

## Employee Update:

- Two New Financial Aid Ambassadors Hired:
  - Leitu Takapu and Jayvonn McGlothen hired as Financial Aid Ambassadors
- March 5: SRAC Planning Committee Meeting
  - Attended: Crystal Shetaya, Scholarship Coordinator
- March 11: Ellucian Conference
  - Attended: Regina Morrison, Director of Financial Aid Services
- March 20: 2013 Jim Briggs 1040 Tax Workshop
  - Attended: Jenny Yang, Financial Aid Technician
  - Attended: Patricia Mendoza, Financial Aid Technician
  - Attended: Jocelyn Vila, Program Services Coordinator
  - Attended: Elisabeth Osai, Office Assistant II
- March 27: Scholarship Awarding Meeting
  - Attended: Crystal Shetaya, Scholarship Coordinator

## Policies and Procedures:

- 2013-2014 Financial Aid Forms were revised and made as fillable PDF documents.

## Innovations, Best Practices and Research:

- Webinars: The below webinars were attended by Jenny Yang, Financial Aid Technician
  - March 7: Repayment Refresher
  - March 7: Cal Grant Payment Process
  - March 12: Deferment, Forbearance, and Forgiveness
  - March 21 : CA Dream ISIR Training
  - March 28 : I Need Tax Transcript NOW

## Departmental Data:

Services Provided	Students Served
Counseling Appointments (Greg Fraunfelder)	99
Financial Aid Application Labs (8 labs)	84
Classroom Presentations (4 presentations)	92
Number of Phone Calls	422
Number of emails ( <a href="mailto:skyfaoffice@smccd.edu">skyfaoffice@smccd.edu</a> )	35

## Mission

To empower and transform a global community of learners.

## Financial Aid Awareness Week – Values Student Success: March 18 – 21, 2013

On Monday, March 18, 2013 the Financial Aid Office hosted their Spring 2013 Financial Aid Awareness Event in the Quad. Financial Aid Awareness week serves as a reminder that there is still time to apply for financial aid. During the March 18 tabling event, students were asked to complete a survey regarding the Financial Aid Office's Satisfactory Academic Progress Policy (SAP).

For many students who receive financial aid, the SAP Policy is one of the most challenging policies for students to understand. To help students better understand the SAP Policy the Financial Aid Office staff provides one-on-one assistance, as well as, SAP Workshops throughout the semester.

As thank you for completing the survey, students were treated to fresh popped kettle corn by Peter's Kettle Corn. Over 400 students attended the event and a submitted a survey. The Financial Aid Office values students' opinions. The Financial Aid Office is always open to hearing suggestions on how they can better assist students in not only maintaining financial aid eligibility, but also how they can help their student's achieve academic success.

For a video of the event, please visit: [Financial Aid Awareness Event - Spring 2013](#)



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