

**Goal 1: Economic Demand - Strengthen state and local economies by meeting the demands for a well-educated and skilled workforce.**

Objective	Strategy	Intended Outcome
1. Utilize vast knowledge and expertise of financial aid experts	Share best practices and efficiencies amongst Financial Aid Administrators	Meet the demands of increased financial aid applicants with less staff and reduction to financial aid programs
2. Increase training opportunities for FAC members / Professional Development	Continue to offer Department of Education and Washington Student Achievement Council training at FAC meetings Provide FAC funding to support training activities	Ensure financial aid staff are educated on new (or changes to) federal and state policies and procedures and provide an opportunity to develop best practices by offering quarterly FAC meetings and utilizing state and federal staff for updates

**Officers for 2017-2018**

- **President:** [Johanna Dwyer](#)  
South Puget Sound Community College
  
- **President-Elect:**
  
- **Secretary:**
  
- **Treasurer:** [Amy Ybarra](#)  
South Puget Sound Community College
  
- **Past President:** [Melanie Ruiz](#)  
Bellevue College
  
- **WSSSC Liaison:** [Christina Castorena](#)  
Edmonds Community College
  
- **SBCTC Liaison:** [Ruben Flores](#)

**FAST Team Members 2017-2018**

- [MiChelle Thorsen / Tammy Zibell Co-Chairs](#)  
Edmonds Community College  
Spokane Community College
  
- [Zoya Zhuk](#)  
Spokane Community College
  
- [Carl Schroer](#)  
Whatcom Community College
  
- [Kathy Day](#)  
Highline College
  
- [Anna Peros](#)  
Clark College
  
- [Stacey Savino](#)  
Grays Harbor College
  
- **SBCTC-IT Liaison:** [Becky Phillips](#)
  
- **CTClink-IT Liaison:** [Kim Wasierski](#)

**Goal 2: Student Success – Achieve increased educational attainment for all residents across the state.**

Objective	Strategy	Intended Outcome
1. Create Information System Analyst/Technology Specialist position in Financial Aid Offices for PeopleSoft conversion.	System Analyst/IT Specialist position that will support reporting needs in PeopleSoft.	Ensure the Financial Aid Offices have adequate information technology to process aid in a timely manner.
2. Salary equality for all financial aid positions	CTC link conversion redefining current job descriptions and skills necessary to successfully work in financial aid systems and processes	Ensure financial aid staff are appropriately compensated for the experience required to process Title IV and State aid.
3. Decrease FAFSA, WASFA, and FA process barriers	<p>Create system-wide efficiencies to simplify the application process; gathering suggestions and agreement from FAC membership for standardization of processes and centralization of documents.</p> <p>With CTC link conversions, look at piloting the elimination of Data sheets and mass package files that are not selected for verification</p> <p>Continue to collaborate with SBCTC-IT and WSAC to make the financial aid/WASFA application process easier to understand and consistent at each college</p> <p><b>Suggestions/Ideas:</b></p> <ul style="list-style-type: none"> <li>• Anything Global in PS</li> <li>• Electronic forms</li> <li>• Provide text editor to help look at log files in PS</li> <li>• Student online training video for FSA ID</li> <li>• Prior Prior Year – review FA deadlines for 2018-19 cycle</li> <li>• Ability to make edits on WASFA</li> </ul>	Students will receive more consistent financial aid information from colleges across the state system. Barriers will be decreased and awarding times will be improved.

	application, including capability to update WASFA Student ID	
4. Provide expert knowledge and education to various workgroups, committees and councils.	Wide spread availability of financial aid staff to participate in various workgroups and volunteer opportunities	Workgroups, councils and interested parties will have access to financial aid staff's expert knowledge for effective sharing of information, working with students and shaping of policy: <ul style="list-style-type: none"> <li>• FA 101 presentation – Wendy Joseph created</li> <li>• Competency Based Degrees</li> <li>• WFAA volunteers for presentations and workshops</li> <li>• Prior Learning Assessment</li> <li>• Data Governance</li> <li>• WSAC Affordability/SNG</li> <li>• Ready to Roll-testify/meet with Legislature – Executive Committee</li> </ul>

**Goal 3: Innovation – Use of technology, collaboration and innovation to meet the demands of the economy and improve student success.**

Objective	Strategy	Intended Outcome
1. Ensure continuous software innovation	Review structure of FAST advisory committee. ctcLink representation added to FAST committee.	Evolution of software to meet the demands of accurate and timely processing of student aid
2. Utilize FAS Maintenance list to meet needs of all CTC's. Identify one process and place to present requests	Include FAC members in FAS Maintenance list prioritization; submit requests through FAST for SBCTC-IT review	The FAS Maintenance list will be maintained and updated as items are identified for resolution and implemented in FAS. The updated FAS Maintenance list will be made available to FAC members regularly.
3. Identify Subject Matter Experts (SME's) at each college to inform financial aid staff of upcoming PeopleSoft capabilities and implementation	Subscribe to the ctcLink newsletter and participate in future scheduled webinars and training sessions. Potential training costs could be paid with FAC funding	Financial aid staff are knowledgeable and prepared for implementation of ctcLink by participating in Subject Matter Expert (SME) meetings. Schools who have migrated will support the next Waves until all schools have

		migrated.
4. Create open lines of communication with SBCTC regarding ctcLink.	Write letter to WSSSC liaison requesting support.	Regular communication regarding ctcLink, awareness of training opportunities, unrestricted participation in training, inclusion of Financial Aid Council on decisions regarding business processes or changes to ensure successful campus implementations to PS.

#### Future Issues/Concerns/Focus

- **Empowering Students**
  - Access to students with multiple barriers
  - Increased costs
  - Limited space
- **Moving Forward with FAM and ctcLink (PeopleSoft)**
  - Continue to be innovative
  - Maintain sufficient SBCTC staff and support
  - Play an active role in future software decisions
  - Establish IT Specialist to support needs in PeopleSoft
- **Focus on Upcoming Legislation**
  - Program Integrity Regulations – Gainful Employment, State Authorization, Distance Learning
  - Ability to Benefit
  - Reauthorization
  - Satisfactory Academic Progress differences between state and federal regulations
  - Loan disclosures and Financial Literacy
- **Support an Increase of Work-Study Funds** - Improves completion and retention rates
- **Future Council Meetings**
  - Encourage in-person attendance
  - Continue with 3 annual meetings
  - Evaluate effectiveness of ½ day spring meeting and consider alternatives to encourage a higher participation rate
- **Manual Processes**
  - BA student file review
  - Competency Based Programs