

## **Division: VP Student Services**

### ***Department: Financial Aid***

**Director or Chair:** Susan Lipsmeyer

**Program Description:** Grossmont College students receive over \$11 million in financial aid each year in the form of grants, scholarships, loans and work-study. An average of 35% of the student body receives some kind of financial aid each year. Over 11,000 applications for financial aid will be received for the 2004-05 academic year. As enrollment fees continue to increase, there will be an increasing emphasis on outreach activities to inform the public about the availability of financial aid. This will lead to greater increases in the number of students applying for financial aid. By 2010, our applications should reach 15,000. An increase of this magnitude will require 10 additional staff positions, significant increase in space, and a reengineering of internal processes with an emphasis on technological solutions.

### **Activities**

Activity #1:

Ensure that all the current interfaces between our existing Student Records system and the Financial Aid system (SAM) are replicated with the new Student Record System (Colleague).

Benefits:

No disruption in services to student applying for and/or receiving financial aid.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	Y

Goals and Objectives: 3, 3.6

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Activity #2:

Development of an on-line scholarship application that the student can complete on a secured website and have data flow to a scholarship data base.

Benefits:

Increased opportunities for students to apply for scholarships and technological alternative to the labor intensive paper application process.

Requirements:

Curriculum Development?	N
Equipment?	Y
Facilities?	N
Marketing?	N
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	Y

Goals and Objectives: 3, 3.7

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Activity #3:

Increase the use of document imaging to include the Scholarship program.

Benefits:

Better integration of scholarship program into the overall financial aid process.

Requirements:

Curriculum Development?	N
Equipment?	Y
Facilities?	N
Marketing?	N
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	Y

Goals and Objectives: 3, 3.7

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Activity #4:

Expand the number of students required to take the Financial Aid/Counseling workshop.

Benefits:

More students will understand the requirements for financial aid and the Student Services available to them at Grossmont College and ultimately be successful in meeting their educational goals.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	Y

Staffing – Faculty? Y  
Staff Development? N

Goals and Objectives: 1, 1.1

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Activity #5:  
none

Benefits:  
none

Requirements:  
Curriculum Development? N

Equipment? N  
Facilities? N  
Marketing? N  
Staffing – Classified? N  
Staffing – Faculty? N  
Staff Development? N

Goals and Objectives: 0, 0

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### **Additional Planning Activities**

none

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### **Accomplishments**

Accomplishment #1:

Develop a secured web based Board of Governors Fee Waiver application.

Goals and Objectives: 3, 3.6

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Accomplishment #2:

Refined the document imaging process. Advisors are no longer working with student financial aid folders. All forms turned in by a student are scanned and worked up by advisors on line.

Goals and Objectives: 3, 3.6

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Accomplishment #3:

Inceased staffing in the Financial Aid Office.

Goals and Objectives: 3, 3.4

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Accomplishment #4:

The front office was refurnished to maximize space and accomodate additional staff.

Goals and Objectives: 5, 5.6

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Accomplishment #5:

none

Goals and Objectives: 0, 0

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Accomplishment #6:

none

Goals and Objectives: 0, 0

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Accomplishment #7:

none

Goals and Objectives: 0, 0

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Accomplishment #8:

none

Goals and Objectives: 0, 0

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Accomplishment #9:

none

Goals and Objectives: 0, 0

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Accomplishment 10:

none

Goals and Objectives: 0, 0

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**Additional Accomplishments:**

none