2020 Student Services Program Reviews

CAN Program Review (Student Services) - Financial Aid (Fall 2021)

STEP 1: Annual Updates

2020-2021

1. Major Accomplishments & Challenges (500 Word Limit): The last year saw significant staff changes. Bringing new staff resulted in all staff to shift parts of their work to assist in training. We also experienced a sharp increase in outreach requests from our community. On the one hand, we relish the opportunity to cultivate a presence in our community, but it also has been a challenge due to limited staffing. In addition, the virtual format has hindered students from submitting financial forms and completing their files. Without these documents, we are unable to assess a student's financial aid eligibility. However, despite the challenges we have come together as a team and implemented Zoom drop-in Hours, one-on-one assistance with completing the financial aid application, and a video tutorial for our scholarship application.

2. Proposed Changes: There is an acute need to hire a Program Services Coordinator to oversee the growing financial aid outreach need in our community. Also, there has been an increase in scholarship offering for our students. A Program Services Coordinator would oversee the scholarship program. Lastly, with many pandemic federal and state changes, staff need to continue participating in professional development to stay current with best practices.

3. Impact of Resource Allocations Process: We are requesting a Program Services Coordinator, Financial Aid Assistant, and overtime funds. We unfortunately have not received these resources. However, the additional resources would directly assist our students. We would continue growing our scholarship program and advertise this form of aid that is not widely known by our students. The net benefit is a greater presence in our community by offering more Cash for Colleges, Financial Aid Presentations and participating in PEP. The Financial Aid Assistant position would also help us provide consistent information at the front counter to students. As a result, students would complete files sooner and receive their aid in a timely manner. Both positions would ultimately free Financial Aid Technicians to focus on their programs and process student aid.

4. SAOs and SLOs: Expand Outreach Support and Coordination of Financial Aid
Expand Comprehensive Financial Aid Support Offsite
Provide Sufficient Base Funding to Support Financial Aid Ongoing Operational Needs
Increase funding to support ongoing financial aid staff development and training

5. SAO/SLO Assessment Results and Impact: Expand Comprehensive Financial Aid Support Offsite- We purchased laptops for the entire Financial Aid Department staff, a move that helped us complete our remote financial aid processing while increasing our ability to help more students complete their financial aid application. This has also given us the opportunity to offer online scholarship application workshops. Based on staff observations, the laptops expanded their ability to assist students with various processes. Based on staff feedback, we need to explore other online platforms to assist with online application workshops since Zoom's features are limiting.

Expand Outreach Support and Coordination of Financial Aid-Ongoing
Provide Sufficient Base Funding to Support Financial Aid Ongoing Operational Needs-Ongoing
Increase funding to support ongoing financial aid staff development and training-Ongoing

Annual Update Status: Complete
Related Documents & Links:
[2021 Staffing Request-FA Asst.docx](#)
[2021 Staffing Request - FA PSC.docx](#)

Goal Description: Expand Outreach Support and Coordination of

Financial Aid

To provide trained financial aid support for all outreach and in-reach efforts, case management with special populations including homeless youth, foster youth, Promise Program financial aid completion, etc. and coordination of scholarship program requires additional staffing - 1.0 FTE Program Services Coordinator for Financial Aid is being submitted

Goal Status: 1 - New (PR)
Relevant Program Review Cycle: 2019-2020, 2020-2021, 2021-2022
Estimated Completion Date: 06/30/2020
Who's Responsible for this Goal?: Financial Aid Director
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.
Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion

Action Plans

2019-2020 - Hire and train Financial Aid Program Services Coordinator to provide sufficient staffing to address increased need for coordination of services with special populations, scholarship program and all financial aid outreach efforts. (Active)

Who's Responsible for Completing this Action Plan?: Margie Carrington and FA/Outreach teams
Estimated Completion Date: TBD - dependent upon hiring of PSC or other identified financial aid staff that can take on the coordination of this work.
Related Documents & Links:
1819 Staffing Request - FA PSC.docx

Resource Requests

1.0 FTE Financial Aid Program Services Coordinator - Hourly estimate included below if permanent staffing is not approved through annual position request and justification process.

Budgeted amount in this justification assumes short term hourly rate at $25.05/hr x 7.5 hrs x 180 days max. No benefits.

Staffing needed to coordinate all financial aid outreach efforts (event staffing, presentations, scheduling, etc.); serve as a financial aid liaison for local area outreach and with special populations including Promise students, Homeless and Foster Youth, and Study Abroad; maintain all communications (website, social media, marketing materials), coordinate Cañada Scholarship Program and serve with Director in liaison capacity with Foundation, donors, etc.

