

For Academic & Student Support Programs

- x Develop a more efficient work study clearance process.
- x

The Financial Aid/EOPS Department Mission: The mission of the Financial Aid/EOPS programs is to promote student access and success by providing academic support and financial assistance to eligible students who want to pursue higher education. Programs include Financial Aid, EOPS, CARE, CalWORKs, Veterans Services, Foster Youth, Scholarships, Educational Talent Search (ETS TRIO) and Student Support Services (SSS TRIO).

The Financial Aid unit provides programs and services that are in alignment with both the College and Financial Aid/EOPS Department Mission.

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Services provided:

- x Individualized appointments - in-person one-on-one appointments scheduled in advance, same day appointments, walk-in, phone, and by email. Due to the COVID_19 pandemic, adjustments were made to offer virtual appointments (video or phone) for in-depth, complex questions, and virtual lobby assistance for quick general questions, through Cranium Café.
- x Walk-in self-service computer lab with printer to support online student learning.
- x Outreach and in-reach presentations are conducted throughout each year to bring financial aid awareness to the community, prospective students and parents, and current students. Due to COVID-19, services transitioned to virtual Zoom presentations.
- x Online forms t Paper and pdf forms were converted to online forms with electronic signatures using DocuSign, so students can easily complete and submit required documents to the Financial Aid Office. Forms are available on the Financial Aid Forms website or in Self Service on the missing documents page.
- x Financial Aid Self Service implemented t students can view missing documents, access electronic forms, view SAP status and description, view award information, print their award letter, view disbursements, access resource links, and more.
- x Ocelot Chatbot implemented

- x Implemented Ocelot Chatbot for 24/7 service to general financial aid questions.
- x Implemented Financial Aid Self-Service for 24/7 view of up-to-date financial aid status, awards, missing documents, and hyperlinks for electronic DocuSign forms for easy submission.
- x Disbursed more than \$4.1 million in Federal and State emergency grants to students to reduce financial hardship during the COVID19 National Emergency.
- x Zoom Cash for College workshops conducted to provide financial aid awareness, answer questions, assist with FAFSA/CADAA completion to students, high school students, and parents.
- x Utilized Cranium Café (ConexEd) to provide virtual services (lobby, video, phone appointments) to assist students.
- x Participated in Student Affairs Enrollment Task Force monthly meeting.
- x Kept office computer lab open for student use during the Pandemic, so they could view FA Self Service, submit the FAFSA/CADAA, print documents, and attend classes, etc.
- x Assisted with Financial Literacy workshops in partnership with Travis Credit Union.

- x Increase in-reach efforts to bring greater financial aid awareness to students, especially in the underserved population, and to increase the number of financial aid applicants and recipients across the different financial aid programs and student population.
- x Increase communication to the College Community using newsletters, social media campaigns, short videos of financial aid processes, and other media to inform students and the College community of financial aid events and services.
- x Continue the development of the CCC Colleague Consortium CA State Grants Interface customization with Ellucian to include Cal ISIR imports and processing.
- x Hire a Front Counter Receptionist to provide a friendly, welcoming atmosphere and provide additional supportive services. This position would also provide clerical support for the Scholarship program and other programs in the department as needed.
- x Replace the Financial Aid Specialist position lost due to retirement to maintain administrative capability and perform essential duties within the Financial Aid unit.
- x Work with the Career Center to integrate Work Study position recruitment into the Career

2021, and American Res

The following demographic groups accounted for a majority or plurality of Financial Aid Applicants, Promise, EOPS, and Veterans students during that period:

- o Females
- o Latinx/Hispanics
- o Students 24 or less

Among students who accessed Veterans Services, males, White, and students ages 34 and younger accounted for the majority or plurality of students during that period.

The following programs claimed a significantly lower proportion of a gender group compared to the population of NVC credit students over the past three years:

- o Financial aid applicants (Males)
- o Veterans (Females)

The following programs claimed a significantly lower proportion of a race/ethnicity group compared to the population of NVC credit students over the past three years:

- o Financial aid applicants (Asian, Other, White)
- o Promise (Asian, African American/Black, White)
- o EOPS (Other, White)
- o Veterans (Latinx/Hispanic)
- o Work Study (White)

The following programs claimed a significantly lower proportion of age groups compared to the population of NVC credit students over the past three years:

- o Financial aid applicants (students 24 and less, students 55 and older)
- o Promise (students ages 20 to 39)
- o Veterans (students ages 24 and less)
- o Veterans (Latinx/Hispanic)
- o Work Study (students 19 and less)

The Promise Program claimed a significantly lower proportion of first generation students than the population of NVC credit students over the past three years.

