

FIRST FOLLOW-UP REPORT:
A RECORD OF PRESIDENTIAL APPROVAL
TO TASK FORCE RECOMMENDATIONS FOR
Financial Aid, 5/13/08

With input from the Cabinet, the President makes final approval of program review recommendations. This report articulates those decisions. Approval of task force recommendations requiring funds beyond the base budget of the reviewed unit is not tantamount to receipt of additional funds. Those funding requests must be channeled through the institutional budget process. Nonetheless, special consideration will be given to requests stemming from program review recommendations.

A progress report toward implementation of recommendations must be drafted one year following completion of the task force report by the chairperson. The report will be sent electronically to the Special Assistant to the President for Strategic Planning & Analysis for college-wide distribution and archiving. Recommendations not achieved within a year are to become "objectives" in the corresponding unit plan to ensure a continued focus on their achievement.

The President accepts the recommendations of the task force as presented below.

Recommendations

OIT Department's support is needed for the following recommendations (1-7):

1. Improve financial aid resources to meet workforce demand and efficiencies by:
 - Creating On line financial aid forms for students;
 - Automated validation process of program of study;
 - Continue implementation of the Image Now product;
 - Improve efficiency via automation of daily batch processes;
 - Improve efficiency via enhancing data retrieval (queries); and
 - Provide on line/call center services for students.
2. Hire consultant to review all capabilities of financial aid product (system audit).
3. Maximize technological services to students:
 - Automate the process to alert students of awards and revision of accounts.
4. Provide query building training from Datatel for financial aid staff and student services systems officer.
5. Introduce Workflow Management product for financial aid services. OIT wants to include this product in all departments (Product owned but not in use).
6. Institute a collaborative approach to financial aid project request review. Rationale: OIT indicated that there was a programmer dedicated to financial aid needs yet review and in depth discussion of requirements for project requests were not included as part of the initial process. After initial project request is submitted, the programmer and project requestor should review the requirements of the department, the outcomes of the project and then map the data elements needed to complete programming. This will enhance clarification and communication of the request and provide improved services between OIT and Financial Aid.

7. Provide team building opportunity for financial aid technical manager, student services systems officer and dedicated OIT programmer.

The following recommendation maybe achieved independently by the Financial Aid Office:

8. Adopt a financial aid advisory council to also include a student representative.

The following recommendations require the support from other departments:

9. Ensure the development of quality customer service plan at the campuses (support needed by campus Deans of Student Services).
10. Hire financial aid technician that supports the financial aid manager of technical processes (budgetary support is necessary).
11. Hire financial aid business and technology analyst.