GAVILAN COLLEGE
HISPANIC SERVING INSTITUTION

Financial Aid - Office of VP Student Services - Financial Aid

Resources

You will find information to complete this report in the following locations

Gavialn Course Catalog (http://www.gavilan.edu/catalog/index.php)

Gaviln College Website
 a. **Education Master Plan (http://www.gavilan.edu/administration/budget/EducationMasterPlanFlipbook.php)**
 b. **Gavilan College ILOs (http://www.gavilan.edu/administration/ilo_map/index.php)**
 c. **Mission Statement (http://www.gavilan.edu/about/index.php)**
 d. **Strategic Plan (http://www.gavilan.edu/administration/board/Gavilan_StrategicPlan_2017_2022, BOT Approved.pdf)**

PIPR Website (http://www.gavilan.edu/staff/program_planning/index.php)
 a. **Previous Planning and Review Report (http://www.gavilan.edu/staff/program_planning/Past_Plans.php)**
 b. **Previous Annual Plans (http://www.gavilan.edu/staff/program_planning/Past_Plans.php)**

Gavilan Intranet (https://my.gavilan.edu:8447/cas-web/login?service=https%3A%2F%2Fmy.gavilan.edu%2Fc%2Fportal%2Flogin)
 a. **SLO Website**
 b. **GavData**
  ○ **(Equity Tab) Complete Program Review Data Sheet**
  ○ **Other GavData (paths listed in the document)**

CCCCO ScoreCard (https://scorecard.cccco.edu/scorecardrates.aspx?CollegeID=441)

Main

Overview
Academic Year 2024 - 2025
Originator Benjamin, Kimberly
Division Office of VP Student Services
Department Financial Aid
Programs

Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)
Contributor

- Bostwick, Kelli
- Elizondo, Gladys

Review Questions

Review Questions

Program Mission and Accomplishments

Gavilan College Mission Statement Through innovative practices, Gavilan College cultivates learning and personal growth and prepares students of all backgrounds and abilities for success.

Provide a brief overview of the program and how it 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.
Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

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 post-secondary education needs. Providing the highest quality of services in a fair, sensitive and confidential environment for all individuals, regardless of background, culture or lifestyle.

The Financial Aid Department establishes the following program objectives:

Process aid packages efficiently, accurately, equitably, and in a timely manner

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

Provide individual student/parent assistance in completing necessary applications.

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/responsibilities, important deadlines and other pertinent information.

Provide training and information for financial aid staff through in-house training and attendance at professional training events, workshops, and conferences.

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.

This page is only applicable to Instructional Reviews. For more details on this page, refer to Curriculum Currency Help (http://www.Gavilan.edu/en/employee-services/research-planning-and-grants/planning/program_review/guidelines/curriculum_currency.html)

Response and follow-up to previous program reviews
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

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.**

Have the services of your program changed over the past three years? Feel free to include additional program accomplishments/ milestones that were not a part of your previous plan.

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:

- Financial Aid has continued to offer services to students via in-person, phone, and zoom. Calendly is used as a scheduling tool for students to make appointments with Financial Aid.

- In-person drop-in services are also available for students.

- Financial Aid continues to use other technology to communicate and serve students, which include zoom, Microsoft Teams, Google Voice, FATV, & Campus Logic (Student Forms).

- Implementation of TD Client & Atomic system to automate the process of loading timely ISIRS (FAFSA/CADAA) to Banner and run automatic processes for: Tracking, Satisfactory Academic Progress, Packaging, and CCPG eligibility 3 times per week. This has increased the efficiency of the department in providing early student notification, assistance, and awarding.

- Welcome Center Peer Mentors continue to triage student referrals to Financial Aid. Peer Mentors will provide assistance for application completion at Welcome Center and will refer students to the Financial Aid front counter for additional services.

- A full-time technician was hired in November 2021 to serve as initial contact for students and review Gavilan College Promise Grant eligibility.

- From 2021-2023 to present, Financial Aid has provided 28 Cash 4 College events in partnership with South County Cal-SOAP.