- x With 65% of all NVC students applying for financial aid resources and/or services, the data shown for this group somewhat reflects the College and community population and demographic. Eligibility criteria and certain program requirements may impact the program demographics as well.
- x As a Hispanic Serving Institution, it is expected that the Latinx/Hispanic population in the financial aid programs would somewhat mirror the institution percentage for this demographic.
- x The NVC Promise Scholarship is only available to students in the first two years immediately after high school graduation, so the age demographic for most students receiving this award is expected to be approximately 17-19 years of age, which is clearly supported by the demographics for this group.

RPIE Analysis

RPIE Analysis This analysis examines the retention and successful course completion among EOPS students pre-pandemic (fall 2018 through fall 2019) and during the pandemic (spring 2020 through spring 2021).

Among EOPS students, the retention rates before the pandemic were higher than the retention rate during the pandemic (compare 90.9% and 91.8%).

Among EOPS students, the successful course completion rate during the pandemic was significantly lower than the successful course completion rate before the pandemic (compare 77.5% and 79.6%).



Veterans Receiving Benefits (n=2,120)	91.3%	75.1%
Veterans Without Benefits (n=738)	90.7%	79.4%
Dependents Receiving Benefits (n=776)	91.0%	72.4%
Dependents Without Benefits (n=3,177)	91.1%	78.9%
Source: SQL Enrollment Files		
Bold italics denote a statistically significant lower difference between rates of the two types of veteran groups.		

dependents receiving benefits was significantly lower than the successful course completion rate among dependents without benefits (compare 72.4% and 78.9%).

This section does not apply to Financial Aid

Learning Outcomes Assessment at the Course Level

	Number of Courses with Outcomes Assessed		Proportion of Courses with Outcomes Assessed	
Number of Courses	Over Last 4 Years	Over Last 6 Years	Over Last 4 Years	Over Last 6 Years

Learning Outcomes Assessment at the Program Level

	Number of Outcomes Assessed		Proportion of Outcomes Assessed	
Number of Outcomes*	Over Last 4 Years	Over Last 6 Years	Over Last 4 Years	Over Last 6 Years

*Include all areas of study, degrees, and certificates associated with the program in the table.

Based on the information included in this document, the program is described as being in a state of:

Viability

Stability

Growth

*Please select ONE of the above.

This evaluation of the state of the program is supported by the following parts of this report:

FINANCIAL AID is in a state of STABILITY

- x Supported with data from Institutional Advancement & I.C - The number of financial aid applicants remained relatively stable over the three-year period. The number of students awarded the NVC Promise increased 604% over the three- $\text{C} \quad \text{OE} \quad \% \text{o} \quad \text{OE} \quad \text{]} \quad \text{U} \quad \bullet \quad \text{]} \quad \text{v} \quad \text{š}$

Technology staff dedicated to Financial Aid are necessary to program critical processes and to maintain and implement updates to our system. That way, Financial Aid staff can spend more time assisting students, parents, and the community.

- x Having adequate staffing levels to institute inter-departmental cross-training, would greatly increase our effectiveness and prevent overburdening employees when positions are vacated. Because our various grant programs and regulations are so complex, usually one person is specifically trained to manage one or two critical programs, such as managing the Work Study program or processing student loans, in addition to regular duties like application and verification processing, awarding, and student appointments.

			determine if there has been an increase. Track numbers of student contacts relating to Financial Aid Self-Service usage, Bank Mobile, required forms, award info, SAP status.
Assess Staffing Needs for Financial Aid Unit and Reorganize Unit	I.A, I.B, I.C	<p>Summer 2022: Assess staffing needs/shortages for financial aid unit and front counter.</p> <p>Develop report to identify staffing needs and plan for unit staffing requirements.</p> <p>Work with HR and VP Student Affairs to implement plan for the 2022-2023 academic year.</p>	<p>Hire one additional full time staff for front counter student services and clerical support to replace 2 part-time temporary clerical staff.</p> <p>Fill vacant positions created by retirements to maintain administrative capability within the Financial Aid unit.</p>
Conduct Monthly Financial Aid Workshop for various topics	I.B	<p>Spring 2023: Develop topics and schedules to cover at monthly workshop</p> <p>Fall 2023 & Spring 2024: Conduct the workshops. Evaluate effectiveness of workshops and adjust as</p>	<p>More students aware about financial aid and its processes. Survey students to identify</p>

