

2018-19 Financial Aid Council Work Plan

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. Use knowledge and expertise of FAC members.	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. Financial Aid staff need fiscal support from college.	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
3. 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. SBCTC has hired a consultant to conduct research, report due October 1 2018.	Ensure financial aid staff are appropriately compensated for the experience required to process Title IV and State aid.

Goal 2: Student Success – Achieve increased educational attainment for all residents across the state through improved practices with a focus on equity and inclusion.

Objective	Strategy	Intended Outcome
1. Decrease FAFSA, WASFA, and FA process barriers	Create system-wide efficiencies to simplify and improve the application process; gathering suggestions and agreement from FAC membership for standardization of processes and centralization of documents. With CTC link conversions, look at piloting the elimination of Data sheets and mass package	Students will receive more consistent financial aid information from colleges across the state system. Barriers will be decreased and awarding times will be improved.

	<p>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>Suggestions/Ideas:</p> <ul style="list-style-type: none"> • Anything Global in PS • Electronic forms • Provide text editor to help look at log files in PS • Student online training video for FSA ID • Ability to make edits on WASFA application, including capability to update WASFA Student ID 	
<p>2. Increase access for students with multiple barriers</p>	<p>Develop relationships across counsels to identify ways to assist students better. Continue to collaborate with SBCTC and across colleges to ensure processes equitable for all students.</p>	<p>Liaison relationships created between FAC and other committees.</p>
<p>3. Guided Pathways</p>	<p>Developed practices that align financial aid with Guided Pathways</p> <p>Suggestions/Ideas:</p> <ul style="list-style-type: none"> • Earlier SAP Intervention • Earlier career path or academic program Identification 	<p>Start of best practices developed for financial aid and guided pathways.</p>

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 and IT security.	Review structure of FAST advisory committee. ctcLink representation was 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 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 common and timely manner.
5. 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	<p>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:</p> <ul style="list-style-type: none"> • FA 101 presentation – Wendy Joseph created • WFAA volunteers for presentations and workshops • Prior Learning Assessment • Data Governance • WSAC Affordability/SNG <p>Ready to Roll-testify/meet with Legislature – Executive Committee</p>

Future Issues/Concerns/Focus

- **Empowering Students**
 - Access to students with multiple barriers
 - Increased costs, and 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
 - Gold Star Waiver
 - Paraeducator, Passport 2SSB
- **Email Security**
- **Manual Processes**
 - BA student file review

FAC Officers for 2018-2019

- **President:** [Heidi Townsend](#)
Olympic College
- **President-Elect:** [Danielle Hodgen](#)
Walla Walla
- **Secretary:** [Teresa Buchman](#)
Green River Community College
- **Treasurer:** [Brianna Sanchez](#)
North Seattle
- **Past President:** [Johanna Dwyer](#)
South Puget Sound
- **WSSSC Liaison:** [Christina Castorena](#)
Edmonds Community College
- **SBCTC Liaison:** [Ruben Flores](#)

FAST Team Members 2018-2019

- [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:** [TBD](#)