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Financial Aid continues to review & award CCPG eligibility using FAFSA/CADAA applications.

Title 5 requires departments to review all curricula (courses, certificates, degrees, sequences) in each program for currency, relevance, content, and requisites every every six years (for CTE departments, every two years). Please review the data on your currency (showing a list of all activity from last year, all courses and programs that are one year from losing currency, and all courses/programs out of currency) and comment below. Please address how well your department is meeting this requirement.

CTE Departments Only
Title 5 requires every CTE department or program to have an Advisory Committee that meets at least once per year. Please describe your advisory committee -- its membership, when it last met, and links to or locations of agendas/minutes. (provide url if located on a website) Please address how well your department is meeting this requirement.

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 [view] 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. If your area does not regularly interface with or provide direct services to students, skip to question 3. Use GavData's Student Outcomes Milestone pages for overall Gavilan College rates of success. Path -from link above: Gavilan Fact Book ? Student Outcomes ? Milestone Tracking Summary. Now, explore data.

1. If your area regularly interfaces with or provides direct services to students, please answer the following question: Given the data, what is your set goal for success? If your program does not have set goals, please determine this now. Do you meet your goal?
N/A

2. What percent of students does your area serve? 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?
- **For comparison data information, supply student ID numbers to RPIE.**
- **Plan Ahead: Please allow one month for comparison analysis results.**

Based on DataMart, a total of 8111 unduplicated students received financial aid (CCPG, State and Federal Grants, Federal Loans, Scholarships, & Work study) and were served during 2020-21, 2021-22, 2022-23. Final numbers for 2023-24 are not available on DataMart as the academic year is still active. In addition to the students who were awarded, other students were contacted regarding appeals, applications filed, those with a high EFC or Estimated Family Contribution, etc.

It is understood that when students receive financial aid, their retention, course completion, and degree completion increase, in comparison to those students not receiving financial aid.

3. Refer to your previous three-year plan for your stated outcomes and initiatives that were evaluated. Using your previous plan, consider and comment on the following questions.
- **What were the measured outcomes of specific initiatives over the past three years?**
- **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?**
- **What indicators are you measuring?**

For more details on this page, refer to Assessment Currency (http://www.Gavilan.edu/en/employee-services/research-planning-and-grants/planning/program_review/guidelines/assessment_currency.html)

According to the Gavilan Assessment Plan, outcomes are assessed for services and programs and courses at least once every 3 years. Please comment on how you are currently satisfying this 3-year benchmark.
Each of the following goals support student success and retention.

Goal 1 - Continue to work with A&R on activating new terms in CCCApply, to align with the new year financial aid application release date.

Goal 2 - Continue to complete Early Banner set-up for data loads after A&R has activated new terms in CCCApply. Financial Aid will be able to continue early loads of FAFSA/CADAA, student notification (requirements), complete file review, determine eligibility and notify students of awards.

Goal 3 - Train and utilize Peer Mentors & Senior Program Specialists in the Welcome Center, to assist with Cash4College events at local high schools, in conjunction with CalSOAP. This will allow Financial Aid office staff to focus on processing. FA technicians will work on student follow-up. FA specialists and senior FA specialists will work on file review, appeals, and compliance.

Goal 4- Coordinate with student accounts re: balances due and timely holds. We would like the Business Office to apply holds after the add/drop deadline beginning Fall 2024. This communication will alert students with high account balances, allowing them time to pay their balances, or to apply for financial aid resources, and if eligible, to update their account balance. This could result in student success and retention.

Resource Requests

Resource Requests

1.
   Funding Decision (Admin-Only)
   Funding Decision

   Funding Decision Notes
   The FA office is a compliance-based department that is an integral part of the SCFF and the funding for our college. We are a small team that is required to follow Federal, State, and local laws and policies, with a tight budget that does not allow for much overtime. We need to grow the number of Pell recipients, and with that comes a growth in many other programs, such as CalGrant, CCPC, Loans, Scholarships, SSCG, SEOG, along with other grants that may be available. The growth of our college requires additional staff to ensure that we are able to remain in compliance and provide the ultimate customer service to our students. We need more staff so that we are able to keep up with the growth as well as outreach and community engagement.