Financial Aid implemented the following to allow for flexibility and easy access to students:

- x Paper Forms moved to electronic forms and online submission using DocuSign
- x Live up-to-date financial aid status, updates, and forms links through Financial Aid Self-Service
- x Electronic Forms Link (DocuSign) posted on NVC Financial Aid Website
- x Utilized Cranium Café to provide virtual services through virtual lobby and virtual appointments (video and phone)
- x Used Zoom for financial aid outreach/in-reach presentations and workshops
- x Implemented Ocelot Chatbot for 24/7 general questions
- x Implemented Bank Mobile Disbursements for electronic financial aid refunds (disbursements)
- x Work Study: The program made sure the students were not negatively impacted by COVID-19 pandemic when it started; followed Federal guidelines to pay students during the beginning of the Pandemic since they had to stop working unexpectedly. Proper adjustments were made to the program because of the Pandemic. Work Study Employment packet and processes were moved and provided electronically. Hiring orientation is done by video appointment. Accommodation is done accordingly for supervisors that requested students to work remotely. Protocol and guidance for COVID-19 are still active.

- x Cranium Café to provide virtual services and appointments to students.
- x Electronic Forms (DocuSign) for easy completion and submission.
- x Zoom Cash for College Workshops to provide financial aid awareness, answer questions, and help with FAFSA/CADAA completion to students, prospective students, parents, and the general public.
- x In-reach financial aid presentations to a few counseling classes, transfer event, and EOPS workshops via Zoom or in person to bring financial aid awareness.
- x BankMobile to deliver financial aid refunds to students electronically and quicker access to their money.
- x K o}š Z š }š À]o o š} v•Á CE loš, especially during closed business hours.
- x Self-service computer lab open for student use, even when the office was closed to the public, so students could submit the FAFSA/CADAA, check their status through FA Self Service, attend online classes and do homework, etc.
- x Financial Aid Self-Service provided individualized self-help live financial status, awards, required documents, etc.
- x Financial Aid Staff meets at least once monthly, or more as needed, via Zoom to go over updates, changes, and issues of importance.
- x Attend online trainings and webinars provided by FSA, CCCSFAA, CASFAA, NASFAA, WebGrant, o o μ] v U v š Z Z v o o } CE [• K (() š t r y š a g e p % d i š o n a l f i n a n c i a l š Z aid resources, processing issues, etc.
- x Encouraged staff to attend online conferences/trainings to stay informed and connected with their peer communities and get the latest information.

- x General Financial Aid emails respond within 24 to 48 business hours by Financial Aid Specialist.
- x Presented numerous Cash 4 College workshops via Zoom, open to High School and College students and their parents, to provide guidance in submitting the FAFSA and CADAA applications. Used break-out rooms to assist students one-on-one.

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

Areas of concern, if any:

Recommendations for improvement:

Anticipated Resource Needs:

Resource Type	Description of Need (Initial, Including Justification and Direct Linkage to State of the Program)
Personnel: Faculty	
Personnel: Classified	<p>At least one full time front counter staff person to replace the two part-time temporary clerical staff. The office serves multiple programs and often has heavy student contact. The front counter staff is the first contact for students and guests entering the Financial Aid/EOPS/Veterans Services Office and must be greeted by a friendly and welcoming person to help them. Other staff have to juggle their work to fill in when there are gaps in coverage, which takes away from processing time and creates anxiety.</p> <p>Front counter is entry point for multiple support programs: Financial Aid, Veterans, CARE/CalWORKs/EOPS, and TRIO. They assist students with general questions and provide general support for all the programs listed. Currently, there is one permanent front counter staff and a 19-hour temporary staff, with a vacant 19-</p>

Two additional Financial Aid Specialist positions are needed to fill the vacant positions due to retirement and the vacant positions that were never filled, because of institutional financial issues. The Financial Aid Specialists and Officer are stretched to their limit with their current duties and additional duties that were re-