

Training room for webinars and meetings: We have a small storage room with a table that we use for Staff meetings, but it is too small for our current staff size. We also have need to view many training webinars, and conference calls on a large screen, and have to rely on limited availability of other conference rooms for our training needs; room availability is often limited. Please plan for additional smart conference rooms when reviewing facilities, or incorporate one into the financial aid office.

Mark an X before each area that is addressed in your response.			Definitions of terms: <a href="https://bit.ly/2LqPxOW">https://bit.ly/2LqPxOW</a>				
<input type="checkbox"/>	Community Partnerships/Outreach	<input checked="" type="checkbox"/>	Facilities, Supplies and Equipment, Software	<input type="checkbox"/>	LPC Planning Priorities	<input checked="" type="checkbox"/>	Services to Students
<input type="checkbox"/>	Course Offerings	<input checked="" type="checkbox"/>	Financial/Budgetary	<input type="checkbox"/>	LPC Collaborations	<input type="checkbox"/>	SLO/SAO Process
<input type="checkbox"/>	Curriculum Committee Items	<input type="checkbox"/>	Human Resources	<input type="checkbox"/>	Pedagogy	<input type="checkbox"/>	Student Equity
<input type="checkbox"/>	External Factors	<input type="checkbox"/>	Learning Support	<input checked="" type="checkbox"/>	Professional Development	<input checked="" type="checkbox"/>	Technology Use

**G. Short Term Planning: What are your most important plans (either new or continuing) for next year? Describe plans starting now and continuing through AY 20-21.**

**Implementation of the following:**

**Campus Logic:**

A new verification software was purchased by the district to facilitate with a single sign-on portal for students to complete their verification worksheets and upload financial aid required documents. The colleges can customize and co-brand the system, and allow students to have one location to conduct business, through upload of files to the Campus Logic system. The new software provides two-factor authentication for security, email, and text are the options to alert students on the need to follow up with financial aid.

In addition, the system also provides desktop and mobile app versions for students and allows colleges to compare data from the FAFSA to verified data from taxes, other documentation, clearing those that match and pushing discrepancies to financial aid staff. Campus Logic also provides metrics to show workflow, data, and progress toward the SCFF outcomes for the three Supplemental performance metrics.

**Chatbot:**

This is a new integration system that will assist the financial aid office with the daily influx of questions related to financial aid with automated personalized responses, in English and Spanish. Chatbot Financial Aid is helping to answer basic common questions regarding the aid process, eligibility, information about required documents, and many other common financial aid –related questions.

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