing achievement gaps across student populations? How do you plan to address EEO outcomes in your employee hires?

The Financial Aid office plans to partner with the Business Office to obtain a list of non-financial aid students who have outstanding balances and encourage them to apply for FAFSA or Dream Act app to reduce balance. For those non-qualified, send student account statements after enrollment periods and provide follow-up for both financial aid and non-financial aid students.

In addition, we also run periodic Argos reports identifying enrolled students who have not completed a financial aid application followed by direct student contact to follow-up.

Work with the Human Resource department in the recruitment process for financial aid staffing. Participate in hiring committees and ensure that diversity and equity interview questions are included in the hiring process. Financial Aid job announcements describe the college, students we serve, and an ideal candidate statement.

curriQunet

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?

Are your SAOs mapped in curriQunet?

No

Are your SAOs up to date in curriQunet AND on the reporting website?

Yes

Have your SAOs been assessed in the last five years?

Yes

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?

Yes

If you answered no to any of the above questions, what is your plan to bring SLOs into compliance (200 words or less)?

Financial Aid plans to begin mapping SAO in curriQunet.

Outcome Assessments

Services Area Outcomes (SAO)

What is your set goal for SAO success for each SAO (200 words or less)?

1) Completion of FAFSA or Dream Act Applications. For the 19-20 aid year we had 3301 enrolled students who filed a FAFSA (3210) or Dream App (91). For aid year 20-21, meet 19-20 overall number of completed Financial Aid applications.

- 2) Increase number of Pell eligible students who create a VerifyMyFAFSA account and submit required documentation by 20 students.
- 3) Implement online CA College Program Grant (CCPG) Appeal through Campus Logic to facilitate e-submission and review.
- 4) Increase CCPG award number by 50 over 19-20 to meet the student centered funding formula metrics related to equity and completion and strategic plan goals.

Institutional Learning Outcomes (ILO)

How do your SAO support the college ILOs? Be specific (200 words or less).

Our office continues to align with the Institutional Learning Outcomes (ILO's): think critically and creatively, communicate effectively, practice social responsibility, cultivate well-being. Common actions deployed in our daily work within the organization at large include:

- Define issues, problems or questions to be researched or examined
- Find, synthesize, and evaluate information
- Communicate effectively, ethically and creatively
- Listen actively and respectfully
- Collaborate with individuals and groups to reach common goals
- Practice respect for diverse people and cultures
- Practice honesty and apply consistent ethical standards.
- Demonstrate growth and self-management to promote lifelong learning and personal well-being
- Develop job readiness and pursue career goals

Gap Analysis

Are you meeting your SAO success goals? What patterns stand out in your results? If your SAO results are lower than your goals, what are your plans to improve them (200 words or less)?

Not applicable

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?**

Full Time Faculty

Part Time Faculty

Full Time Staff

Part Time Staff

Full Time Mgr/Admin

Part Time Mgr/Admin

2. **2017**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

3445

Full Time Faculty

0

Part Time Faculty

0

Full Time Staff

6

Part Time Staff

0

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

3. **2018**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

3376

Full Time Faculty

0

Part Time Faculty

0

Full Time Staff

4

Part Time Staff

2

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

4. 2019

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

3159

Full Time Faculty

0

Part Time Faculty

0

Full Time Staff

3

Part Time Staff

2

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

Percentages

Percentage Full to Part Time Faculty

Year:2017

FT = 0%

PT = 0%

Year:2018

FT = 0%

PT = 0%

Year:2019

FT = 0%

PT = 0%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

In 2019-20, the department experienced severe staffing changes, including the retirement of two Senior Financial Aid Specialists, temporary reassignments and promotions requiring training and cross-training at all levels. Other changes in the department include program reorganization to Veteran Services (certifying official) and Outreach. With the reorganization, these programs are no longer housed in the financial aid office and performed by financial aid staff. This has allowed our staff, more time to focus on student follow-up, file review, and awarding.

Resource allocation and adequate staffing levels remain the biggest challenge at a time of major state funding changes. We still have a defunded position (Full-time Financial Aid Technician), which impacts our ability to serve students.

Additional Comments

N/A

Program Productivity

Program Productivity Measurements

Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

- **2019 - 20**

Total Number of student contacts

Total allocated budget

764524.000

Total spending

764524.000

Total cost per student (Student Contact/ Total Spending)

- **2018 - 19**

Total Number of student contacts

3376

Total allocated budget

807617.000

Total spending

807617.000

Total cost per student (Student Contact/ Total Spending)

239.223

- **2017 - 18**

Total Number of student contacts

3445

Total allocated budget

907141.000

Total spending

907141.000

Total cost per student (Student Contact/ Total Spending)

263.321

Year and Student count

Year:2017 Count:3445

Year:2018 Count:3376

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?

