

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Financial Aid and Literacy

Leader(s): Dr. John Perry, Director of Financial Aid and Matt Zarris, Assistant Director of Financial Aid

Implementation Year: 2015 - 2016

Goal 2: Simplify the student financial aid process for students while maintaining efficiency and accuracy of processing.

Objective 1:	<p>Implement the use of a document imaging system.</p> <p>This would allow for files to be stored electronically which saves a great deal of space as well as provides a more secure environment for confidential information. This would also create a considerably quicker and easier level of accessibility for our staff to view and/or update files.</p> <p>In addition to storing files electronically, a campus-wide document imaging system will allow the Office of Financial Aid to establish electronic workflows thereby creating a “paperless” office.</p>
Action Items	<p>Train staff and student employees on Singularity imaging system</p> <p>Make sure staff and students have access to Singularity</p> <p>Set schedule for imaging</p>
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Files from previous years will be imaged and digitally stored and paper files will be destroyed per rules and regulations of the State of Illinois
Responsible Person and/or Unit (Data collection, analysis reporting)	John Perry; Matt Zarris; GSU Library Designee
Milestones (Identify Timelines)	November 1 – planned completion for 13-14 files
Desired Outcomes and Achievements (Identify results expected)	Continue imaging each academic year to prevent files from piling up in the file room

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Objective 2:	Properly informing and training the Office of Financial Aid staff on the continually changing rules and regulations of state and federal financial aid. This will be done through in-house training and attendance at professional organization training meeting/workshops.
Action Items	Group training during FA department meeting times Individual training sessions
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Decrease in errors on verification files Decrease in issues/findings with audit
Responsible Person and/or Unit (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon
Milestones (Identify Timelines)	December 2014 – Individual training projected completion
Desired Outcomes and Achievements (Identify results expected)	Decrease in errors on verification files Decrease in issues/findings with audit

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Objective 3:	Continue to maintain our flexible, open-door policy, allowing for walk-in appointments, regardless of the day of the week, or the time of the year. In that same vein, refuse to compromise our policy of returning phone calls/emails within one business day.
Action Items	Continue to allow students to meet with FA advisors with and without appointments Work with Admissions to meet with student earlier in the year Continue to train new student employees to assist with phone calls/emails
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Less student complaints Less phone calls Increased knowledge of students
Responsible Person and/or Unit (Data collection, analysis reporting)	Sylvia Ponce De Leon; Matt Zarris
Milestones (Identify Timelines)	August 2015 – Start of term and evaluate against prior year
Desired Outcomes and Achievements (Identify results expected)	Reduced student questions/issues/complaints Increased favorability with FA

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Objective 4:	Work alongside ITS, utilizing SharePoint, to develop a universal system for processing scholarships and waivers. This restructuring of the piecemeal process that is currently in existence will allow for heightened precision and promptness, as well as allow for far greater ease in terms of tracking and reporting.
Action Items	ITS-driven process to develop SharePoint Training external parties who will use this system
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Transition from paper/email piecemeal processing to structured, centralized process
Responsible Person and/or Unit (Data collection, analysis reporting)	Sylvia Ponce De Leon; Matt Zarris
Milestones (Identify Timelines)	December 2014 – Projected completion heavily dependent on ITS
Desired Outcomes and Achievements (Identify results expected)	Create a centralized process to process student waivers in a fast, efficient manner.