   Request Overview
   Item Description

   Check here if you have made this request before No

   Request Type and Cost
   Type of request

   Brief Description (Admin-only legacy field)

   Approximate costs: $

   Type(s) of Funding

   Criteria and Rationale
   This request is a high priority to ensure/meet Health and Safety requirements No

   This request is necessary to meet local, state, federal mandates, or to meet requirements for program-specific accreditation
   No

   Board Priorities
   Primary Board Priority

   Secondary Board Priority

   Approved College Plans
   Primary link to Approved College Plan

   Secondary link to Approved College Plan

Link to Institutional Accreditation Requirements

Link to Your Unit Planning Objectives

Please note that the links in the "Resource Requests Linkage with Outcome Assessment Reports" section (further down) are supplementary to the information provided here.

Link to Learning, Service, and/or Program Outcomes (i.e. Outcome Statements)

Clear Plan for Evaluation after Implementation

Extent of Benefit

Operational Necessity

Resource Request Linkage with Outcome Assessment Reports

Resource Request Dependencies

Equity

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.

Questions? View the handbook (http://www.Gavilan.edu/en/employee-services/research-planning-and-grants/planning/program_review/guidelines/resource_requests.html)

Equity

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

1. Comment on the college-wide disproportionate impact report. Contact your support team for any needed assistance in interpreting these data.

Financial Aid can help increase disproportionate student success by collaborating with other support services departments. In order to ensure we are providing services and activities that will address disproportionately impacted student populations, by practicing equity-minded principles, to include diversity, equity, and inclusion in all of our policies and procedures. Understanding our student population, and meeting students where they are, to make sure there are opportunities for all students to receive financial aid, and assistance in completing applications, appeals, and any other special assistance they may need.

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 support in financial aid workshops and at program orientations for programs that include, but are not limited to VRC, NextUP, EOPS, CalWORKS, Athletics, Basic Needs/El Centro, TRIO Summer Bridge and Puente. Classroom presentations combined with individual advising for new college students have promoted the FAFSA/CADAA completion to identify eligibility for Pell grant, CCPG (California College Promise Grant), Gavilan College Promise Grant and most recently, Gav 4 Free eligible students.

We are also able to assist special programs such as Foster Youth, to assist them in completing the CHAFEE application. As a newly hired Director of Financial Aid, it is my goal to continue to increase our ability to assist all students, with an equity lens, to ensure we are assisting those students that are historically underserved.

2. BP 3420 (Equal Employment Opportunity) states: The Board supports the intent set forth by the California Legislature to assure that effort is made to build a community in which opportunity is equalized, and community colleges foster a climate of acceptance, with the inclusion of faculty and staff from a wide variety of backgrounds. It agrees that diversity in the academic environment fosters cultural awareness, mutual understanding and respect, harmony and respect, and suitable role models for all students. The Board therefore commits itself to promote the total realization of equal employment through a continuing equal employment opportunity program. How do you meet the District's Equal Opportunity goals?

The Financial Aid office works with the Admissions & Records office to resolve the "unknown residency" status for students. We partner with Peer Mentors to assist students in completing their FAFSA/CADAA applications to ensure students have the best opportunity to get the financial aid they are entitled to, and allow them the best start to achieving their educational goals. Financial Aid collaborates with General Counseling, to provide services such as comprehensive education plans, petitions, and major selection, which allows FA to determine financial aid eligibility. We also work with Counseling to assist in the SAP appeals process, which is another way we work equitably with our students.

The Financial Aid office partners with El Centro to coordinate monthly application workshops, allowing those students with the most need to get prompt and continuous service. We send correspondence to students that are enrolled in the college, but do not have a FAFSA/CADAA application on file, to attend workshops providing assistance and answering any questions. Students are also notified about Cafecito y Consejo, who offer free immigration resources.

We partner with South County CalSOAP, local high schools, EOPS, the Continuing Ed Department, Puente and other special programs on and off campus, to provide financial aid information and application workshops in both English and Spanish, as well as scholarship workshops, and participation in campus outreach events, such as Super Saturday and Ram O Rama.

