

# #15

**COMPLETE**

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Page 1: Classified Position Request Form

## Q1

Please enter the following:

Department	<b>Financial Aid</b>
Position Title	<b>Financial Aid Technician</b>
Salary Range	<b>29</b>
Annual Salary at Step B*	<b>\$43,320</b>
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	<b>40/wk, 12 month</b>

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## Q2 **Additional general fund position**

What type of position is being requested?

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## Q3

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

**Financial Aid Technician Job Description.pdf (20.7KB)**

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## Q4

What are the actual duties and responsibilities that are specific to this requested position that you would like to highlight to help the Classified Hiring Priorities Committee understand the need for this position?(200 words or less)

The FA Technician will be responsible for reconciling the following aid programs:

- Pell Grant
- Direct Loan

The Technician will also process Return of Title IV calculations and federal aid overpayments.

All tasks are directly related to addressing findings from the 2019 Dept of Education (ED) On-Site Program Review of Title IV Aid Program.

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**Q5**

Please address the following: How are the duties of the requested position currently being performed, if at all? How does the lack of this position impact the program or service area? What impact, if any, have frozen or vacant positions within the department had on services or staff workload? (200 words or less) (Rubric Criteria 1)

- The duties are being performed by the Director, Supervisor, three Advisors, and the Assistant Senior. However, these duties are not given the proper attention needed to maintain full compliance.
- From the Audit conducted by the Department of Education in 2019, there are findings directly tied to what this position is responsible for: Inadequate Reconciliation of Pell Grant Funds, Failure to Accurately Report to COD, and Underpayment/Overpayment of Pell Grant funds. This needs to be addressed immediately and long term as the college will be hit with heavy penalties if it is not.
- The lack of a technician position impacts the other staff by having to divide time to take on additional duties. This negatively affects overall operations and is a source of frustration for staff.

**Q6**

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 Criterion 2)

Year/Total Aid Administered/Student Count/FAFSA's Processed

2015-16	\$18.2M	7,608	14,079
2016-17	\$19.6M	7,628	13,634
2017-18	\$20.2M	7,616	14,134
2018-19	\$19.6M	7,140	13,391
2019-20	\$20.8M	7,173	11,696

Although total dollars administered is trending upward, there is a downward trend in student count and FAFSA's processed. This coincides with the enrollment trend for GCCCD. The major change in operations in 2020 was due to the COVID-19 pandemic. In addition to the challenge of transitioning to remote services, the FA Department had to deal with a plethora of changes to federal and state aid. The Department helped administer \$1.4M of emergency aid from the CARES Act. Awarding and disbursing did not happen as fast as we had hoped due to frequent changes in regulations and minimal guidance. We are better prepared now and by the end of December 2020, 99.6% of the allocation was disbursed to students. The pandemic also affected the college budget and the vacant FA Assistant position was frozen indefinitely. Expected changes in the next five years is difficult to determine because of the unpredictable nature of this pandemic. However, compliance will always be in the forefront and the department is in dire need of this position to address this.

**Q7**

Which of the College's strategic priorities will this position most directly support? Note: Selecting more than one strategic goal will not impact the Classified Hiring Priorities Committee rating of the position.

**Guided Student Pathways,  
Student Validation and Engagement,  
Organizational Health**

**Q8**

Please explain how the requested position will support the college strategic priority(ies) identified above. (200 words or less) (Rubric Criterion 3)

The main duties of the position support the strategic priorities in an indirect fashion. By handling the duties that six other staff are currently doing, this frees up more time for the Director, Supervisor and Staff to spend on improving overall services that support the strategic priorities such as: [Priority #2 GSP] Improving and implementing new technology that provides a better student experience and makes processing more efficient to deliver aid sooner and more accurately. Historically, students receiving aid have higher student success outcomes (such as persistence rate, attempted and completed units/semester) than students not receiving aid. [#3 SV&E] Analyzing data and gathering more data to develop and implement strategies to improve the quality of services for underrepresented students and students in general. [#4 OH] More staff can engage in more meaningful interactions with students and participation in college initiatives.

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**Q9**

How will the position impact the ability of the program or service area to innovate and meet changing needs? (200 words or less) (Rubric Criterion 3)

As mentioned earlier, having the positions will free up more time for the Director and Staff to spend on improving overall services. This includes gathering and analyzing data that will better inform the decision-makers on addressing the changing needs of our students. And to reiterate, the main purpose of the technicians is to address compliance. As we work on increasing the number of students applying for aid, this means more work for the technicians to make sure we stay compliant so we do not jeopardize the financial aid program.

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**Q10**

Please confirm that you have discussed this faculty position request with the dean or manager and that you understand that deans and managers will be providing feedback to help inform the prioritization process.

**Yes, I have discussed this position request with the Dean or Manager**