Yes

Resource Allocation

1. **General Fund- \$600,952**

Funding Source

District

Academic Year

2017/18

Purpose of Funding

Operation & Staffing Needs for Department

Result

Staffing and Delivery of Financial Aid Services

2. **General Fund- \$690,590**

Funding Source

District

Academic Year

2018/19

Purpose of Funding

Operation & Staffing Needs for Department

Result

Staffing and Delivery of Financial Aid Services

3. **General Fund- \$562,677**

Funding Source

District

Academic Year

2019/20

Purpose of Funding

Operation & Staffing Needs for Department

Result

Staffing and Delivery of Financial Aid Services

4. **BFAP- \$206,665**

Funding Source

Catagorical

Academic Year

2017/18

Purpose of Funding

Operation and Staffing Needs for Department with focus on financial aid outreach

Result

Staffing and Delivering of Financial Aid services

5. **BFAP- \$216,551**

Funding Source

Catagorical

Academic Year

2018/19

Purpose of Funding

Operation and Staffing Needs for Department with focus on financial aid outreach

Result

Staffing and Delivering of Financial Aid services

6. **BFAP- \$201,847**

Funding Source

Catagorical

Academic Year

2019/20

Purpose of Funding

Operation and Staffing Needs for Department with focus on financial aid outreach

Result

Staffing and Delivering of Financial Aid services

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?

Financial aid partners with several departments (Admissions & Records, Welcome Center, Counseling, Continuing Education, Business Office, Guided Pathways, and Outreach) to improve student success at Gavilan College.

Enhanced Outreach: We collaborate with other departments to provide support to students during the outreach, onboarding and matriculation process to ensure student success. Events include Super Saturday, Cash for College, Educational Forums, and others to assist our high school seniors with FAFSA & DREAM Act application completion.

Education Planning: Financial aid students are regularly referred to counselors for development of Education Plans for requests for extensions and CA College Promise Grant Appeals.

Caring Campus: Participated with Student Services to create a positive, supportive campus culture and to increase students' sense of connectedness to the college through the development of student-centered behaviors and activities among faculty and staff.

Financial Support: Collaborate with the Business Office to provide a means to expedite student payments through direct deposit.

Residency: Collaborate with Admissions & Records to identify strategies to communicate with students of required documents to determine residency status and financial aid eligibility.

Continued Enhancements of Campus Logic: provide students a secure way upload and complete verification requirements online, with the goal of processing student financial aid while serving students effectively in a self-service model. Program counselors have immediate access to view student requirements when supporting a student.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan (<http://www.gavilan.edu/administration/budget/EducationMasterPlanFlipbook.php>), changes in matriculation or articulation, student population, community and/ or labor market changes, etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?

Department plans for the next three years include additional follow-up with emails and phone calls to those who have submitted FAFSA but have not completed verification tasks. Currently, for 20-21 there are 2,049 enrolled students who have submitted an application. 176 have unprocessed FAFSA (missing information) and 284 have outstanding documents. There are 1,763 enrolled students who do not have a FAFSA or Dream Application on file.

Opportunities:

- 1) For AY 2021-22 data load was processed earlier, giving staff and students more time for additional follow-up.
- 2) Work with Ryan and Peer Mentors for outreach opportunities.
- 3) Evaluating new methods of communications - Cranium Café, working to update SAP and collaborate with other Banner schools to automate Cal Grant/Student Success Completion Grant process.
- 4) Collaborate with Business Office to implement direct deposit method to deliver timely financial aid to students.
- 5) Add new CCPG appeal to Campus Logic allowing students to submit requirements via an efficient, secure, online tool to accommodate our new virtual environment. Student notification of outstanding requirements via email and text and permits electronic signature.

Threats:

- 1) Contributors to low Pell numbers include: 14% enrollment decrease in Fall 2020, data processing scripts were lost during Banner cloud migration, limited IT support due to increased work load, lost SARS data during the compromised system period. Due to COVID, moved to Cranium Café to provide virtual student services; however, technical issues and product deficiency prevented students and staff from interacting efficiently. Cranium Café student data tracking was inaccurate.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?

Our Financial Aid department provides training to the Welcome Center/Peer Mentors on FAFSA and Dream Act Applications. Mentors have participated in regional training sponsored by state financial aid association. Staff conducts financial aid presentations to faculty and staff at bi-annual convocation and new faculty orientation events.

Professional development opportunities are made available for department staff to attend:

- California Association of Student Financial Aid Administrators annual conference
- California Community Colleges Student Financial Aid Administrators Association annual conference
- Ellucian Live conference
- Western Association of Veteran Education Specialist conference

- Academic Works/Blackbaud Award Management (scholarship management system)
- National Scholarship Providers Association conference
- Campus Logic conference
- California Student Aid Commission Cal Grant training

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.

The full-time FA Technician position was de-funded in July 2020. In the absence of this position, we have hired two part-time subs. Our department requests the District to reconsider the reinstatement of the full-time Technician position as our frontline contact to support, serve and follow-up with students. Based on student contacts, and per student funding formula, there is documented need for additional staffing in the department. We have undergone several personnel changes such as retirements, promotions, and working out of class. Additional duties have been shared within the department and this has increased workload and file log back-up. As a result of not being fully staffed, we are unable to provide student follow-up and complete file review in a timely matter which results in a decrease in Pell and CCPG.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?

