

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 08, 2022 9:56:47 PM
Last Modified: Tuesday, February 08, 2022 10:40:50 PM
Time Spent: 00:44:02
IP Address: 160.227.129.138

Page 1: Classified Position Request Form

Q1

Please enter the following:

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

Q2

Current goal this position will directly advance/support

Goal #1: Ensure compliance with college policies and procedures and federal, state, and district regulations.

Q3

How will this position directly advance/support the goal listed above?

The sole purpose of this position is to help ensure the department maintains compliance with the aid programs.

Q4

Additional general fund position

What type of position is being requested?

Q5

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

Job Description - Financial Aid Technician.pdf (20.5KB)

Q6

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)

Reconcile the following aid programs:

- o Pell Grant
- o SEOG
- o Direct Loan
- o Other Federal/State aid programs, as needed

Process Return of Title IV calculations for students who withdraw to determine amount college returns to the Feds or the post-withdrawal disbursement amount to students.

Prevent, process, and monitor overpayment of funds to students.

Assist with the administration of the Cal Grant Program.

Q7

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, two Advisors, and the Assistant Senior. However, these duties are not given the proper attention during the daily work throughout the year that is needed to maintain full compliance.

This past year, the FA Assistant position was temporarily frozen due to budgets surrounding the pandemic and the time limit placed on a substitute positions. The department had to rely on FA Advisors to take shifts working the front counter and the online help desk. This took time away from their main tasks of processing files, which resulted in lengthening the waiting time for a student to receive their aid.

Q8

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)

Processing Stats

Year	Total Aid Administered	Student Count	FAFSA's Processed
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	\$21.7M	7,173	11,738
2020-21	\$19.7M	6,528	11,259

Staffing vs Processing

Year	FTEs	FAFSA's Processed	Total Aid Administered
2003-2004	8.85	3,869	\$3.8M
2020-2021	9.50	11,259	\$19.7M

As shown in the Processing Stats table, the total aid administered has stayed relatively the same the past five years, while the FAFSA count has shown a decline. This coincides with the enrollment trend for GCCCD.

As shown in the Staffing vs Processing table, total staffing hasn't even increased by one full-time employee over 17+ years. However, the number of FAFSA's processed has tripled and total aid administered ballooned up five-fold.

The staffing needs of the department needs to be addressed to better handle the workload and maintain compliance. The pressure to produce with minimal staff year in and year out weighs heavily on the staff and administrators. Historical data has shown that financial aid significantly contributes to a student's success as students with financial aid have higher student success outcomes than students not receiving financial aid. Processing files sooner so more students can get their aid sooner will only increase the success of our students. Lastly, financial aid is a major contributor to the college's budget through the SCFF. The more files we can process, the higher number of CCPG's and Pell Grants awarded, which factor into the SCFF.

Q9**Organizational Health**

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.

Q10

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

This position is 100% about helping the department and the college maintain compliance. The department went through a federal compliance audit a few years ago that ended on September 2020. The audit had six findings. Three of the findings were directly related to the duties of a FA Technician and the impact of not having one on staff: 1. Failure to reconcile records, 2. Verification Violations, 3. Underpayment/Overpayment of Pell Grant funds. We were fortunate to have resolved the findings during the audit or developed a plan to address the findings. Otherwise, these findings could have jeopardized the college's eligibility to administer Federal Aid to students, or at minimum, been fined and required to re-process thousands of financial aid files from 2017-2019.

Q11

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)

Having the FA Technician on board 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 technician to make sure we stay compliant so we do not jeopardize the financial aid program.

Q12

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