1. Describe how resources are aligned with the campus strategic plan, which includes Engagement, Service, and the Public Good; Welcoming and Inclusive Campus; Student Success; and Academic Distinction.

The Financial Aid Advisor was part of a team whose primary focus was to assist both new and matriculated students navigate the increasingly complex nature of the financial aid process. This advisor focused on the unique needs of our “Dreamer” population working directly with students and coordinating efforts with the Dreamers Resource Center and Admission. The “Dreamer” population is growing on-campus as has the availability of state aid including a new loan program. The growth in this particular student population required additional monitoring and communication to ensure their success given the non-mainstream specifics of their financial aid application process. In 2017-18, the Financial Aid Office processed and disbursed financial aid for nearly 1,100 AB540 students. The counselor facilitated student success through individual financial aid advising, workshops, and presentations.

2. Provide key performance metrics to measure and sustain success.

- The number of AB540 students who applied for financial aid application by the priority deadline.
- The number of AB540 students whose aid was disbursed in the first fall disbursement.
- An increase in the retention rate of AB540 student.

3. Describe program outcomes and results. Identify challenges encountered.

A committed Financial Aid Advisor for this population worked closely with the Dreamers Resource Center to provide proactive advising through Application workshops and critical financial aid updates and opportunities. The Financial Aid Advisor’s direct connection with Admissions improved coordination of required AB540
eligibility determination and improved prospective student communications concerning financial aid availability. The advisor worked directly with students through effective advising sessions, email and phone communications.