#11

INCOMPLETE

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Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Financial Aid

Q2

1.2 Lead Author:

Ray Reyes

Q3

I.3 Collaborator(s):

Shirley Hughes

Q4

Dean/Manager(s):

Jessica Robinson

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the Spring 2021 program reviews on the program review webpage.

Financial Aid operations continued remote services for 2021 as the pandemic continued. For the start of the 2021-22 award year processing, we implemented StudentForms by CampusLogic (CL). CL was a game changer for us and our students as this online program provides students a way to retrieve, complete, and submit financial aid forms online in a secure manner that meets federal guidelines. As with any new system implementation, it was very challenging to do the setup for the system, integrate it with our current systems, learn the system, and then help students create their CL account and submit their documents. CL changed the way we process files as well so that made the transition that much harder. We're still working out the kinks as we are half-way through an award cycle. However, there are many benefits to this product whether we work on-campus or remote, the biggest being students being able to submit documents online at anytime and securely, students not having to wait in line at the office just to submit documents, and the file review process is getting more efficient the more we get used to using it. We also implemented SARS for our queuing system to help manage the line in a safe manner as students sign in on their phone to get in line. This feature helps keep waiting in line to a minimum and we are able to track the students helped at the counter. The data available from SARS reports will be valuable for us to assess the students' needs when they visit our office. More federal emergency aid (HEERF II and III) and state emergency aid (CA Immediate Response) was allocated to us totaling over $8.4M. A district-wide proposal to award/disburse the federal emergency grants to our neediest students was approved in Fall 2021 and all aid will be targeted to be disbursed by end of Spring 2022. We worked with IT to automate the awarding process of multiple emergency aid sources. During this past year, staff has grown accustomed to working remotely and provided services via the FA Online Help Desk (via Zoom), phone, and email. The staff continued to put forth an outstanding effort during a time where COVID continued to provide us challenges personally and at work.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area. Please include information on the implications for practice (e.g., on how your service area used the data for improvement).

This past year, we implemented three new processes into our operations: 1. SARS – used for our queuing system. 2. Online FA Helpdesk via Zoom – used to help students connect with staff via Zoom. 3. StudentForms by CampusLogic – online submittal process and file review process. We will gather data/reports from each area to develop the baseline for evaluation purposes to grow our program..

Q7

II.2. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience in the future?

- We learned what areas we needed to improve to remain compliant.
- We learned that we are able to operate successfully remotely.
- We learned students were very open to being serviced remotely and most preferred the flexibility and benefits of our remote services (not spend time traveling and waiting in line).
- Shifting to remote services confirmed the resiliency of our staff
- The Director has learned in order to improve services in a hybrid mode, the normal job duties of the staff may need to be re-hashed and developed (within the job description). We will work with staff to figure out how to move away from some of the traditional duties and tasks and shift a portion of the workload to other duties and tasks to provide better overall services to students on-campus and online.

Q8

II.3. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

We will continue our excellent work servicing our former foster youth students. We will continue to work with other student programs such as EOPS, CalWORKs, UMOJA, DSPS, etc.to award additional program aid and offer assistance in helping the program staff help their students with the financial aid process.

We will continue to partner with Grossmont FA Outreach to conduct FAFSA/Financial Aid workshops at our local high schools and community partners. We will look to market to students who did not submit a FAFSA so they can see the benefits of applying for financial aid. We are working on ways to conduct financial aid workshops on-campus and remotely.

We will continue to administer federal, state, and college emergency aid to our neediest students.

We will continue working with the Foundation for GCCC on the GCC Promise program to help determine student eligibility and help with the marketing to first and second-year students.

Q9

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Q10

OPTIONAL UPLOAD 2: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q11

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

No, please describe the department's plan to update them: SLO's/SAO's were not developed.

Q12

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

No, please describe your plan:
The department will need to assess the transition to remote services. What worked and what needs to be improved. We will need to set aside time in late spring to evaluate what was done and work with the SLO Coordinator to develop appropriate SLO's/SAO's for the department.

Q13

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

No assessments were done for this period yet.

Page 4: III. Previous Goals: Update

Q14

1. Previous Goal 1:

Ensure compliance with college policies and procedures and federal, state, and district regulations (annual goal).

