

#5

COMPLETE

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Page 1: Classified Position Request Form

Q1

Please enter the following:

Department	Financial Aid
Position Title	Financial Aid Assistant
Salary Range*	25
Annual Salary at Step B*	45456
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	40 hours per week 12-months

Q2

Current program goal (as listed in comprehensive program review/annual update) this position will directly advance/support:

Increase student access to Financial Aid services, reducing wait times for file review and disbursements. Over the last year, the Financial Aid Office has made significant progress in reducing student wait times for file review and disbursement, and increasing phone and email support for students. However, this effort required more than \$12,000 in overtime costs during 2024/2025 fiscal year due to interruptions to staff daily duties (file processing, consortium processing, SAP appeal processing, etc) to provide front counter, phone, and email support to students. While the Financial Aid Office has done its best to utilize the support of Federal Work Study students, this still results in minimal information being provided to students as student workers are not financial aid professionals and unable to provide full support to students over the phone or in person. Student workers also have limited access to student files for privacy and security purposes, which is therefore impeding student access to services and financial aid disbursements.

Q3

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

This position will allow Cuyamaca College to fully support students over the phone, in person, and via email, allowing the Financial Aid Office to meet the Department of Education's requirement to be administratively capable.

Q4 **Additional general fund position**

What type of position is being requested?

Q5

Please attach the description for the position classification (job descriptions are posted on this GCCCD Human Resources webpage).

C.25%20-%20FINANCIAL%20AID%20ASSISTANT.pdf (101.4KB)

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? How does the lack of this position impact the program's or service area's ability to serve students? (300 words or less)

The actual duties and responsibilities that are specific to this request include: providing technical assistance and information to students regarding financial aid programs and services; instruct students in correct procedures for completion of forms and applications. Provide assistance and information to students regarding financial aid programs and services; instruct students in correct procedures for completion of forms and applications; explain applications, requirements and restrictions; Answer telephones and provide information and assistance; explain departmental policies, procedures and functions according to established guidelines; respond to requests for information from district officials, faculty, students and other institutions. Read, interpret, apply and explain a variety of rules, regulations, policies and procedures related to student financial aid programs; evaluate dependency and citizenship status and request appropriate documentation.

The lack of this position causes delays in the Financial Aid Office's ability to serve students in a timely manner. Our current response times are 3 business days, and we would like to reduce response times to students to same business day support. Due to delayed response times, students reach out multiple times to multiple staff members for answers to questions then causing a duplication of efforts once the student concerns are finally able to be addressed.

Q7

* How are the duties of the requested position currently being performed, if at all?

The Financial Aid Office currently has one Financial Aid Assistant who provides front counter and email support, but we must rely completely on student workers for our phone coverage or additional support at front counters. Student workers are limited in what support they are able to provide as they are not financial aid professionals, and their access to district systems and databases are limited due to privacy and security. Another full-time Financial Aid Assistant is needed in order to meet the Department of Education's requirement of administrative capability.

Q8 Respondent skipped this question

* OPTIONAL: If duties are being performed by a grant-funded position, when will the grant end?

Q9

Program or Service Area Potential for GrowthPlease describe how the program/department has changed over the past 3 to 5 years and how this position will help the department serve more students directly or indirectly?- How has the demand for program/department services increased/changed over the past 3 to 5 years?- How have workloads in the program/department increased/changed over the past 3 to 5 years?- How many more students will the position serve, and who will it serve?**Please use both quantitative and qualitative data including, but not limited to: details of a newprogram, service, or initiative; number of students served; number of appointments; number ofvisits; number of workshops; total overtime/comp time accrued, number ofhourly/intern/volunteer/work study in program/service area and services provided.**(200 words or less) (Rubric Criterion 2)

The need for a second Financial Aid Assistant has always existed within Cuyamaca's Financial Aid Office; however, until 2024 the staff and department has lacked the urgency and accountability to respond to and support students in a timely manner. Support of students/response times took upwards of 10 business days just to receive a returned phone call or email response. As a result of increased organization, training, efficiency, and accountability requirements placed by the Financial Aid Director, the office and staff must now respond to all inquiries, phone calls, and emails within 3 business days. While response times and shortened wait times have led to increased student satisfaction and support, we are still in need of adequate staffing to provide same day responses to inquiries and have goals of increasing the number of financial aid applicants at Cuyamaca College which will subsequently increase staff workload.

Based on 2024/2025 data, Cuyamaca College enrolled 14,333 students. Of those, 4,983 students completed a financial aid application and received support/service from FAO. This indicates that each of the 4 Financial Aid Advisors on staff manages 1,245 students in their caseload. Advisors manage 3 main areas of their caseload which includes: 1) reviewing verification documents (tax returns, identity and citizenship documents, etc), 2) reviewing SAP Appeals and associated documents, and 3) Consortium Agreements. As a result, each student within an Advisor's caseload could require up to 3 separate reviews depending on the student file and needs, resulting in review of up to 3700 files each.

The role of the Financial Aid Assistant is to provide frontline support at our service counter, over the phones, and via email to provide students with correct guidance on what is needed to complete their financial aid file, or provide support regarding student financial aid questions, and mitigate the strain that is placed on Advisors who must complete review of all student files within 2-4 weeks. Currently, FAO only has one Financial Aid Assistant to field front counter, phone calls, and emails from all 4,983 financial aid recipients. As a result, Federal Work Study students are hired to provide some support with the constant need; however, these individuals can only provide limited support and often must ask a permanent staff member for support. This interrupts our Financial Aid Advisors from their duties as they must divert time that they should be spend on reviewing their student caseload, to answer an inquiry. This causes delays in processing student financial aid files.

Q10

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.

Increase Equitable Access,

Eliminate Equity Gaps in Course Success,

Increase Persistence and Eliminate Equity Gaps,

Increase Completion and Eliminate Equity Gaps,

Increase Hiring and Retention of Diverse Employees

Q11

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

This position will allow same-day support and responses to students who have inquiries regarding their financial aid files or financial aid in general and allow Financial Aid Advisors the ability to focus on expedient processing of student financial aid files, allowing quicker access to student financial aid funds. Students with quicker access to their aid will have the ability to remain focused on their education without worrying about the financial piece needed in order for them to complete their courses and persist.

Q12

How will this position improve the student experience at Cuyamaca College? How will the program or service area measure the impact of this position on the student experience? (200 words or less) (Rubric Criterion 4)

We will measure the impact of this position by reduced wait times, student surveys regarding their experience, an increased number of students completing financial aid applications and financial aid requirements, and an increase of disbursed financial aid funds.

Q13

Please confirm that you have discussed this classified position request with your dean/manager and that you understand that deans/managers will be providing feedback about the division's priorities and needs to help inform and may impact the prioritization process.

Yes, I have discussed this position request and its priority relative to other requests within the division/department with my dean/manager

Q14

Date / Time

12/01/2025

Date of meeting (with dean/manager):

Q15

Respondent skipped this question

In an effort for continued improvement of the Classified Position Request Process, the CHPC would like your feedback regarding the CHPC guidance and process for submitting new classified positions requests.
