

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



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

2019-20

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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.

Summary of Notable Achievements: Successfully implemented ProVerify+ auto verification platform for financial aid including converting all verification forms from paper to electronic documents with DocuSign feature (electronic signature). This comprehensive implementation took less than 4 months to complete with gratifying results of reducing the verification turnaround time from 4-8 weeks to 0-2 weeks and increasing the volume of Pell Grant and Cal Grant funds disbursed to students.

We received favorable results with our inreach/outreach events and activities with the District's support of additional staffing. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events and 13,340 students/individuals served.

Configured and set up OnBase workflow to institute paperless files for Veterans case management. I

Stayed abreast with federal and state regulatory updates/changes in order to effectively respond with a course of action.

We deployed a temporary A Success Lab with 10 laptops and received commending feedback from students and Mt. SAC community:

Financial Aid Success Lab Fall 2019:

- Open from September 4, 2019 through December 13, 2019
- Average number of students serviced: 95
- Total number of students serviced: 6521

Financial Aid Success Lab Winter/Spring 2020:

- Opened from January 6, 2020 through March 13, 2020
- Average number of students serviced: 95
- Total number of students serviced: 4750

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.

External and Internal Conditions Analysis: Managers and staff participate in committees, meetings, and training to be appraised of latest regulatory changes and monitor conditions and trends. Ongoing discussions on internal/external conditions that may impact our student population and explore ways to better serve our students and their families.

Program Planning (Equity, Retention and Success): Managers and coordinators participate in program planning and report program results on a quarterly or annual basis. We administer surveys to staff and students so that we can assess the trends

and incorporate into our strategic planning.

Analysis of Division's Plans, Activities, Resources and Critical Decisions: Due to the nature of financial aid, scholarship, and Veterans programming responsibilities, 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.