#16

COMPLETE

Collector:	Email Invitation 1 (Email)
Started:	Tuesday, January 22, 2019 11:24:07 AM
Last Modified:	Wednesday, February 13, 2019 5:27:31 PM
Time Spent:	Over a week
First Name:	Ray
Last Name:	Reyes
Email:	ray.reyes@gcccd.edu
IP Address:	160.227.129.186

Page 1: I. Program Overview and Update

Q1 Service Area(s) Reviewed:

Financial Aid

Q2 Lead Author and Collaborators:

Ray Reyes and Shirley Hughes

Q3 Lead/Dean:

Jessica Robinson

Q4 Service Area Update (Required): Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review annual update. Note you can access previous years' program reviews here (requires a District username and password).

In 2017-18, we processed over 14,000 FAFSA's and administered over $20 million of aid to 7600+ students. Implemented new state aid program: Student Success Completion Grant (SSCG) that provides $649 to eligible students enrolled in 12-14.5 units and $2000 to students enrolled in 15 or more units. SSCG replaced two recently implemented state programs: Full-time Student Success Grant and Completion Grant which had to be reconciled and closed out. Implemented new disbursement options for students through BankMobile (BM). BM offers the BM Vibe Account (online checking) and Direct Deposit to a student's personal account. Implementation took approximately 6 months and went live July 2018. Implemented Year-Round Pell which allows students to receive more Pell grant for the year that includes a summer term. Implemented AcademicWorks, the new way for students to apply for scholarships. AcademicWorks went live Fall 2018 and resulted in doubling the number of scholarship applications submitted disrict-wide. Assisted in the implementation of the Promise Program (AB19) in all aspects: design, internal processes, and outreach. Implemented early Pell grant disbursements to students starting Fall 2018. This provided funds to students a week before the semester started and the first two weeks of the semester. Disbursed to 1500+ students in Fall 2018 and 1800+ students in Spring 2019. Involved with Guided Student Pathways through committees and activities. Staffing: Hired the FA Assistant Senior in March 2018. However, the individual resigned in September 2018 during our peak time. The position has been vacant since and recently filled by FA Assistant working out-of-class. A substitute has just been hired to fill the FA Assistant vacancy. One FA Advisor resigned May 2018. Filled with part-time substitute but still vacant. 1st recruitment attempt failed and 2nd recruitment attempt in progress. The vacancies and inability to fill them resulted in all staff taking on additional assignments. This has led to frustration in students and staff, delays in processing (students were waiting over 12 weeks at times), delays in disbursements to students, and lack of outreach and opportunities to educate more students about financial aid. Three student hourly have been hired…the first student hourly hired in years. One of the student hourly and the substitute speak Arabic. We plan to utilize their skills to improve our services to students whose native language is Arabic.

Page 2: II. Student Learning Outcomes/Student Services Outcomes Assessment Reflection

Q5 Please provide a summary of your service area's student learning outcome (SLO) and student services outcome (SSO) assessment efforts and findings from 2017/18. For assistance locating assessment information stored in TracDat, please contact the Institutional Effectiveness, Success, and Equity Office at brianna.hays@gcccd.edu.

SSO: Pell Book Vouchers vs. Early Pell Grant Disbursements

Through Spring 2018, the first "disbursement" to eligible students came in the form of a Pell Grant Book Voucher which was made available a week before the semester started through the second week of the semester (Fall/Spring).
• The maximum amount was the semester amount allotted for books and supplies per the standard student budget ($875).
• The vouchers could be used to purchase books and supplies only at the campus bookstore.
• In early 2018, the Cuyamaca and Grossmont FA Directors evaluated the usage of the Pell book vouchers and assessed whether or not to continue with the voucher process or disburse actual funds sooner.

Assessment of Cuyamaca Pell Book Voucher Data
• Tallied the total number of vouchers made available each semester for the past two years (FA2016 – SP2018), how many vouchers were used, and the dollar amount used.