Type of Resource: Non-Instructional Personnel
Cost: 33817

Goal Description: Provide Sufficient Base Funding to Support Financial Aid Ongoing Operational Needs

At present time, the Financial Aid Department does not have a sufficient budget to support its operational needs including funds for staff overtime, non-FWS student assistants, general office supplies, duplicating, minimal food for hosted events on and off campus and mileage reimbursement for staff travel between SMCCCD sites. This need is for 2018-19 and then ongoing as a base allocation for the 2019-2020 and 2020-2021 budget forward.

Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2019-2020, 2020-2021, 2021-2022
Estimated Start Date: 07/01/2018
Estimated Completion Date: 06/30/2019

CAN Program Review (Student Services) - Financial Aid (Fall 2021)

Who's Responsible for this Goal?: Financial Aid Director
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.
Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion

Action Plans

2018-2019 - Identify in general fund appropriate support level as a base allocation for the Financial Aid Department (Active)
Who's Responsible for Completing this Action Plan?: VPA, VPSS, Financial Aid Director   **Estimated Completion Date:** TBD

2019-2020 - Identify in general fund appropriate support level as a base allocation for the Financial Aid Department (Active)
Who's Responsible for Completing this Action Plan?: VPA, VPSS, Financial Aid Director   **Estimated Completion Date:** TBD

Resource Requests

non-personnel general operating budget - supplies and duplicating ($3,000), mileage ($1,000), food for hosted events ($1,000) - 2019-2020 need
Type of Resource: Supplies (Items less than $5000)   **Cost:** 5000

non-personnel general operating budget - supplies and duplicating ($3,000), mileage ($1,000), food for hosted events ($1,000) - 2018-2019 need
Type of Resource: Supplies (Items less than $5000)   **Cost:** 5000

Staff overtime ($6,000) and student assistant budget ($6,000) - 2019-2020 need
Type of Resource: Non-Instructional Personnel   **Cost:** 12000

Staff overtime ($6,000) and student assistant budget ($6,000) annually - 2018-19 need
Type of Resource: Non-Instructional Personnel   **Cost:** 12000

Staff overtime ($6,000) and student assistant budget ($6,000)_copy - 2021-2022 need
Status: Continued Request - Active   **Type of Resource:** Non-Instructional Personnel   **Cost:** 12000   **One-Time or Recurring Cost?:** Recurring Cost   **Critical Question: How does this resource request support closing the equity gap?:** This budget augmentation supports that financial aid department in assisting our community in applying for financial aid and informing them of various financial resources. Many of the communities that we assist are our marginalized students and it's critical they receive this information.   **Critical Question: How does this resource request support Latinx and AANAPISI students?:** The majority of the students that this resource would support are our Latinx and AANAPISI students. We would support them in completing their financial aid application and connecting them to other critical resources such as EOPS, Promise Scholars, Puente, etc

CAN Program Review (Student Services) - Financial Aid (Fall 2021)

Goal Description: Increase funding to support ongoing financial aid staff develpment and traininig

Provide access to regional, state and federal trainings to address ongoing training needs for compliance, program administration, professional growth and accountability.

Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2019-2020
Estimated Start Date: 07/01/2018
Estimated Completion Date: 06/30/2019
Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures processes and practices that invest in a diverse student population and prioritize and promote equitable inclusive and transformative learning.

Action Plans

2018-2019 - Provide base allocation for financial aid training needs as identified by Financial Aid Director for 2018-19. (Active)
Who's Responsible for Completing this Action Plan?: VPA, VPSS, Financial Aid Director **Estimated Completion Date:** TBD

2019-2020 - Provide base allocation for financial aid training needs as identified by Financial Aid Director for 2019-20 (Active)
Who's Responsible for Completing this Action Plan?: VPA, VPSS, Financial Aid Director **Estimated Completion Date:** TBD

Resource Requests

Funds to send one or two staff to a variety of required trainings including CCCSFAAA, CASFAA, Ellucian, Federal Student Aid each year - 2018-2019 need. - Staff will rotate attendance and trainings based on need and job duties.
Type of Resource: Professional Development **Cost:** 15000

Funds to send one or two staff to a variety of required trainings including CCCSFAAA, CASFAA, Ellucian, Federal Student Aid each year - 2019-2020 need. - Staff will rotate attendance and trainings based on need and job duties.
Type of Resource: Professional Development **Cost:** 15000

Goal Description: Increase funding to support ongoing financial aid staff develpment and traininig_1

Provide access to regional, state and federal trainings to address ongoing training needs for compliance, program administration, professional growth and accountability.

Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2019-2020, 2020-2021
Estimated Start Date: 07/01/2019
Estimated Completion Date: 06/30/2020
Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive,

and transformative learning.

Action Plans

2019-2020 - Provide base allocation for financial aid training needs as identified by Financial Aid Director for 2019-2020. (Active)

Who's Responsible for Completing this Action Plan?: VPA, VPSS, Financial Aid Director
Estimated Completion Date: TBD
Related Documents & Links:
Financial Aid Resourse Requests 1920 and 2021.xlsx
Financial Aid Budget Needs 1819 and 1920.xlsx

2020-2021 - Provide base allocation for financial aid training needs as identified by Financial Aid Director for 2020-2021 (Active)

Who's Responsible for Completing this Action Plan?: VPA, VPSS, Financial Aid Director
Estimated Completion Date: TBD
Related Documents & Links:
Financial Aid Resourse Requests 1920 and 2021.xlsx

Resource Requests

Funds to send one or two staff to a variety of required trainings including CCCSFAAA, CASFAA, Ellucian, Federal Student Aid each year - 2019-2020 need. - Staff will rotate attendance and trainings based on need and job duties.

Status: Continued Request - Active
Type of Resource: Professional Development
Cost: 15000
One-Time or Recurring Cost?: Recurring Cost

Funds to send one or two staff to a variety of required trainings including CCCSFAAA, CASFAA, Ellucian, Federal Student Aid each year - 2020-2021 need. - Staff will rotate attendance and trainings based on need and job duties.

Status: Continued Request - Active
Type of Resource: Professional Development
Cost: 15000
One-Time or Recurring Cost?: Recurring Cost

Goal Description: Hire full-time Financial Aid Assistant

To provide much needed professional staffing at Financial Aid Department front service counter
Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2019-2020, 2020-2021, 2021-2022
Estimated Start Date: 07/01/2020
Estimated Completion Date: 07/01/2020
Who's Responsible for this Goal?: Financial Aid Director
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.
Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion

Action Plans

2020-2021 - 2020-2021 Hire and train Financial Aid Assistant to provide professional consistent student support in high need

student facing service counter. (Active)

Who's Responsible for Completing this Action Plan?: Director of Financial Aid Services (hiring pending funding) and Financial Aid Technical Support Specialist and Technicians (training).
Estimated Completion Date: TBD - depend on funding
Related Documents & Links:
[1920 Staffing Request-FA Asst.docx](#)

Resource Requests

1.0 FTE Financial Aid Assistant Hourly - 1.0 FTE Financial Aid Assistant Hourly estimate included below if permanent staffing is not approved through annual position request and justification process.

Budgeted amount in this justification assumes short term hourly rate at $22.34/hr x 7.5 hrs x 180 days max. No benefits.

We do not have department staffing to provide professional staffing at our front counter. We have relied on student staffing for several years with short-term funds approved in different years with no resolution to create a permanent staff presence at this high volume student facing location.

Status: Continued Request - Active
Type of Resource: Non-Instructional Personnel
Cost: 30159
One-Time or Recurring Cost?: Recurring Cost

Goal Description: Install new interior office walls for front office

Need to reconfigure and install new interior walls similar to those used for Promise Program Office to create one or two acoustically separated work spaces in front office. Current staff member's work station lacks privacy and quiet needed to be able to concentrate on work or meet one on one with students.

Goal Status: 1 - New (PR)
Relevant Program Review Cycle: 2020-2021
Estimated Start Date: 07/01/2020
Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Action Plans

2020-2021 - Install new interior walls similar to those used for Promise Program Office to create one or two acoustically separated work spaces in front office. (Active)

Who's Responsible for Completing this Action Plan?: FA Director, campus facilities
Estimated Completion Date: 07/31/2020

Resource Requests

Pending information on product and installation estimates used by Promise (SMCCCD Facilities installed) - estimate based on verbal that Promise Office reconfiguration was estimated at $20,000 but cost came in much lower. Our project is 1/3 size and should cost less. - Staff member experiences a lack of privacy when meeting with students or having uninterrupted quiet time when performing complex data entry and file review and states this is negatively impacting the work environment.

Status: New Request - Active

Type of Resource: Facilities
Cost: 12000
One-Time or Recurring Cost?: One-Time Cost