Additionally, the financial aid office staff participate in diversity, equity, and inclusion training that includes topics on serving our undocumented students, Foster Youth, Homeless/Unhoused, LGBTQ+, first time college students, both in person and online. Most of these trainings are offered through CCCSFAAA, CASFAA, NASFAA, FSA, CSAC, and COLEGAS.

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? Address this in your Three-Year Program Plan at the end of this document.

The financial aid office will continue to address issues of student and employee equity, creating opportunities for student success in those historically underserved populations in many ways, including:

Regularly running reports to identify those students who have not yet submitted a FAFSA/CADAA, and encourage them to do so by getting assistance from the Welcome Center, or by attending one of our monthly application workshops.

Continued collaboration with Student Support Services programs such as, EOPS, El Centro, Foster Youth Liason/NextUP, UndocuLiason, Basic Needs, and Veterans Center to provide services geared toward the needs of each student in those historically underserved populations.

Participating in hiring committees to ensure that there is diversity, equity, and inclusion at the forefront of each candidate pool and interview panel process. This ensures that our staff will be as diverse as the students we serve. When there is an open position in the Financial Aid office, we will work with HR to ensure that all EEO policies are followed in the recruitment, hiring, and onboarding process as well.

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 curiQunet?

No

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

Yes

Are 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

SAOs/ILOs

Services Area Outcomes (SAO)

1. What is your set goal for SAO success for each SAO?

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

- Measure the impact of implementing Campus Logic.

- Continue collaboration with CalSOAP to work with local high schools in assisting students with completing their FAFSA/CADAA applications.

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

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

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

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

4. Goal 4 - Provide an alternate method of disbursement of student financial aid funds.

- Continue conversation and collaborate with Business Office to implement new method such as BankMobile, to be implemented by Fall 2025.

Institutional Learning Outcomes (ILO)
1. How do your SAO support the college ILOs? Be specific.
This office works continuously to stay in alignment with the Institutional Learning Outcomes (ILO's).

A. Think Critically & Creatively - Develop and apply critical and creative thinking skills, including information literacy and aesthetic responsiveness.

B. Communicate Effectively - Express and exchange ideas effectively through listening, speaking, reading, writing and other modes of interpersonal communication.

C. Practice Social Responsibility - Develop ethical, social, and civic awareness

D. Cultivate Well-Being - Construct personal, educational and career goals and identify lifestyle choices that promote mental, emotional, physical, and social health.

The actions taken to ensure this in our day-to-day activities within the financial aid office include:

- Define and address any problems, questions, or changes that we encounter.

- Research and evaluate information with regard to changes in policy, procedure, and most recently, the FAFSA simplification process.

- Communicate effectively with students, staff, stakeholders, and other departments on campus, in a clear, empathetic, and educated manner.

- Use active listening skills to better serve our students and collaborate with others on campus and off.

- Include diversity, equity, inclusion, and anti-racism in our communication, hiring, and understanding of students and their needs. Including professional development, to ensure staff are able to learn and develop skills in these areas.

- Outreach to our local high schools, to assist students in completing FAFSA applications, which can lead to lifestyle choices that promote education and social health.

- Practice honesty and work ethically.

Gap Analysis
1. Are you meeting your SAO success goals? What patterns stand out in your results?
As the new FA director, I will be working with staff to ensure that we meet our SAO's moving forward.

If your LO results are lower than your goals, what are your plans to improve them? Address this in your Three-Year Program Plan at the end of this document.

