

## OPERATIONAL PLAN

*This form is ONLY completed for year 1 goals. List goals in order of importance, 1 being top priority.*

Department Name: **Enrollment Services**

Fiscal Year of Execution: **2018-19**

GOAL #	SUPPORTS STRATEGIC PLAN #	GOAL DESCRIPTION	# OF STEPS TO COMPLETE GOAL	DEADLINE FOR GOAL COMPLETION	ASSIGNED TO	RESOURCES NEEDED	MEASUREMENT OF COMPLETION
<b>1</b>	Decrease Financial Aid Processing Times	Implement changes in the Financial Aid Office that will improve efficiency by decreasing waiting times for students to receive their funding.	13	05/01/20	Jeremy Raisor	Money for software purchases, IS and staff time, dedicated server space, professional consulting services.	Software solutions purchased, installed, and integrated; processing times reduced; student satisfaction rates increase.
	<b>GOAL JUSTIFICATION</b>						
<p>Current financial aid processing times are much longer than other community colleges in the state (8 weeks compared to an average of 2 weeks). Supporting software and processes are out of date and require a lot of manual double and triple checking. We use a completely paper process that is time intensive and has many disadvantages. Each semester we hear from many dissatisfied students and we have students that drop out of the process and never enroll and/or never receive their funding.</p>							

### DETAIL OF ACTION STEPS

GOAL # 1	DESCRIPTION OF STEPS	Time Estimage
Step 1	Identify and hire Financial Aid consultant	Completed 7/1/2018
Step 2	Work with consultant to determine inefficiencies, make recommendations, and seek approvals	Completed 9/1/2018
Step 3	Develop RFP document for financial aid processing software	Completed 10/31/2018
Step 4	Purchase CampusLogic verification software	Completed 10/2018
Step 5	Configure and implement Single Sign On	Completed 4/12/2019
Step 6	RFP process completed and PowerFAIDS purchase made	Completed 4/2019
Step 7	Configure and implement CampusLogic StudentForms	Completed 4/15/2019
Step 8	Begin configuration of PowerFAIDS	Completed 9/24/2019
Step 9	Configure and implement CampusLogic AwardLetter	Completed 12/01/2019
Step 10	Finish configuration, integration, and implementation of PowerFAIDS	Estimated completion 2/29/2020
Step 11	Begin configuration and implementation of Document Imaging (OnBase?)	Estimated completion 3/1/2020
Step 12	Review and adjust financial aid processes and practices to fully utilize new software	Estimated completion 4/1/2020
Step 13	Begin completely new financial aid awarding process including document imaging and processing software.	Estimated completion 5/1/2020

SPASC APPROVAL?	APPROVAL DATE:
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## INITIATIVE & PRIORITY WORK SHEET

Goal Responsible (GR) Person: **Jeremy Raisor**

Overall Responsible (OR) Person: **Rickey Jackson**

YEAR 1: GOALS	RESOURCES					
Description of Assigned Goals	Needed College Resources	Operational Budget Requirements	Capital Budget Requirements	Challenges or Barriers	Can Complete In 1 Year? <i>(if no, move to year 2 or 3)</i>	List any unexpected barriers encountered during implementation:
Implement changes in the Financial Aid Office that will improve efficiency by decreasing waiting times for students to receive their funding.	Money for software purchases, IS and staff time, dedicated server space, professional consulting services.	\$17,000 - Consultant \$50,000 - CampusLogic	\$120,000 - Processing Software	Buy-in, interdepartmental cooperation, funding.	No	Single Sign On delays, IS time constraints, employee turnover and training
YEAR 2: GOALS	RESOURCES					Why were these goals NOT included in year 1?
Configure, integrate, and implement new financial aid software that will automate processes, reduce bottlenecks, and decrease waiting times for students to receive their funding.	IS and staff time, dedicated server space.	\$50,000 - CampusLogic	\$20,000 PowerFAIDS maintenance	Buy-in, interdepartmental cooperation.		Implementation timelines
YEAR 3: GOALS	RESOURCES					Why were these goals NOT included in year 1 or 2?

Approval Signatures and Date
GR:
GR Supervisor:
OR:

Goals suggested to be deleted or placed on the "Opportunity Board." <i>(Add brief rationale - leave blank if none)</i>