Intake and Onboarding Financial & Billing Implementation Team

Area Representatives
1. Maureen Boufas - Team Leader
2. Stacy Kenyon
3. Colleen Cornmire
4. Rosemarie Pastorella
5. Kelly Miller

Student Support Advisor Recommendations

1. Have the Student Verification & other financial aid forms online so students and families can complete them on their phones
2. Fall FASFA information is downloaded in mid-March so we need to let incoming students know when to expect information as many expect to get it earlier
3. Financial aid awards are currently 4 clicks into SIRS, it needs to be closer to the front/more accessible and easy-to-find
4. Students need all information related to money, financial aid, & billing at once from the college so expand financial aid award letters to clearly explain true costs (ex: additional program costs) and also information about foundation scholarships, how buying books works (options to rent, etc.), and explain work study (and how to apply if they didn't) and student assistant jobs
5. If financial aid award letters go out before acceptance the college should take steps to reach out to those students
6. Explore alternatives to the MVCC-specific Parent PLUS loan application that was instituted due to security problems with only using the online application
7. For each term advertise in advance the specific date that bills will be available and books can be purchased using financial aid
8. The process for students to get emergency loans from ASC involves a great deal of running around for the student and should be streamlined, and also aligned with emergency loans through the foundation so that students know about them and can easily access both as needed