

**Program Review & Planning
Request for Contract Classified Position
2018-19**

Please upload and submit this completed form through the SurveyMonkey program review module.

Department	Financial Aid		
Position Title	Financial Aid Assistant		
Salary Range	25	Annual Salary at Step B*	\$38,496
Hours/week and # of months	40 hours/week, 12 months		

*For job Range and Salary information, see: <http://www.gcccd.edu/human-resources/salary-schedules.html>

1) Provide the following information for the ***new position or the increase in FTE for an existing position*** that is being requested, or for the request to fill a vacant, frozen or defunded position:

Position classification and number:

Proposed FTE:

Contract type:

- 10-month
- 11-month
- 12-month
- Seasonal (specify):

What type of position is being requested?

- XX New general fund position**
- Replacement for a funded position
- Replacement for an unfunded position
- Position currently funded by grant funds
- Increase in the FTE for the position

Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).

What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

This position is the main front-line staff for the department. Duties include, but are not limited to, the following:

- **Provides technical assistance and information to students regarding financial aid programs and services**
- **Instructs students in correct procedures for completion of forms and applications;**
- **Reviews completed forms for accuracy and completeness.**
- **Conducts financial aid workshops and outreach.**

2) Is the position being requested in order to comply with state or federal mandates/requirements? **(Rubric Criterion 1)**

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XXYes

Cite the specific mandate/requirement (100 words or less):

A delay of Federal Student Aid eligibility determinations for individual students due to inadequate staffing. [HEA, 34 C.F.R. § 668.16(b)(2)]

The inability for students to access Pell Grants timely for purposes of purchasing books and supplies. [HEA, 34 C.F.R. § 668.164(i)]

No

3. How are the duties of the requested position currently being performed, if at all?
The duties are currently performed by the current Assistant along with the Assistant Senior (vacant), Advisors (4), and Supervisor.

How does the lack of this position impact the program or service area?

The lack of this position impacts the program by having six staff rotate time away from their duties to cover the front counter. This leads to inconsistent information being provided to students and spreads the staff too thin, causing inaccurate and delayed processing. In addition, phone service is non-existent and outreach activities are minimal in a time when more FA students are needed. Processing has taken over 14 weeks for hundreds of students each semester.

What impact, if any, have frozen or vacant positions within the department had on services or staff workload?

The impact of vacancies has increased the workload for all staff as they take on the additional duties so that we can continue operating. This spreads an already thin staff even thinner and creates a backlog in their regular duties. In addition, any extended leave by any staff causes even more delays. All this leads to more students and staff being more frustrated.

(200 words or less) **(Rubric Criteria 1)**

4. How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? ****Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/ intern/ volunteer/work-study, and services provided.****
(200 words or less) **(Rubric Criteria 2)**

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The department's FTES has been stagnant over the past 15 years but FAFSA applications have more than tripled!

	FTES	FAFSA's Processed	Total Aid Administered
2003-2004	8.85	3,869	\$3.8M
2017-2018	8.50	14,134	\$20.2M

Over 14,000 FAFSA's were processed annually in the past five years. State aid programs have been added (FSSG, CCCG, CAFYES, & SSCG) and future aid programs are in legislation now. FA processing has grown more regulated and complex every year with no regulatory relief in sight. The past three years, the supervisor averaged 500 hours/year of OT to help but more staffing hours are needed.

The newest challenge that directly affects the college and students is the new Student Centered Funding Formula. FA has a direct and significant impact in how much funding colleges receive. The Supplemental Allocation takes into account the number of Pell and Promise Grant recipients. The Student Success Allocation (SSA) provides additional funding for Promise and Pell students for each component of the SSA. In addition, FA students have historically outperformed non-financial aid students in all success outcomes (see comparison report in program review).

As Chancellor Oakley stated in the first funding webinar, "Now is the time to think strategically about how we're going to grow our financial aid operations on every campus and ensure our students are pulling down their fair share of dollars..."

5. How would this position's main duties specifically support the institution's strategic priorities?
1. Acceleration
 2. Guided Student Pathways
 3. Student Validation and Engagement
 4. Organizational Health

(200 words or less) **(Rubric Criteria 3)**

The Financial Aid Assistant is our front-line staff, the "face" of financial aid for many students. With "CC Impact" and the "Caring Initiative" gaining traction as well as the college focusing on student equity and GSP, adding an Assistant will provide much needed support in the aspect of providing student-focused customer service with a personal touch at the counter, on the phone, and for students whose native language is not English. Adding an Assistant will significantly reduce students' time waiting in line (at times over an hour) and more outreach activities and workshops will be conducted to encourage more students

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**to apply. [Integrated Student Services for GSP and Student Validation and
Engagement].**

6. How will the position impact the ability of the program or service area to innovate and meet changing needs?

(150 words or less) **(Rubric Criteria 3)**

By adding the Assistant, it will free up time for the department to do more planning and provide better services overall:

- **Improve customer service at the front counter and on the phone.**
- **Conduct more outreach activities and workshops**
- **Improve services for our students who are former foster youth, homeless, and whose primary language is not English**
- **Improve online services and communication to our students.**
- **Better evaluate the needs and concerns of our students and adjust our approach as needed.**