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. **2020**

   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

2. **2021**

   Full Time Faculty
   0

   Part Time Faculty
   0

   Full Time Staff
   4

   Part Time Staff
   1

   Full Time Mgr/Admin
   1.00

   Part Time Mgr/Admin
   0.00

3. **2022**

   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

4. **2023**

   Full Time Faculty

   0

   Part Time Faculty

   0

   Full Time Staff

   6

   Part Time Staff

   1

   Full Time Mgr/Admin

   1.00

   Part Time Mgr/Admin

   0.00

Percentages

Percentage Full to Part Time Faculty

Additional Comments

Evaluation of Resource Allocations

Resource Allocation

1. **821,760.00**

   Funding Source

   District

   Academic Year

   2021 - 2022

   Purpose of Funding

   Operation & Staffing Needs for the FA Department

   Result

   Staffing and Delivery of Financial Aid Services

2. **926,986.00**

   Funding Source

   District

   Academic Year

   2022 - 2023

   Purpose of Funding

   Operation & Staffing Needs for FA Department

   Result

Staffing and Delivery of Financial Aid Services

3. **930,075.00**

   Funding Source
   District

   Academic Year
   2023 - 2024

   Purpose of Funding
   Operation & Staffing Needs for FA Department

   Result
   Staffing and Delivery of Financial Aid Services

Integrated Planning and Initiatives

1. What other areas is your unit partnering with in new ventures to improve student success at Gavilan College? What is the focus of this collaboration?
Financial aid is collaborating with A&R, Basic Needs, El Centro, Guided Pathways, the UndocuLiason, EOPS, Higher Aspirations, VA, Counseling, Outreach, the Welcome Center, CalSOAP/Cash4College, and any other support programs we can work with, to ensure the greatest chance of student success. We work with CalSOAP in supporting outreach workshops at the local high schools, to assist students in completing their FAFSA/CADAA applications, correctly, and in a timely manner. This allows potential students to connect with our FAO staff, feel supported, and hopefully decide to attend Gavilan. We work with Guided Pathways and the CAPs to also assist the overall student experience, and to guide students to a path of educational success. The collaboration among the many departments supporting GP is one way to best serve students in achieving their desired educational goals in a timely and successful manner. We collaborate wit other departments to provide support to students during the outreach, onboarding, and matriculation process to ensure student success. Events include Super Saturday, Cash4 College, Educational forums, El Centro workshops and others to assist our students with completing their FAFSA/CADAA applications, make corrections, and educate them on financial aid programs or scholarships they may be eligible for.

What are the program and your Integrated Planning/ Guided Pathways partners' plans for the next three years? Address this in your Three-Year Program Plan at the end of this document.
Services that are provided to students that are remote, such as zoom appointments, orientations, etc., are not only convenient for staff, and students, but make for a more equitable option. Meeting students where they are, is a great opportunity for us to retain students who may otherwise not be able to attend college.

Other Opportunities and Challenges

1. Provide any additional information that has not been mentioned elsewhere in this program plan and review for opportunities or challenges 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, changes in matriculation or articulation, student population, community and/ or labor market changes, etc.

The department's plans for the next three years include additional follow-up with emails and phone calls to those who have submitted a FAFSA/CADAA but have not yet completed verification or correction tasks. Grow our outreach activities, to ensure that all high school seniors, incoming students, and continuing students have submitted a FAFSA/CADAA, and are able to understand the importance of completing any outstanding requests for verification or corrections. Students are more likely to stay and complete their degree when they have financial support. The financial aid office is looking to continue to collaborate with support services across campus, to ensure we are reaching all students equitabley, and focusing on those historically underserved populations. As the future is assuredly full of change, we are here to support students and staff in understanding those changes, and navigating them effectively. The Financial Aid office plans to grow the number of Pell recipients, by maintaining our outreach and follow up with students and their financial aid application process. Currently, the 2024/25 FAFSA application has changed drastically, with the idea to simplify the process. Unfortunately, there have been many obstacles that have come from the change, some we can help our students with, and most others, are out of our control. We will work diligently in learning and educating students and staff about those changes and assist them in getting their applications submitted in a timely manner.

What are the program plans for the next three years? Address this in your Three-Year Program Plan at the end of this document.

The opportunity for fraud is exacerbated and is likely to remain, unless addressed at the state level (CCC apply). When students are able to complete all applications (CCC apply, FAFSA/CADA, CalGrant, etc.) online, this leaves the opportunity for bots or 'bad actors' to apply, enroll, and potentially receive financial aid, as well as enroll into classes, taking away seats for actual students that want to learn.