Q15

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Organizational Health

Q16

3. Goal Status

In Progress - will carry this goal forward into next year

Page 5: III. Previous Goals: Update continued

Q17

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q18

Do you have another goal to update?

Respondent skipped this question

Page 6: III. Previous Goals: Update continued

Q19

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Staying compliant is our top priority. Steps for Next Year
Step 1: Request additional staff (FA Technician) to address this area specifically.
Step 2: Review and interpret new regulations or changes in regulations. Implement and update processes, as needed.
Step 3: Training. Have staff continue to attend training opportunities to learn about changes in FA and report back to our department so we can determine what changes we need to make in our operations. Training also improves the knowledge of staff and improves skills overall.

Q20

Do you have another goal to update?

No

Page 7: III. Previous Goals: Update continued

Q21

1. Previous Goal 2:

Respondent skipped this question

Q22

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q23

3. Goal Status

Respondent skipped this question

Page 8: III. Previous Goals: Update continued

Q24

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q25

Do you have another goal to update?

Respondent skipped this question

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q27

Do you have another goal to update?

Respondent skipped this question

Page 10: III. Previous Goals: Update continued

Q28

1. Previous Goal 3:

Respondent skipped this question

Q29

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q30

3. Goal Status

Respondent skipped this question

Page 11: III. Previous Goals: Update continued

Q31

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q32

Do you have another goal to update?

Respondent skipped this question

Page 12: III. Previous Goals: Update continued

Q33

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q34

Do you have another goal to update?

Respondent skipped this question

Page 13: III. Previous Goals: Update continued

Q35

1. Previous Goal 4:

Respondent skipped this question

Q36

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q37

3. Goal Status

Respondent skipped this question

Page 14: III. Previous Goals: Update continued

Q38

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Page 15: III. Previous Goals: Update continued

Q39

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Page 16: IV. New Goals

Q40

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

Yes

Page 17: IV. New Goals continued

Q41

1. New Goal 1:

Develop/Improve services to students in the format of hybrid services.

Q42   **Organizational Health**

2. Which College Strategic Goal does this department goal
most directly support? (Check only one)

Q43

3. Please describe how this goal advances the college strategic goal identified above.

By providing and improving services in a hybrid format, we can better serve and better educate students on-campus and online.

Q44

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student
achievement data, or other data:

Based on college surveys and enrollment patterns, a high number of students would like services online. At the same time, there are
still students who would like services on-campus. Based on student comments mentioned to staff, it seems most of these students
prefer the flexibility of online services.

Q45

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as
action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Step 1: Assess remote services and on-campus services.

Step 2: Get feedback from students regarding remote and on-campus services

Step 3: Based on feedback from students, staff, SS colleagues, VPSS, and exploring what is being done in the
FA field, develop a plan to improve services.

Step 4: Review plan with VPSS and make adjustments, as needed. As part of the plan, develop a timeline for implementation.

Q46

6. How will this goal be evaluated?

Development of a draft plan for hybrid services.

Q47   **No**

Do you have another new goal?

Page 18: IV. New Goals continued

Q48
          Respondent skipped this question

1. New Goal 2:

Q49
          Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q50
          Respondent skipped this question

3. Please describe how this goal advances the college strategic goal identified above.

Q51
          Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q52
          Respondent skipped this question

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q53
          Respondent skipped this question

6. How will this goal be evaluated?

Q54
          Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q55
          Respondent skipped this question

1. New Goal 3:

Q56
          Respondent skipped this question

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Q57

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q58

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Respondent skipped this question

Q59

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q60

6. How will this goal be evaluated?

Respondent skipped this question

Q61

Do you have another new goal?

Respondent skipped this question

Page 20: IV. New Goals continued

Q62

1. New Goal 4:

Respondent skipped this question

Q63

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q64

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q65

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Respondent skipped this question

Q66

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q67

6. How will this goal be evaluated?

Respondent skipped this question

Page 21: Resources Needed to Achieve Goal(s)

Q68

What resources is your program requesting this year to achieve the program's goal(s)?

Classified Resource Needs

Page 23: Final Check

Q69

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."

Respondent skipped this question