

**EASE Taskforce Template Example**  
**Evans Center: Financial Aid**

8/11/15

- 1) **Center:** Evans, 1475 students=3%
- 2) **Description of Core Service:** ability for students to complete a FAFSA online at the center
- 3) **Current Resources:** 1 financial aid faculty member, 2 hours per week (schedule based on faculty availability)
- 4) **Are the current resources sufficient?** No, hours that the financial aid service is available are insufficient and do not align with student need (see **service gaps** below)
- 5) **Are the current resources proportionate?** No, the number of hours that the financial aid service is available is not proportionate to the number of students, which is 1475 students

Describe the following:

- 6) **Service gaps:** There is a need for evening hours, there is a need for more day hours
- 7) **Plan of action that will be taken to address the service gaps:**  
Short term goals are to
  - A. continue the current work
  - B. Cross-training of other center personnel
  - C. identify high-traffic time, currently it is Wednesday evenings
  - D. keep collaborating with center faculty to promote student services during class
  - E. possible secure a financial aid representative to work at the center from 7 am-4 pm and from 6 pm-9 pm  
Long term goal: 1 additional financial aid representative from 7 am- 4pm and 6 pm-9 pm during the weekdays, and on Saturdays from 7:45 am-3 pm
- 8) **Implementation of action plan:** All short term goals could potentially be met by Spring 2016. The long term goal is contingent upon the availability of more resources (more staff).
- 9) **Justification (include data):**
  - A. 1475 students need access to financial aid information aligned with this proportion
  - B. Having more financial aid counselors at this center would lead to increased access to more financial aid resources, that in turn, could lead to the identification of career pathways aligned with Evans center students' financial aid eligibility
  - C. CTE students receiving financial aid would persist, which would be in alignment with the District's and the State's mission on equity
- 10) **Who is responsible?** Collaboration between Dean Bynum and Dean Coria
- 11) **Additional resources needed:** the center Dean will research additional staffing and technology that would facilitate the provision of financial aid services (as well as other core services)