Appendix

Optional 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?

The Financial Aid department does provide training to the Welcome Center/Peer Mentors on FAFSA/CADAA applications. Peer Mentors have participated in regional training sponsored by the State Financial Aid Association. FA staff conducts financial aid presentations to faculty and staff at bi-annual convocation and new faculty orientations, as well as to individual departments that request training. Professional development opportunities are made available for FA staff to attend, including: CCCSFAAA annual conference and online trainings, CSAC webinars, NASFAA annual conference and online trainings, National Scholarship Providers Association conference, Campus Logic annual conference, CalGrant training, COLEGAS conference, and many other online professional development trainings and webinars. FA staff look to attend as many training and conferences that will educate us on Federal, State, and local financial aid.

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.

Based on the number of student contacts and the SCFF, there is a documented need for additional staffing in the FA department. There has been a great deal of turnover and changes in the staffing of the FA department, leaning to the need for more professional development, so we can not only provide the ultimate

in student services, but retain our employees. The need for a dedicated financial aid outreach technician is also supported by the goal of increasing the number of Pell recipients, and the new requirement that all high school seniors submit a FAFSA application prior to graduation. We would be able to focus more on the processing of financial aid in the office, if there were a dedicated outreach person that could facilitate in house Cash4College workshops, departmental workshops, and community outreach to bring in more students to the college, while assisting with FAFSA applications. This additional staff member would allow in-house staff to focus on student follow-up and completion of their file review in a timely manner, leading to more Pell and CCPG application completion and funding to students.

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?

Financial aid staff have been actively participating in various hiring committees as well as EEO training. FA staff are dedicated to hiring qualified professionals who have a demonstrated understanding and sensitivity in working with students from educationally and economically disadvantaged backgrounds. FA staff participate in professional development training and conferences, and seek input and guidance from the Chancellor's office, to continually 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, equity and inclusion in interview questions. The majority of the staff in the FA office are Gavilan College alumni, many are bilingual/ Spanish speaking, and being that we are a Hispanic Serving Institution, allows for increased communication and greater student buy-in with our staff and students. Continued collaboration between the FA office and all departments on campus builds trust, morale, and that support allows for staff, faculty, and classified professionals to build a sense of community and belonging, leading to employee retention.

Review Process Feedback

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.

As a new Director that is required to complete a PIPR, I would like to see more intensive training and clear expectations of the process, and most importantly, access to reliable data, so I may feel more sure that the information provided is accurate. I believe that the PIPR is a great resource for the department as well as the institution as a whole. However, I do not feel that I was given sufficient trailing or resources to complete the PIPR effectively.

Additional Questions

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

Despite the challenges of the past few years, with the pandemic, and staff turnover, our office has maintained the number of students receiving Pell, all while improving efficiency and equity in our work with students. We have successfully changed our training techniques by focusing on cross-training and creating effective documentation procedures that are shared among staff.

Annual Update

1. **Academic Year** 2023 - 2024
   Previous Goals Increase number of students who receive Pell Grant by 5%

Proposed Activity to Achieve Goal:
Collaboration with Outreach and other Student Services Programs to assist students in completing FAFSA application and submit required documentation.
Responsible Party:
FAO staff
Total Three Year Resource Allocation Request:
30000
Timeline to Completion Month / Year:
June/2025
How Will You Evaluate Whether You Achieved Your Goal:
Use Argos Reports & Banner Data to show increase of Pell Grant awards
End of Year Goal Status In Progress
Please describe your status (No more than 200 words)
23/24 - 1581 Pell recipients

24/25 to 4/4/25–1424 Pell recipients.

We should exceed our 5% goal based on the current number of recipients, as this number does not include unpackaged Spring 25 and Summer applications.

Did you request the same resources the previous year? If so, what was the result? Has there a been a significant change since your request?)
There has been a significant change since the last resource request. The college enrollment has grown to pre-pandemic numbers, we have opened a second site in Hollister, and the number of staff has remained the same. In fact, we had a part-time temp previously, so our workload has increased and the need for additional staff has also increased.

