

To: Facilities Committee

From: Arthur Lopez, Interim Financial Aid Director
Tim Johnston, Dean of Student Services

Subject: Proposal for Relocating the Financial Aid Office

Date: January 26, 2012

Background:

In order to be in full compliance with Federal Department of Education guidelines, Financial Aid Specialists require private offices. Currently, the department is out of compliance because:

1. Financial Aid Specialists do not have private offices to meet with students to discuss individual financial situations and default management strategies, and
2. There is currently neither direct student access to the financial aid office nor a waiting or lobby area to accommodate student appointments.

We initiated a process to seek staff input and recommendations regarding possible solutions. Those discussions yielded the following options:

Options:

- Relocate the Financial Aid Director, Admin Secretary and Specialists (5) into Building 50 - Student Services 2 in place of CalWorks. CalWorks would move back to Building 51A.

Gear-Up and the Dean of Student Services would move to Building 52 - Student Services 1. Financial Aid Technicians would remain in Student Services 1 to provide direct service to students.

- Relocate the Financial Aid Director, Admin Secretary and Specialists (5) into the Building 50 - Student Services 2 in place of CalWorks. CalWorks would move back to 51A.

Gear-Up moves to the Academic Commons with Upward Bound to locate federal grant programs in close proximity. Dean of Student Services would move to Building 52 - Student Services 1.

- Relocate the entire Financial Aid Department into Building 50 - Student Services 2 in place of EOPS / CARE. EOPS/CARE would move into the CalWorks offices and CalWorks would move to Building 52 - Student Services I where Financial Aid is currently located.

- Create offices where Financial Aid is currently located. Construct a wall separating Admissions and Records and Financial Aid.
- Create offices in the Student Services Lab. Move the Student Services Lab to the former switchboard / ticket booth to create an information kiosk.

Cost:

To be determined.

Recommendation:

While there are advantages and disadvantages to each option, the first option offers several unique advantages.

- 1) It would be relatively quick to implement.
- 2) It offers the lowest cost.
- 3) While not enjoying complete unanimity, it was the most agreeable to most of the staff affected.