

## 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 13: A Guide to Great Lakes Default Prevention Tools
  - 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:

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

## Mission

To empower and transform a global community of learners.