

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION

Name of Person Submitting Request:	Joseph Nguyen		
Program or Service Area:	Financial Aid Office		
Division:	Student Services Division		
Date of Last Program Efficacy:	3/16/12		
What rating was given?	Continuation		
Current number of Classified Staff:	FT:	12	PT: 0
Position Requested	Clerical Assistant I - Position #2		
Strategic Initiatives Addressed:	Access, Success, and Campus Climate and Culture		

1. Provide a rationale for your request.

The Financial Aid office is requesting one additional Clerical Assistant position, for a total of 14 staff, to be added to accommodate both growth and improve processing time for student aid. This would bring our staff ratio to one staff per **1,123** students. While this is still far above the average for our region, it is an improvement. The Financial Aid office has served more students than the overall campus headcount for the past two years. The total campus head count for 2010-2011 year is **19,169** students. The Financial Aid office served **23, 169** students, including those who registered and those who applied but never registered. Data for the Financial Aid office demographics is based on headcount and not FTES because part time status has no impact on the time or workload required to process financial aid. In 2011-12 and 2012-13, the number of applications continues to rise at an alarming rate despite declining campus enrollment. As of September 2012, our office has already received **25,687** applications and we are not yet through 50% of our academic year.

2. Indicate how the content of the latest Program Efficacy Report and/or most current EIS data support this request. How is the request tied to program planning? (*reference the page number(s) where the information can be found on Program Efficacy*).

In looking at the trends from the data provided in Program Efficacy, the number of overall Financial Aid applications during the past three years has increased about 30% the first year, 6% the next year and mid-year for 11-12 had seen another increase of 26.6%. This is significant, considering we were still accepting 11-12 applications at the time of the report. This increase is attributed to the state of the economy, as unemployed or under-employed students return to school for re-training or to improve their marketable skills. (See page 10 of Program Efficacy)

When compared with other community colleges within our region, SBVC serves more students with fewer staff, according to staff ratio data for five Region IX colleges (See page 14 of Program Efficacy). The ratio at the last program review in 2008 was one staff member for every **871** students. It is now one staff member serving **1,310** students, as based on BOG applications. Presently, twelve staff must serve not only BOG applicants but also all students seeking financial aid. If all students (applicants) are considered, the staff-to-applicant ratio is closer to one per **1,760** students (See page 15 of Program Efficacy).

3. Indicate if there is additional information you wish the committee to consider (*for example: regulatory information, compliance, alternative or ongoing funding sources, updated efficiency and/or student success data or planning etc*).

Federal and state legislation will increase the Financial Aid workload. Precise student success data was not available at the time of the report, however the Financial Aid office understands the impact on the diversity of the student population. More than 82% of Financial Aid students are of color. Implementation of the Dream Act and AB540 BOG Waiver in January 2013 is expected to increase the impact on the campus Hispanic student population. In addition, Black students have the greatest margin of service, outpacing the campus demographics by over 7% (See page 4 - 5 of Program Efficacy). A Clerical Assistant will assist with this additional workload, better serve students, and ensure compliance with this new legislation.

An additional Clerical Assistant will also better facilitate student success and access through improved implementation of Satisfactory Academic Progress (SAP) standards. The SAP standards create a myriad of additional challenges for the Financial Aid Office and staff. For example, staff must monitor basic skills course completion, ratio of courses attempted to those completed (including withdrawals), GPA, educational plans (“ed plans”), and completed certificates and associate degrees, as well as students who have successfully transferred to a four-year institution.

At current staffing levels, it is extremely onerous to ensure student access and success while simultaneously ensuring compliance of federal, state, and other rules and regulations. An additional Clerical Assistant would allow Financial Aid to better meet the campus strategic initiatives of student success, access, and an improved campus climate and culture.

4. What are the consequences of not filling this position?

The Financial Aid office has had a challenge of serving more students with the same number of staff and this has continued to be a challenge and weakness. Staff vacancies in the office have not filled despite the increased work. Workload and pace creates a high stress environment in the office due to this issue. These factors also impact the ability for staff to advise and provide one on one consultation for students who need assistance maneuvering the complicated and difficult process for the first time.

Over 71% of the SBVC student population receives some type of Financial Aid assistance and approximately 90% of the student population receives or seeks information about Financial Aid applications, loans, work-study and scholarship services through our department. A failure to adequately provide these services in a timely manner significantly impacts student success, access, and retention across all instructional programs (See page 6 of Program Efficacy).

With limited categorical funding, the Financial Aid office has absorbed all costs that it can in terms of efficiencies. Alternate delivery methods were implemented for the 2011 year to serve approximately **96,622** points of contact through website, phone and WebAdvisor. This level of service need from students is expected to increase, as the number of applicants increases, and we will continue plans to focus on supporting these alternate services for the future. These methods cannot replace the scanning and linking of financial aid forms and files, which requires the expertise of a trained Financial Aid Clerical Assistant. Our office requires support from the campus needs assessment process in order to adequately meet the staffing needs and growing demands of our increasing student population (See page 8 of Program Efficacy).