



## **Financial Aid**

### **Student Services**

#### **Vision/Narrative**

The Financial Aid Department provides access to financial resources in a fair, sensitive and confidential manner. The department informs and educates students and their families about their financial options. We continually improve our services so that students may take full advantage of their educational opportunities. We assist eligible students in meeting their educational expenses while attending Gavilan College through grants, scholarships, student employment and loans. Student veterans are welcomed and served in the Financial Aid Department. We serve as the point of contact for certification of educational benefits to promote well-being and success for veterans.

Within the past year, the department has reorganized due to promotions which have resulted in:

1. Hire of previously vacant 1.0 Senior Program Specialist (Banner point person) in October 2015.
2. New 1.0 position which combines Outreach and Financial Aid (June 2016).
3. Hire of previously vacant 1.0 Technician position (September 2016).
4. Hire of previously vacant 1.0 Program Services position (November 2016).

#### **Feedback from Supervisor / Dean**

Financial Aid has had a reorg of staff and assigned duties, major changes to Banner requirements, and has a new mandate to increase PELL awards. In support of other populations, such as Dreamers, Financial Aid is collaborating with other Student Services departments to increase outreach, financial aid information, and coordination to increase awards and improve student retention.



**Program Objective 1: Obtain Cohort Default Rate under 27% for FY 2014 by November 2017.**

**Strategy and Goal(s):**

Not Applicable: RESUBMITTED: Copied from Academic Year 2015-16

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Closed: The FY 2014 rate came in at lowest rate in last 6 years. As anticipated, achieving lower, healthy default rate is a multi-year effort.

**Official Cohort Default Rates:**

FY 2014 rate: 15.9% (Sept. 2017)  
FY 2013 rate: 27.3% (Sept. 2016)  
FY 2012 rate: 27.9% (Sept. 2015)  
FY 2011 rate: 27.2% (Sept. 2014)  
FY 2010 rate: 29.1% (Sept. 2013)  
FY 2009 rate: 36% (Sept. 2012)

**Activity 1: By Feb 2017: review accuracy of FY 2014 draft default data in anticipation of possible data challenge to be considered by Dept of Ed over Summer 2017, in anticipation of official rate release Sept 2017.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: By Jan 2017: Vet and if appropriate, contract with USAFunds' Borrower Connect. The software will allow staff to look up borrowers by grace, in-repayment, delinquency or default status. Gavilan staff will have the ability to send email, letters, and borrower correspondence to cure delinquencies and prevent defaults, as well as make use of reports to monitor default rates. The CCCCO provides financial assistance to cover annual costs for schools interested in using Borrower Connect: 60%-40%-20% for three years.**

**Expense to be paid using categorical dollars: BFAP.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Continue individual loan request process. This practice is time commitment, which involves review**



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by loan certifying official and financial aid director. The individual loan review process has made promising results with a representative number of borrowers at Gavilan College:

**2015-16: 44 Borrowers**

**2014-15: 43 Borrowers**

**2013-14: 100 Borrowers**

**2012-13: 221 Borrowers**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 4: Continue to explore financial literacy education for students receiving financial aid.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President		10
Budget Committee		
President's Council		



**Program Objective 2: Address and resolve space issues in Financial Aid Department.**

**Strategy and Goal(s):**

Not Applicable: RESUBMITTED: Copied from Academic Year 2015-16

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Closed: In May 2017, renovations in Student Center and Administration buildings were completed. As result, a new office configuration was implemented. Admissions and Records and Financial Aid have combined front counter space, where students may be seated and discuss records information in privacy while waiting space is utilized Welcome Center.

In October 2016, Financial aid department staff moved to MP building while the Student Center and Administration buildings are seismically retrofitted over a six month period. The large safe in back office of Financial Aid was removed, new carpet, and an ADA compliant counter was developed.

**Activity 1: Remove safe from back office**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: Acquire three new work stations for Senior Program Specialists in retrofitted office space.**

**Categorical dollars to be utilized: BFAP.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Move Financial Aid Director office to former space used by Mail Room.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President	Financial Aid doesn't have sufficient office space for current and planned	10



**Financial Aid**

Academic Year 2016-17

	staff.	
Budget Committee		
President's Council		



**Program Objective 3: Increase number of students receiving Pell and BOG awards.**

**Strategy and Goal(s):**

Not Applicable: RESUBMITTED: Copied from Academic Year 2015-16

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Closed: Progress has been made in that IT has created a script (September 2017) to identify enrolled students who have completed FAFSA, and have yet to submit required documents. Financial Aid staff began making phone contact to this cohort of 1,000 students. This is major project for fall 2017 semester and one we will track for progress as we work towards increasing number of Pell recipients.

**Activity 1: Participate in Internal Outreach Committee (Gavilan staff) to identify best practices for outreach and recruitment, incorporating financial aid initiatives into events.**

Personnel Request - *none*

Non-Personnel Request - *none*

**Activity 2: Participation in District Outreach Committee (with local area high school officials).**

Personnel Request - *none*

Non-Personnel Request - *none*

**Activity 3: Provide consistent and regular follow-up with new students, enrolled at Gavilan who haven't filed FAFSA or Dream Application.**

Personnel Request - *none*

Non-Personnel Request - *none*

**Activity 4: Provide continuous training for Peer Mentors in Welcome Center regarding financial aid programs, use of IRS data retrieval tool, scholarship opportunities, and filing of FAFSAs and Dream Applications.**

Personnel Request - *none*

Non-Personnel Request - *none*

**Activity 5: Review Ellucian upgrades and recommend timely installation after comprehensive testing. Timely Banner upgrades will allow for efficient and effective communications, processing and awarding to FAFSA and**



