Employee Update:

- November 4-6: Financial Aid Directors Training
  - Attended: Regina Morrison, Director of Financial Aid Services
- November 27-30: FSA Conference
  - Attended: Patricia Mendoza, Financial Aid Technician
  - Attended: Aileen Conmigo, Financial Aid Technician
- November 29-30: Benchmark Institute Public Benefits Overview Training
  - Attended: Regina Morrison, Director of Financial Aid Services
  - Attended: Elisabeth Osai, Office Assistant II
- November 29-30: Applied Suicide Intervention Training (ASIST)
  - Attended: Jocelyn Vila, Program Services Coordinator

Policies and Procedures: N/A

Innovations, Best Practices and Research:

- Webinars: The below webinars were attended by Jenny Yang, Financial Aid Technician
  - November 1: Cal Grants 101
  - November 15: Customizing Your Cal Grant Roster/Reconciliation Report
  - November 27: Developing a Default Prevention and Financial Literacy Plan
  - November 28: 2013-14 Non-SSN GPA Submissions Training for Colleges

Departmental Data:

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Students Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling Appointments (Greg Fraunfelder)</td>
<td>85</td>
</tr>
<tr>
<td>Financial Aid Application Labs (9 Labs)</td>
<td>53</td>
</tr>
<tr>
<td>Classroom Presentations</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of Phone Calls</td>
<td>489</td>
</tr>
<tr>
<td>Number of emails (<a href="mailto:skyfaoffice@smccd.edu">skyfaoffice@smccd.edu</a>)</td>
<td>186</td>
</tr>
</tbody>
</table>

Mission
To empower and transform a global community of learners.