

Student Affairs Division
 Department: Financial Aid
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Support ERP implementation.	<p>Continue to meet the aggressive training schedule for accurate system set-up (Debbie & Vikki).</p> <p>Testing, testing, and more testing (Barbara, Corey and Sandra).</p> <p>Meet as needed with Student and Accounts Receivable teams (Debbie & Vikki).</p> <p>Meet weekly with all team leads (Vikki).</p>			3	4	
2. Increase efforts to lower default rate.	<p>More direct contact with borrowers after they leave YC.</p> <p>Transition from online to in-person loan entrance interviews.</p> <p>Investigate and utilize additional default management tools available</p>			1 & 2	2	

	through loan partners.					
3. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs staff	Collaborate with Student Affairs managers and Assistant Dean of Student Affairs to identify customer service best practices. Provide appropriate training to staff.			1 & 2	5	
4. Evaluate and enhance one-stop services	Collaborate with Student Affairs managers and Assistant Dean of Student Affairs to evaluate ways to streamline services through a variety of means including lobby design, signage and sharing/reorganizing human resources.			1 & 2	1,2,4 &5	