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COMMUNITY COLLEGE DISTRICT NO. 508
MAY 10, 2018

City Colleges of Chicago

Electronic Documents and Student Service Improvements

*Improving Student Service Through More
Personalized Financial Aid Advising*

**Presentation to CCC Board of Trustees
May 10, 2018**



Moving From Paper Files to Electronic Documents

Paper Files

- **Subject to error – misfiling**
- **Require students to have all documents submitted at the same time to avoid having to match them later**
- **Students wait in long lines to submit documents**
- **Staff have to deal with frustrated students**

New Technology – Electronic Documents

- **All financial aid forms made into electronic documents with electronic signature**
- **Additional scanned documents can be attached and submitted electronically**
- **Documents stored securely by vendor**
- **Students tend to adopt easy-to-use technology quickly and appreciate the convenience.**
 - **Most students already use electronic devices for ordering books.**

Federal Verification

- **Financial Aid Directors reported that nearly 100% of the staff time is spent in verification during peak processing season**
- **Around 75% of staff time spent in verification during off-peak time**
- **Internal and External audit findings require heightened accountability and disciplinary action when verification errors are found**

Financial Aid Goals

- **Shift the focus of financial aid advisor work from being transactional to transformational.**
- **Invest in financial aid advising staff to support students with valuable financial aid advising services**

Value Added Advising Services

- SAP appeal review and advising
- Financial literacy workshops
- Student Loan Counseling
- FAFSA workshops
- Phone advising



Win Win

- Moving from *transactional* to *transformational* will improve the student experience in the financial aid offices
- Maximizing staff's time and impact

Training

- Our implementation plan includes much training for staff
 - New document submission process
 - Working with a verification partner
 - New advising role

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May 3, 2018



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