



Financial Aid

Student Services

Vision/Narrative

The Financial Aid Department provides access to financial resources in a fair, sensitive and confidential manner. Using student-centered approach, we continually improve services to promote student success. The department educates students and their families regarding application cycles, deadlines, requirements and awards. 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, with VA Certifying Official serving as the point of contact for educational benefit certifications.

For 2017/18, the Program Plan focuses on strengthening integration across the student services division and increasing student retention, promoting degree, certificate completion.

Feedback from Supervisor / Dean

The Financial Aid department has a continuous improvement approach to meeting student needs. Implementation of new technology to streamline services and scholarship awards has been a recent focus as has been reducing default rates and increasing PELL awards. The Financial Aid director leads the department in efficient, student-centered services and strives to provide other departments with emerging trends or initiatives. Many department staff also serve multiple roles on campus that lead to better integration and communication between Student Services areas.



Program Objective 1: To optimize student support and enhance college funding, increase number of students receiving Pell Grants by 50. Background: A two-year analysis of Pell program participation by student cohort reveals decline in program participation of 173 students from fall 2015 to fall 2016.

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:

No- None -

Activity 1: 1. Implementation of technology platform ‘Student Forms’ by Campus Logic to enable students to submit tax requirements and documents electronically via mobile phone and the web. Implementation target date is December 2017.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 2. Implementation of technology platform ‘Award Letters’ by Campus Logic to provide HTML award notifications with college logo, branding for students who file 2017/18 FAFSA or Dream Application. Implementation target date is February 2018.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: 3. Coordination with IT and Banner Core Group to create Banner upgrade schedule which facilitates data loads by October 1, 2018 release date for early FAFSA and Dream Applications. Timely data loads will allow College to communicate early (using Campus Logic award letters) to potential students interested in attending Gavilan College. This activity supports enrollment targets with students making early, informed decisions regarding commitment, enrollment at College.

Personnel Request - *none*

Non-Personnel Request - *none*



Activity 4: 4. FAFSA Follow-Up: Begin a calling campaign to check-in with students and discuss pending awards, and required documents. In September 2017, IT created a script to identify enrolled FAFSA applicants with incomplete files due to required documents. There were 1037 enrolled students with incomplete file review.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 5: 5. In January 2018 after Fall 2017 grades are posted, identify and survey Pell students who earn zero units. Refer students to counselors for additional resources, connections.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 6: 6. Provide support for Hollister and Morgan Hill Site staff in form of regular communication, invitation to monthly staff meetings and professional learning as funding permits, and hands on training in IT Conference Room with access to Banner and Campus Logic.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 7: 7. Explore possibility of reassigning VA certifying duties to staff outside Financial Aid Office. Current VA Certifying Official also serves as financial aid staff member, responsible for Pell awarding. To meet timely certification requirements each semester, VA certifying official prioritizes veteran needs. Reassigning VA duties outside office will eliminate current need to split time between VA benefit certifications and Pell grant processing.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 8: 8. Request enhancement to current Argos report, to include high school of graduation for first time to college students. Conduct cohort tracking to determine why we are losing first time to college and continuing students in particular.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 9: 9. With assistance from enrollment management and outreach, develop promotional materials for Summer 2018 registration to maximize Year Round PELL grants. If marketed correctly, year round Pell could boost program participation and enrollment. The last summer we had year round Pell was Summer 2011, when we served 670 students. As comparison, in Summer 2016, we served 275 students with PELLs.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

**Financial Aid**

Academic Year 2017-18

Ranker	Comments	Rank
Dean		
Vice-President	Implementation of Campus Logic is crucial to improving award times, and reducing dependence on paper and staffing. This has a direct impact on streamlined services, funding, and enrollment management. We are losing students to other colleges because of our lack of automation.	12
Budget Committee		
President's Council		



Program Objective 2: To improve College Completion by providing additional financial support to students, implement new Community College Completion Grant (CCCG) and award 187 students. **Background:** On August 30, 2017, the Community College Chancellor's Office released guidance related to new \$25 million CCCG program. The CCCG is considered a stackable grant for Cal Grant and Full-Time Success Grant recipients who are following a comprehensive SEP, progressing academically, and on path to complete at least 30 units for 2017-18 academic year (Fall 2017, Spring 2018, Summer 2018). The target number of 187 students is obtained using the number of Full-Time Success awards for Fall 2017 semester who are enrolled in at least 12 units.

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:

No- None -

Activity 1: 1. Improve communication and coordination with counseling, special programs and high schools: Conduct presentations during fall to discuss program requirements and implementation plans for CCCG.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 2. For Payable Students: Create CCCG guide which explains student terms and conditions for maintaining CCCG eligibility. Require students to sign and submit terms and conditions as part of file. Post student terms and conditions on website.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: 3. For FTSS students who do not have comprehensive Ed Plan, or students who will not complete 30 units from fall to spring term: Follow-up with students to connect them to counseling services for Ed Plan development, or to discuss possible program acceleration options to complete program within three year



requirement.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: 4. Create follow up strategy and data tools to assess impact of completion grant on student retention and success.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		11
Budget Committee		
President's Council		



Program Objective 3: Goal: To improve Outreach effectiveness and enhance peer mentor leadership opportunities, provide, evaluate, and continually improve financial aid training for Welcome Center Peer Mentors. Background: The Welcome Center is the first point of contact for students visiting Financial Aid Office. Students are greeted and screened by Peer Mentors who determine next steps in the application process. Mentors provide FAFSA and Dream application assistance to students, and guide students through the application process.

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:

No- None -

Activity 1: 1. As new mentors are hired, provide comprehensive financial aid overview providing new hires with tips for successful application submission.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 2. Attend regular Peer Mentor meetings to share department updates, upcoming document and application deadlines.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: 3. Leverage funding for Peer Mentor placements through several funding streams (SSSP, Equity, BST, and Federal Work Study) to maintain appropriate staffing levels during peak traffic in Welcome Center.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: 4. Connect with local colleges in Region 4 to identify viable Welcome Centers. Coordinate meet and greet, and share best practices between mentors for area colleges to foster professional learning. Consider hosting Peer Mentor Region 4 half day meeting to showcase best practices, planning efforts which make up



successful Welcome Centers.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		9
Budget Committee		
President's Council		