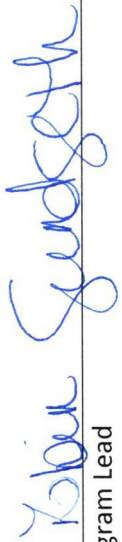


Program Action Plan Template

Program: Financial Aid		Date: 4/23/19	Submitted By: Robin Sundseth
Action Item 1			
Proposed Action	Increase receptionist coverage to two fulltime positions – both triage for Financial Aid and SS Reps		
Responsible Party	2 full time receptionists cover the front counter in Founders Hall which allows for students to submit verification paperwork when financial aid staff are not available.		
Success Criteria	Minimal delay of paperwork being received during times of closure or fin aid staff being available. Receptionists able to triage walk in students, phone calls and emails when fin aid staff are not available.		
Resources	Robin Sundseth		
Timeline	September 2018 – Fall term		
Action Item 2			
Proposed Action	Increasing professional development for financial aid staff		
Responsible Party	Better receptionist coverage at the front counter allows financial aid staff to focus on researching so that we remain in compliance. Staff are able to be off campus to attend trainings/conferences and students are still able to submit their verification paperwork to the receptionists.		
Success Criteria	Robin Sundseth		
Resources	Each staff member able to attend a minimum of 2 off campus trainings/conferences as well as webinars as available.		
Timeline	September 2018 – Fall term		
Action Item 3			
Proposed Action	Improving efficiencies with student financial aid paperwork		
Responsible Party	Implementing a fillable pdf process for developing documents that students can complete online and electronically sign. This will reduce the amount of paperwork that is handled, as well as provide a way for students without a printer or scanner to submit their paperwork.		
Success Criteria	Robin Sundseth		
Resources	50% reduction of paper		
Timeline	1 year to fully implement		

Program Action Plan Template

Signatures:

Robin Sundseth		4/23/2019
Department or Program Lead		Date
Dean of Instruction (when applicable)		Date
Dean of CTE (when applicable)		Date
Vice President or President		Date