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COMPLETE

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Page 1: Classified Position Request Form

Q1 Please enter the following:

Department	Financial Aid
Position Title	Financial Aid Technician (2 positions being requested)
Salary Range	29
Annual Salary at Step B*	\$43,320
Hours/week and # of months	40/wk, 12 mos.

Q2 Provide the following information for the new position or the increase in FTE for an existing position that is being requested, or the request to fill a vacant, frozen or defunded position:

Position classification and number	CL - (number unknown)
Proposed FTE	2.0 total: Two 1.0 positions

Q3 Contract type **12-month****Q4** What type of position is being requested? **New general fund position****Q5** Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).**Job Description - Financial Aid Technician.pdf (20.7KB)**

Q6 What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

- Reconcile the following aid programs:
 - o Pell Grant
 - o Cal Grant
 - o Direct Loan

 - 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.

 - Administer Cal Grant Program from eligibility to award to disbursement to reconciliation.
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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, three Advisors, and the Assistant Senior. However, these duties are not given the proper attention needed to maintain full compliance.

As noted in last year's request, there were concerns of lack of compliance that these technician positions would address. The FA department went through a Federal Audit conducted by the Department of Education in September 2019 and 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 these two technician positions 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.

Frozen: secretary/scholarship specialist and assistant. Since the freezing, the department has mainly one staff at the counter and no administrative support. The assistant position would have allowed us to provide better quality service. The secretary/scholarship specialist position would have taken care of the administrative tasks.

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)

Total Aid Administered/Student Count/FAFSA's Processed

2014-15	\$16.2M	7,506	14,601
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

Although total dollars administered went up from \$16.2M to \$19.6M in the past five years, there is a downward trend the past few years in student count and FAFSA's processed. This coincides with the enrollment trend for GCCCD.

Staffing vs Processing

FTE / FAFSA's Processed / Total Aid Administered

2003-2004	8.85 / 3,869 / \$3.8M
2018-2019	8.50 / 13,391 / \$20.2M

Although the department's total FTE has stayed relatively the same the past 15 years, the increase in processing is staggering. Impact on students and staff: 14 weeks or more wait time to receive aid; the FA Supervisor averaging 500 hours of OT/year the past three years to help keep processing as current as possible.

The demographic comparison between students with need-based aid vs. students without show the following:

- Approximately 1 in 4 students received need-based aid
- There was an overrepresentation of female students, white students, students older than 25, and students with an educational goal of degree/transfer
- There was an underrepresentation of male, black/African-American, Latinx, and younger students (under 25 years)

Q9 How would this position's main duties specifically support the institution's strategic priorities? Acceleration Guided Student Pathways Student Validation and Engagement Organizational Health (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.

Q10 How will the position impact the ability of the program or service area to innovate and meet changing needs? (150 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.

Q11 Please confirm that you have discussed this faculty position request with the Division Dean and that you understand that Division Deans will be providing feedback to help inform the prioritization process.

Yes, I have discussed this position request with the Division Dean