Findings
• On average per semester, 1850 vouchers were available for students to use. Unfortunately, only 15% of the students used their voucher.
• The Pell book voucher process was not an effective form of financial aid for students due to the low usage rate.
• Other factors taken into consideration for decision-making:
  • Federal regulations require an opt-out feature if processing vouchers. We had no mechanism to do this.
  • Evaluated disbursement schedule of other colleges.

Q6 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Pell Book Voucher Usage 2016-2018.pdf (51KB)

Q7 How did (or will) your service area use its 2017/18 SLO and SSO assessment findings to advance student success and improve services to students?

The decision was made to discontinue the Pell Book Voucher process starting Fall 2018 and process an "early" disbursement of Pell Grant funds to students. This process will keep the department in compliance and provide students access to their aid sooner to use not only on the purchase of books and supplies but to also help pay for other expenses such as food, housing, and transportation.

Q8 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Q9 What are your service area's assessment plans (i.e., which SLOs and/or SSOs will be assessed) for 2018/19?

1. Evaluate and assess the effects of "Early" Pell Grant disbursements to students.
2. Assess effectiveness of customer service at the front counter, phones, and student appointments through the results of customer service surveys provided to students.

Q10 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Page 3: III. Student Achievement and Institutional Effectiveness

Q11 Please review any research data and/or reports for your service area and summarize the findings and implications for practice.

Students with a Pell grant have historically outperformed students without a Pell grant in almost all student success outcomes. In 2017-18, the results follow this same pattern (Pell Recipients (CC) Comparison Report – 2018). Considering almost all students serviced by financial aid are fall under one or more of the disproportionately impacted student groups (economically disadvantaged, former foster youth, etc.), this shows the powerful contribution financial aid has in student success.

The ethnicity breakdown of non-Pell students is a little more diverse than Pell students. This could be skewed due to a higher percentage of White non-Hispanic students receiving a Pell grant. More analysis will be conducted to determine the reason for differences and the department will take action to address the shortcomings.

Q12 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Pell (CC) Comparison Report - 2018.pdf (19.5KB)

Q13 What steps will the service area take to improve services and/or outcomes (e.g., course success, persistence, degree/certificate completion, or transfer) for the College's disproportionately impacted student groups?To access a detailed report on the College's equity data, click here. To access college-wide student demographic and outcome data, click here.

For 2018-19, the department is working on improving services for students whose native language is not English. This would entail having forms and guides translated in Arabic and Spanish and having a concerted effort to hire personnel who can speak multiple languages.

When current staffing level is filled via permanent or temporary hires and with the hiring of additional student hourly, more outreach activities can be conducted to encourage more students to apply for financial aid.

Q14 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Page 4: IV. Previous Goals: Update (If Applicable)

Q15 Would you like to provide an update for your previous program review goal(s)?

Yes

Page 5: Previous Goal 1

Q16 Previous Goal 1:

Compliance: Ensure compliance with college policies and procedures and federal, state, and district regulations. (Annual Goal)

Q17 Link to College Strategic Goal(s):   **Organizational Health**

Q18 Goal Status   **In Progress**

Q19 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

No formal evaluation is conducted. The staff share or bring back the information they received from the conferences/workshops/trainings and then it is reviewed by the entire staff to determine if changes in our policies and procedures are needed.

goal is evaluated by staff participation in activities and through the annual district audit. No audit findings were found in last year's audit.

Q20 Please provide the rationale for this goal:

This is an ongoing goal to ensure the department stays compliant with federal and state regulations.

Q21 Please provide the goal action steps for the year (previously "Activities"):

Reviewed and updated new year policies and procedures manual with Grossmont Financial Aid in spring. This is an annual review. Staff attended conferences, trainings, workshops, and webinars to stay up-to-date with regulations.

Q22 **OPTIONAL** Previous Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.   **Respondent skipped this question**

Q23 Do you have another goal to update?   **Yes**

Page 6: Previous Goal 2

Q24 Previous Goal 2:

Customer Service: Focus on continued improvement of customer service

---

Q25 Link to College Strategic Goal(s):   **Student Validation and**   ,
          Engagement

          Organizational Health

Q26 Goal Status   **In Progress**

Q27 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

No formal evaluation has been done at time of writing. Customer service survey still being created. Goal to release survey: Spring 2019.