The Financial Aid office has taken an active role in various hiring committees. We are dedicated to hiring qualified professionals who have a demonstrated understanding and sensitivity in working with students who are educationally and economically disadvantaged. Financial Aid staff participate in professional development trainings and conferences, and seek input from the Chancellor's office, to continuously develop their knowledge of our increasingly diverse student body. This awareness will better position us to serve on hiring committees, review applications, and help develop diversity and inclusivity interview questions.

Seven of eight department personnel are Gavilan graduates. Seventy-five percent of our staff are Spanish speaking, which as a Hispanic-serving institution, allows for increased communication and advisement between students and staff.

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?

Despite the challenges our office has faced, we have maintained Pell numbers over the past three years while improving efficiency and equity in our work with students. We have successfully changed our training techniques by focusing on cross-training and created documented procedures shared among our staff.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.

A big thanks to our PIPR Support and Review Team. Our only recommendation for improvement would be to increase the word and character count for the Executive Summary section.

Goals

Three-Year Program Plan Goal Setting Worksheet

1. Increase number of students who receive Pell grant by 20 awards.

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

Mission statement: Gavilan College cultivates learning and personal growth in students through support services to prepare students for success.

Strategic Plan: Strategy 2 Improve Efficiency Decrease the average number of units taken by graduates from 89 units to 85 units in three years, and to 77 units in five years

Goal 1 SAO Results: Outcome I; Increase number of Pell awards by 20.

Proposed Activity to Achieve Goal**

Measure the impact of implementing Campus Logic.

Responsible Party

Financial Aid Director

Fund amount requested. If a collaboration, what % required from each partner?

N/A

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

December 2022

How Will You Evaluate Whether You Achieved Your Goal

In two years, compare Pell grant student numbers before Campus Logic and post Campus Logic.

2. Increase number of students who receive Gavilan College Promise Grant (first year free tuition).

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

Mission statement: Gavilan College cultivates learning and personal growth in students through support services to prepare students for success.

Strategic Plan: Strategy 2, Goal 1 SAO Results: Outcome 1; Increase the number of Gavilan College Promise Grants over Fall 2018 level.

Proposed Activity to Achieve Goal**

Create outreach and follow-up procedures for newly admitted students who don't file FAFSA or Dream Application.

Responsible Party

Financial Aid Director

Fund amount requested. If a collaboration, what % required from each partner?

N/A

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

December 2022

How Will You Evaluate Whether You Achieved Your Goal

Evaluate numbers of students served term to term.

3. Increase number of students who receive California College Promise Grant (previously BOG).

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

Mission statement: Gavilan College cultivates learning and personal growth in students through support services to prepare students for success.

Strategic Plan:

Strategy 2, Goal 1 SAO Results:

Outcome 1;

Increase the number of California College Promise Grants (previously BOG) by 50 over 2019/2020 levels.

Proposed Activity to Achieve Goal**

Change process to award CCPG based on completion of FAFSA or Dream Act Application by 50.

Responsible Party

Financial Aid Director

Fund amount requested. If a collaboration, what % required from each partner?

N/A

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

December 2022

How Will You Evaluate Whether You Achieved Your Goal

Evaluate numbers of students served each aid year after implementation of new process.

4. To provide an alternate method of disbursement of student financial aid funds.

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

Mission statement: Gavilan College cultivates learning and personal growth in students through support services to prepare students for success.

Strategic Plan: Strategy 2, Goal 2 SAO Results: Outcome I; Is it implemented or not? Measured based on average time student receives funds between current method of disbursement and new method.

Proposed Activity to Achieve Goal**

Continue conversation and collaborate with Business Office to implement new method

Responsible Party

Financial Aid Director and Business Office

Fund amount requested. If a collaboration, what % required from each partner?

N/A

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

December 2022

How Will You Evaluate Whether You Achieved Your Goal

Measured based on average time student receives funds between current method of disbursement and new method.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

Performance based funding, guided pathways and financial aid reform are among the many topics being discussed to improve completion rates. Meeting these ambitious goals will require bold changes to staffing plans, and how we serve students. At Gavilan, addressing a downward trend in Pell and CCPG award levels will require proper resource allocation. As of December 2020, there are 1,762 enrolled credit students who have not yet filed FAFSA or California Dream Application. Further analysis to examine why students choose not to file financial aid applications and develop strategic plans to address the barriers to filing applications and completion of required documents. One of the highlights of the department is staff adaptability to new technology to offer consistent, student-centered communication and service in a virtual environment. Adequate staffing levels remain the biggest challenge as they did three years ago. The urgency of the SCFF, with a supplemental allocation of 20% tied to the number of annual Pell and CCPG awards requires significant staff resource allocations to increase the number of awards. The department has recently undergone significant staffing changes including: two staff retirements, administrative reorganization of FA Director, and defunding of the full-time Technician position. As a result, the department is not equipped to provide comprehensive follow-up services to an additional 1,762 students. Meeting the Chancellor's Vision for Student Success will require the Technician position to be reinstated as well as evaluation of additional staff needs. This would provide an opportunity to meet students where they are to increase enrollment, application & document completion levels, awarding, maximize SCFF dollars, and improve completion rates.

Attach Files

Attached File