Planning
We will continue to increase the number of students that receive Pell grants. With the opening of the new Hollister campus, the team is rotating to cover both campuses, and that takes away from the overall coverage. We need an additional team member to support the growth of our programs. Cal Grant rosters have more than tripled in size over the last 4–5 years, as well as overall growth in the number of students we serve at the two campuses. The new student centered funding formula (SCFF) counts the number of Pell recipients in the overall formula. Therefore, the FA office is a critical part of the college's funding. Staff have been working overtime in order to keep up with the increased workload, not only due to the number of applications and students, but in an attempt to make up for the 'FAFSA simplification' for the 24-25 application. The delay in opening of the FAFSA application had a long-lasting effect on all areas of the FA office. We have been working manually to process, package and award, due to the errors that occurred in the FAFSA system. We are going to continue to collaborate with CalSOAP by attending Cash4College workshops at all of the local high schools. Outreach is an important piece of our FA process, not only for new incoming students, but to ensure student retention. We will continue to provide workshops and training for all of our support services, counseling, athletics, and any other campus group that requests our attendance. We are able to assist current students with their FAFSA/CADAA applications, again, ensuring student retention. We definitely need an additional staff member or two, to make sure we meet or exceed our goals, and to keep the numbers up for the SCFF, as we are an important part of the formula.

Additional Comments

Resource Requests

Click Add Item to Enter a Resource Request

1. **1. Request Name (short title)** Additional Staff
   2. Request amount 150000
   3. Type of Request Personnel
   4. Alignment to Goal(s) Increase number of students who receive Pell Grant by 5%
   5. Is this a one-time or ongoing expense. Ongoing
   6. Category of Request (Select all that apply).

   - Full-Time Classified Professional

   7. The committee will separate goals with resource requests. Requests will be categorized into two groups: those to be ranked and those not ranked. The requests not ranked include Safety, Compliance, Personnel, and Position.
   Which of the following best describes your requests?

   - Personnel and Position: Requests that involve hiring, staffing, or reclassifying full-time or part-time faculty or staff. These requests are reviewed and approved through a separate process by the Faculty Staffing Committee or the Executive and Leadership Council.

   8. Provide a complete description, justification, or rationale for the requested amount. Describe how it aligns to the selected goal(s) and your responses to the above questions. (300 words)
   The FA office is a compliance-based department that is an integral part of the SCFF and the funding for our college. We are a small team that is required to follow Federal, State, and local laws and policies, with a tight budget that does not allow for much overtime. We need to grow the number of Pell recipients, and with that comes a growth in many other programs, such as CalGrant, CCPC, Loans, Scholarships, SSCG, SEOG, along with other grants that may be available. The growth of our college requires additional staff to ensure that we are able to remain in compliance and provide the ultimate customer service to our students. We need more staff so that we are able to keep up with the growth as well as outreach and community engagement.

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 this year. Your audience will be your Peer Review Team, the program review Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).
The FA office is facing uncertainty about the current state of the Dept. of Education being dismantled. We work diligently to keep up with the day-to-day operations in the office, keep up to date on the constant changes, and doing additional duties to make sure students are paid in a timely manner. Last year we were faced with the FAFSA simplification that caused a great deal of upset and confusion for our students and their families. With the SCFF and a 20% allocation tied to the number of Pell and CCPG awards requires additional staff resource allocations to ensure success. A dedicated outreach/FA tech position for the FA office would relieve other staff to focus on their duties without having to step away to work the events. This person would also be able to reach out to those students that have either not completed a FAFSA/CADAA and reach out to assist them with submitting the application. Therefore, further increasing our Pell numbers, will also increase our SCFF funding. Meeting the State Chancellor's 2030 Vision for Success will also require additional FA staff,

including outreach, allowing the team to meet the students where they are and maximizing SCFF funding. This in turn will improve the campus as a whole, student and staff retention, and an increase in funding. A win-win for us all. Please consider the broad impact this request being fulfilled will have.

Attach Files

If there is any additional information regarding your program that you will like to have uploaded, please attach it here.

Attached File