Q28 Please provide the rationale for this goal:

This is an annual and ongoing goal to provide better customer service.

Q29 Please provide the goal action steps for the year (previously "Activities"):

With assistance from IESE, develop and administer survey in Spring 2019.

Q30 **OPTIONAL** Previous Goal 2 Additional   **Respondent skipped this question**
Documentation: If you have any additional
documentation you would like to include in relation to
this goal, please use the "Upload" button below. You can
upload a Word document or PDF file.

Q31 Do you have another goal to update?   **Yes**

Page 7: Previous Goal 3

Q32 Previous Goal 3:

Streamline Processes: Regularly evaluate and streamline the financial aid application process for easier access and delivery of services to students.

Q33 Link to College Strategic Goal(s):   **Guided Student   ,**
                                                     Pathways

                                                     Organizational Health

Q34 Goal Status   **In Progress**

Q35 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

No formal evaluation documented.

Q36 Please provide the rationale for this goal:

This is an annual and ongoing goal to find continuously find ways to streamline services.

Q37 Please provide the goal action steps for the year (previously "Activities"):

Research, purchase, and implement new technology:

FATV - approve and install SAP videos - target date: Spring 2019. Submit videos in Arabic.

CampusLogic - Product that provides secure on-line documents and interfaces with imaging and financial aid system to streamline verification review process. Participated in demo. Meet with GC FA and IT to decide on purchasing product or not.

Q-Less or other queuing management system. Research available queuing systems to allow students to not have to wait in line. Possible solution with SARS Grid. More research and meetings Cuyamaca SS, Grossmont FA and IT to determine next steps.

Q38 **OPTIONAL** Previous Goal 3 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.	**Respondent skipped this question**

Q39 Do you have another goal to update?	**No**

Page 8: Previous Goal 4

Q40 Previous Goal 4:	**Respondent skipped this question**

Q41 Link to College Strategic Goal(s):	**Respondent skipped this question**

Q42 Goal Status	**Respondent skipped this question**

Q43 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?	**Respondent skipped this question**

Q44 Please provide the rationale for this goal:	**Respondent skipped this question**

Q45 Please provide the goal action steps for the year (previously "Activities"):	**Respondent skipped this question**

Q46 **OPTIONAL** Previous Goal 4 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.	**Respondent skipped this question**

Q47 Do you have another goal to update?   **Respondent skipped this question**

Page 9: Previous Goal 5

Q48 Previous Goal 5:   **Respondent skipped this question**

Q49 Link to College Strategic Goal(s):   **Respondent skipped this question**

Q50 Goal Status   **Respondent skipped this question**

Q51 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?   **Respondent skipped this question**

Q52 Please provide the rationale for this goal: **Respondent skipped this question**

Q53 Please provide the goal action steps for the year (previously "Activities"):   **Respondent skipped this question**

Q54 **OPTIONAL** Previous Goal 5 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.   **Respondent skipped this question**

Page 10: V. New Goals (If Applicable)

Q55 Would you like to propose any new goal(s)?   **Yes**

Page 11: New Goal 1

Q56 New Goal 1:

Improve Overall Operations: Assess overall operations and re-construct policies, procedures, communication, and internal and external relations to develop a financial aid program that aligns itself with college's strategic plan and addresses the needs of our students.

Q57 Link to College Strategic Goal(s):

Guided Student   ,
Pathways

Student Validation and   ,
Engagement

Organizational Health

Q58 Please provide the rationale for this goal:

A redesign of operations is needed to address the needs of our students, to improve working conditions, and to address the department's approach to the new student centered funding formula, student equity, and guided student pathways. This is a major undertaking and will extend over multiple years.

Q59 Please provide the goal action steps for the year (previously "Activities"):

- Introduction to staff on initial plan for improvement

- Department to participate in professional development activities such as self evaluation, trust, team building, equity-minded approach, customer service, and communication.

- Presentations to FA staff on student equity and guided student pathways with follow-up meetings on how we can incorporate FA services.

- Administer customer service surveys

Q60 How will the goal be evaluated?

