Financial Aid
Student Services

Vision/Narrative

The Financial Aid Department provides access to financial resources in a fair, sensitive and confidential manner. Five staff members inform and educate 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.

Feedback from Supervisor / Dean
Program Objective 1: Hire 1.0 Program Specialist to assist in (2) areas of high demand: provide student veterans with follow-up services and provide Financial Aid services at Hollister Site.

Strategy and Goal(s):

- Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
- Goal #4: Improve and maximize student support services to encourage student engagement, with special attention to off-site campuses.

- 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 populations with special needs, such as DRC, ESL, basic skills, and re-entry students.

IEC Program Review:

No: To be included in 2013/14 IEC Program Review.

Progress:

Yes: The Hollister Site has quantitative data which supports the need for financial aid services. The Hollister Site has also developed SLO addressing financial aid services at off-site.

In July 2013, Accrediting Commission Report which re-affirmed the College's accreditation, encouraged the College to offer expanded student support services at the off-sites (pg. 28). There was particular mention of limited financial aid services at off-sites (pg. 25).

Activity 1: Hire 1.0 Program Specialist designated for follow-up with student veterans, and designated to provide Financial Aid services at Hollister Site.

Personnel Request

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<tr>
<th>Job Classification</th>
<th>Quantity</th>
<th>FTE</th>
<th>Amount ($)</th>
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Non-Personnel Request - none

Rankings:
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Program Objective 2: Promote student success by enhancing in-person customer service to potential and current students who visit the Financial Aid counter

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2012-2013

IEC Program Review:

No: Baseline data and staffing trends in Aug. 2012 Board of Trustees Meeting packet, under "Information/Staff Report," item 11d.

Progress:

Closed: In March 2013, a 1.0 Technician was hired, filling the previous vacancy.

Activity 1: Complete hire of vacant (1) full-time professional support staff to assist students at the Financial Aid counter, specifically with: application process, document retrieval, award package, refund dates, student account, and academic progress advisement.

Personnel Request

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Program Objective 3: Obtain Cohort Default Rate under 29% for FY 2011 by November 2014.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #2: Complete student learning outcomes, assessments for continuous improvement of all courses and programs, and of the institution.

Strategy #7: Improve communication, coordination, collaboration, and participation to foster a campus culture of engagement and excellence.
Goal #1: Prioritize and improve dialogue and transparency concerning program, departmental, divisions, college, and district activities and plans, with special attention to the inclusion of students, classified staff, and part-time faculty.

IEC Program Review:

No: This objective will be included in 2013/14 IEC Program Review.

Progress:

No- None -

Activity 1: Annual analysis and update of Default Prevention Plan.

Personnel Request - none
Non-Personnel Request - none

Activity 2: Regular communication with borrowers at risk of loan default.

Personnel Request - none
Non-Personnel Request - none

Activity 3: Review of loan requests on case-by-case basis, and use professional judgment to deny loan request of students at-risk of loan default, based on findings of Default Prevention Plan.

Personnel Request - none
Non-Personnel Request - none

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Program Objective 4: Increase the number of 2013/14 and 2014/15 applicants for the CA Dream Act Application for consideration of BOG Fee Waiver and Cal Grant eligibility.

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 populations with special needs, such as DRC, ESL, basic skills, and re-entry students.

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #4: Improve and maximize student support services to encourage student engagement, with special attention to off-site campuses.

IEC Program Review:

No: The CA Dream Act was recently implemented (January 2013) and therefore not included in IEC Program Review.

Progress:

No- None -

Activity 1: Identify eligible AB 540 students at Gavilan who have not filed CA Dream Act.

   Personnel Request - none
   Non-Personnel Request - none

Activity 2: Develop and implement communication campaign with AB 540 through various methods: email communication, mailer, and phone calls.

   Personnel Request - none
   Non-Personnel Request - none

Activity 3: Assist local area high school seniors, who are AB 540 eligible, in filing CA Dream Act at annual Cash for College events.

   Personnel Request - none
   Non-Personnel Request - none

Activity 4: Provide regular training to Peer Mentors at the Welcome Center to assist AB540 students in successful submission of CA Dream Application.
Personnel Request - *none*
Non-Personnel Request - *none*

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Program Objective 5: Improve financial aid services to Distance Education students.

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.
Goal #5: Evaluate alternate delivery of courses and services such as online, hybrid, and High Step.

Strategy #7: Improve communication, coordination, collaboration, and participation to foster a campus culture of engagement and excellence.
Goal #2: Create opportunities to improve integration and collaboration at every level, with emphasis on student success, e.g., a college hour, staff development opportunities.

IEC Program Review:

No: This objective will be included in 2013/14 IEC Program Review.

Progress:

No- None -

Activity 1: Communicate with distance education students, regarding delivery of financial aid, through email and phone communication.

Personnel Request - none
Non-Personnel Request - none

Activity 2: Improve collaboration with faculty teaching distance education courses to designate financial aid points of contact on distance ed portals.

Personnel Request - none
Non-Personnel Request - none

Activity 3: Timely delivery of financial aid to students in distance education courses.

Personnel Request - none
Non-Personnel Request - none

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