

Section 1 and 3 - Analysis of Unit PIE & Updates on Goals

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

2018-19

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Division Mission Statement: Support students educational goals through financial aid, scholarship, and Veterans programming assistance through compliant, equitable, and efficient processing.

1. Summary of Notable Achievements: Implemented online verification process for financial aid including submission of electronic documents. Instituted paperless files for Veterans case management. Increased staffing to support Student Centered Funding Formula. Implemented all federal and state regulatory changes on-time and efficiently.

Closing the Loop - Analysis of Progress on College Goals: We have strategies in place to close the loop, and to continue to close the loop such as quarterly meetings with units in financial aid, scholarships, and Veterans to gauge progress. Instituted a standard of all staff training; two full-day trainings to ensure all staff are informed and kept abreast of goals. And provide continuous updates through weekly staff meetings. Managers participate in committees and meetings to ensure to be appraised of latest regulatory changes, etc. that may impact department goals that in turn impact college goals.

Tracking Conditions and Trends: a. External Conditions Analysis: Managers and staff participate in committees, meetings, and training to be appraised of latest regulatory changes and monitor conditions and trends.

Tracking Conditions and Trends: b. Internal Conditions Analysis: Managers and staff participate in committees, meetings, and training to be appraised of latest regulatory changes and monitor conditions and trends.

Tracking Conditions and Trends: c. Program Planning Dialogue: Managers and coordinators participate in program planning and report program results on a quarterly or annual basis.

Tracking Conditions and Trends: d. Critical Decisions Analysis: Managers along with staff identify critical decision points based on conditions and trends. Will conduct research, analysis and reporting to ensure all stakeholders are included in each decision points.

Tracking Conditions and Trends: e. Progress on Outcomes Analysis: Managers and coordinators participate in program planning and report program results on a quarterly or annual basis. We also continuous report out within our department and division of our ongoing unit goals.

Analysis of Curriculum Currency: N/A

Analysis of Division's Plans, Activities, and Resources: Due to the nature of financial aid, scholarship, and Veterans programming work, we will continue to maintain our goals and monitor/track with each year. There will be adjustments made based on changes to federal and state regulations - at times, these changes are effective immediately and others are given a few years for implementation. Being under the Student Services Division has helped our work align with division goals of equity and diversity.