- PD activities offered and participated in
- Results of customer service surveys
- Staff activities/meetings on redesign

Q61 **OPTIONAL** New Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Q62 Do you have another new goal?

No

Page 12: New Goal 2

Q63 New Goal 2:

Respondent skipped this question

Q64 Link to College Strategic Goal(s):

Respondent skipped this question

Q65 Please provide the rationale for this goal:

Respondent skipped this question

Q66 Please provide the goal action steps for the year (previously "Activities"):

Respondent skipped this question

Q67 How will the goal be evaluated?   **Respondent skipped this question**

Q68 **OPTIONAL** New Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.   **Respondent skipped this question**

Page 13: VI. Resources Needed to Fully Achieve Goal(s)

Q69 Is the program requesting resources this year to achieve this goal?   **Yes**

Page 14: V. Faculty Resource Needs

Q70 Are you requesting one or more faculty positions to achieve this goal?   **No**

Page 15: Faculty Position Request(s)

Q71 Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below.The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information).Brief Description of the Position Requested: **Respondent skipped this question**

Q72 Related Program Goal(s):   **Respondent skipped this question**

Q73 Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.   **Respondent skipped this question**

Q74 Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below.The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information).Brief Description of Position Requested: **Respondent skipped this question**

Q75 Related Program Goal(s):   **Respondent skipped this question**

Q76 Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

Respondent skipped this question

Page 16: VI. Classified Staff Resource Needs

Q77 Are you requesting one or more classified positions to achieve this goal?

Yes

Page 17: Classified Staff Position Request(s)

Q78 Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for this position you are requesting.Brief Description of Position Requested:

Financial Aid Technician (2 Technicians being requested)

The technicians will be responsible for coordinating state aid programs and keeping the department compliant with federal and state regulations.

Q79 Classified Staff Position 1 Related Program Goal(s):

Compliance. Streamline Processes. Improve Overall Operations.

Q80 Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here.

2018-19 Classified Position Request Form - Financial Aid Technician (2).pdf(123.2KB)

Q81 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR).

Job Description - Financial Aid Technician.doc(36.5KB)

Q82 Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting.Brief Description of Position Requested:

Financial Aid Assistant

The Assistant is the front-line staff and provides financial aid information, assists students with completing forms, and conducts financial aid workshops and outreach activities.

Q83 Classified Staff Position 2 Related Program Goal(s):

Compliance. Streamline Processes. Improve Overall Operations.

Q84 Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here.

2018-19 Classified Position Request Form - Financial Aid Assistant.pdf(77.5KB)

Q85 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR).

Job Description Review Form - FA Assistant.doc(41KB)

Page 18: VII. Technology Resource Needs

Q86 Are you requesting technology resources to achieve this goal?   **No**

Page 19: Technology Request(s)

Q87 Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form   **Respondent skipped this question**

Q88 Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form   **Respondent skipped this question**

Page 20: VIII. Perkins and Strong Workforce Resource Needs

Q89 Are you requesting Perkins and/or Strong Workforce resources to achieve this goal?   **No**

Page 21: Perkins Request and Strong Workforce

Q90 Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.   **Respondent skipped this question**

Q91 Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

Page 22: IX. Supplies/Equipment Resource Needs

Q92 Are you requesting supplies and/or equipment resources to achieve this goal?

No

Page 23: Supplies/Equipment Request(s)

Q93 Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q94 Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Q95 Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q96 Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Page 24: X. Facilities Resource Needs

Q97 Are you requesting facilities resources to achieve this goal?

No

Page 25: Facilities Request

Q98 Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: Facilities Request Form

Respondent skipped this question

Q99 Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here:Facilities Request Form

Respondent skipped this question

Page 26: XI. Professional Development Resource Needs

Q100 Are you requesting professional development resources to achieve this goal?

No

Page 27: Professional Development Request

Q101 Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Respondent skipped this question

Q102 Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Respondent skipped this question

Page 28: XII. Other Resource Needs

Q103 Are you requesting any other resources to achieve this goal?

No

Page 29: Other Resource Requests

Q104 Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below.

Respondent skipped this question

Q105 Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below.

Respondent skipped this question

Page 30

Q106 Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module.

Respondent skipped this question