**Dream applicants.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 6: Obtain baseline data to measure program effectiveness, e.g. recipient headcounts by program - PELL and BOG.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 7: Create social media presence through Facebook, and Twitter to communicate with potential applicants and currently enrolled students.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 8: Development of GradGuru application to communicate deadlines, workshops, and other resources for would-be Gavilan students and current students.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President	A significant obstacle to student retention and success is a lack of financial resources. Increasing financial education and outreach to new students about financial aid services is essential.	12
Budget Committee		
President's Council		



**Program Objective 4: Identify and acquire technology to support online document submission. Moving to paperless model will support efficiency efforts, reduce staffing costs associated with scanning and indexing.**

**Strategy and Goal(s):**

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Closed: In June 2017, College purchased Campus Logic which will allow students to submit e-documents online, including through mobile phone. For Fall 2017, a Financial Aid Functional Lead team are focused on implementation, with the assistance of key IT staff working on TD Client integration with Banner for automated data loads. Expected go live is end Fall 2017 semester.

In August 2017, Ellucian Applicant Management Systems completed major installation to new servers, to address connectivity and sluggishness issues with scanning for Financial Aid and Admissions & Records departments.

In October 2017, new Cannon scanner was purchased, improving efficiency. Previous scanning equipment (which was 9 years old) would scan at much slower speed, with frequent paper jams. On average, scanning 100 pages would take 45 minutes. Compared to new scanning equipment, 140 pages are completed in 12 minutes. This is increase in efficiency will allow timely elimination of backlogs and provide more time for other assignments.

**Activity 1: Acquire new technology tool for paperless document submission. This would include surveying other student services area for need and consolidating resources for as many departments as possible. The cost below is an estimate only.**

**Personnel Request - *none***

**Non-Personnel Request**

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Paperless document software program	\$ 25000.00	Categorical / One-Time





<i>Total Requested</i>	<i>\$ 25000.00</i>	
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**Activity 2: As of November 2016, the department has hired part-time, short term peak person to focus exclusively on document scanning and indexing thousands of documents for 2015/16 aid year. This assignment ends March 30, 2017. Peer Mentors have assisted in preparing documents for scanning, for efficiency.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President	This would improve efficiency of processing and awarding financial aid to students. It would also reduce the need to hire as many seasonal employees. The cost is an estimate only. The software could perhaps be shared across many departments to decrease document imaging and accumulation of paper docs.	9
Budget Committee		
President's Council		



**Program Objective 5: Support equity efforts by showcasing financial resources to increase college access for Dreamers .**

**Strategy and Goal(s):**

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Closed: The November 2016 presidential election results have Dreamers uncertain of their futures as community members and Gavilan students. A group of Gavilan staff and students have come together to discuss and identify how to best assist Dreamers.

In July 2017, department hired work study student who sends welcome packets to new BOG eligible AB540 students. Welcome packets include letter, flyers on CA Dream Act Application and EOPS program brochure, as well as scholarship information.

**Activity 1: Develop web presence on new Gavilan website for Dreamers, to list resources and networks on campus and in community.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: Create marketing/recruitment materials for Dreamers, utilizing student feedback.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Promote BOG Fee Waivers, Cal Grants, Full-Time Success Grants, Textbook scholarships, and online scholarship opportunities for Dreamers.**

**Personnel Request - *none***

**Non-Personnel Request - *none***



**Activity 4: As part of communication plan, email "Welcome to Gavilan College" notification to Dreamers, upon completion of admissions application, to share financial aid resources.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President	Providing undocumented and AB540/DACA students with additional financial resources could lead to greater persistence, retention and success of this population. Financial assistance for undocumented students may be the single largest obstacle to accessing and continuing education aspirations.	11
Budget Committee		
President's Council		



**Program Objective 6: Personnel request: Hire part-time (short term peak) position to assist financial aid related, and equity efforts. This position would assist with financial aid outreach.**

**Strategy and Goal(s):**

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Closed: In July 2017, short term temporary employee was hired for peak time processing. Assignment is not to exceed 180 days. Due to vacancy of Financial Aid Specialist in September 2017, this timely approval will assist with Cal Grant awarding preparation and reporting of NA records (not in attendance) as well as follow-up efforts.

**Activity 1: Hire temporary, part-time peak position to assist combined Outreach/Financial Aid position. Part-time position, would work 26 hours per week, 180 days per year, on short-term peak basis. This position would assist with general and FA outreach events. Budget request based on: \$22 hourly rate, 26 hours per week, for 180 days per academic year.**

**Salary: \$21,000**

**Burdens at 22% of wages: \$4,620**

**PERS:\$0**

**Benefits: \$0**

**TOTAL \$26,620**

**\*\*Proposed funding: matching funds through BFAP of \$14,000; Equity: \$13,000**

**Personnel Request**

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	65%	\$ 13000.00	Equity / One-Time

**Non-Personnel Request - *none***

**Activity 2: Provide FAFSA Friday events at Hollister and Morgan Hill Sites to target enrolled applicants who have yet to complete file for award packaging and disbursement. Create Argos reports to identify these students**



by zip code, and send target communications, messaging regarding FAFSA Fridays. Obtain baseline data and compare effectiveness of events to determine continued usage.

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Promote financial literacy through workshops, developing web presence, mobile applications like EAB.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President	Current changes in State funding formulas include PELL awards, which we have not been maximizing. Additional staff may be needed for follow up in the future to increase the number of PELLs awarded.	12
Budget Committee		
President's Council		