



Admissions and Financial Aid Redesign Update

February 2022

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Current Status

- ❖ Complete:
 - Over 60 interviews/feedback sessions (with classified staff, students, supervisors, & faculty), student survey, staff survey
 - Review of policies, procedures, processes, etc.
- ❖ March 2022: Final reports expected and additional coffee chats
- ❖ March-April 2022: Share reports with key stakeholders and constituency groups
- ❖ March/April 2022: Review reports and prioritize recommendations
- ❖ April/May: Initial implementation plan developed
- ❖ Fall 2022: Complete first phase of implementation, work on implementing other priorities

Strengths and Weaknesses Noted by Financial Aid Consultants So Far...

Strengths

- Knowledgeable and trained campus staff
- Support from Executive Management
- Culture of care for students
- Consistent policy and procedure manuals
- Program reconciliation

Weaknesses

- Computing system not fully utilized
- Inconsistent campus operations
- Limited communication with students
- Limited online information for students
- No metrics on customer service/satisfaction

Opportunities and Threats Noted by Financial Aid Consultants So Far...

Opportunities

- Take advantage of talent
- Share resources across campuses
- Increase online info for students
- Cross train
- Expand Call Center
- Create online forms and efficient workflows

Threats

- Regulatory changes
- Loss of talent-no succession plan
- Reliance on queries and UEMs
- Reduction in Federal and State funding
- Ineffective and inefficient processes

What to Expect in Financial Aid Final Report

(initial impressions)

Compliance Evaluation:

- Consumer Information
- Return to Title IV
- Federal Direct Loans
- Federal Work Study
- Satisfactory Academic Progress
- Standards of Participation
- Case Management

Areas of Focus:

- Communication
- Customer service
- Awarding financial aid and file review
- Processing
- Training
- Technology

Strengths and Weaknesses Noted by A&R Consultants So Far...

Strengths

- Knowledgeable and trained campus staff
- Online forms have improved access and processing timelines
- Relationships across campus are great
- Equity-minded and student focused
- Strong leadership support

Weaknesses

- Too many manual processes
- Lack of assessment of services & no metrics
- Inconsistent student experience across the campuses
- Lack of campus to campus communication, coordination and training

Opportunities and Threats Noted by A&R Consultants So Far...

Opportunities

- Modernization of effective use of technology
- Establish a culture of assessment for improvement and data driven decision making
- Build efficiencies in policies and processes
- Cross training/share knowledge
- Provide professional development opportunities

Threats

- Lack of role clarification between Outreach and Admissions & Records staff
- Heavy reliance on relationships to solve technical issues
- Lack of clear road map for students from prospect to applicant to registrant and beyond

What to expect in A&R Final Report *(initial impressions)*

Topics of Interest

- Technology Improvements
- Best Practices to Improve Processes
- Student Service Assessment
- Student Prospect, Application through Onboarding & Engagement
- Emphasis on Professional Development/ Training
- Alignment of Admissions processes across the District to improve the student experience

Project Information

Website:

Admissions & Records and Financial
Aid Redesign Project

<https://tinyurl.com/576bak9a>



Redesign Feedback Form:

<https://tinyurl.com/bamcwvpe>

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Questions?
