

<p><b>Unit Operational Plan</b></p> <p><b>2024-2025</b></p>
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**Name of Unit:** Financial Aid

**Mission Statement (for the unit):**

The Financial Aid (FA) office of Jefferson State Community College (JSCC) is dedicated to maximizing student success in their postsecondary education pursuit by minimizing financial barriers. While the primary responsibility of paying for college lies with the student and the student’s family, JSCC FA offers a variety of aid sources such as grants, loans, scholarships, and work study to assist as many qualified students as possible. Our office strives to assist students in covering the cost of their main educational expenses as best possible.

**Unit Goals**

Unit Goals	Unit Outcome	Institution Strategic Plan	Fundamental Principles
Increase opportunities for professional growth and development, and manage living wages for FA staff members	Each fulltime staff member will be the afforded the opportunity to participate in at least 1 conference, 1 workshop, and 1 training directly related to their departmental responsibilities each year.	Professional Development Opportunities: Increase opportunities for professional development for all employees	Professional development experiences that enable personnel to maintain currency in their respective fields, increase their awareness and use of alternative methods of meeting the needs of a diverse student population, and develop innovative approaches to fulfilling their roles in the institution. [HR 4.2]
Increase opportunities for professional	Transition Rose Cobb from her current EE salary	Professional Development Opportunities: Increase	Professional development experiences that

growth and development, and manage living wages for FA staff members	schedule, grade E101, to a Local Salary C-3 Level V schedule and title of Manager of Veteran and Military Affairs	opportunities for professional development for all employees	enable personnel to maintain currency in their respective fields, increase their awareness and use of alternative methods of meeting the needs of a diverse student population, and develop innovative approaches to fulfilling their roles in the institution. [HR 4.2]
Continue to utilize technological advances to ensure JSCC students are aware of and have open access to financial aid assistance options.	FA will install and make available to students a digital multi-year, multifaceted scholarship program management platform.	Student Retention and Completion: Increase Fall-to-Fall Retention Rate	Necessary financial support, administrative structure, and institutional support services that facilitate the college's operation. [LE 3.5]
Continue to research and find additional opportunities to provide financial support for JSCC students	Support our adult learning student population by working with their director to create scholarships and participate in the development of (Re)Engage through the Alabama Commission on Higher Education (ACHE)	Increase and enhance support for adult learners	Necessary financial support, administrative structure, and institutional support services that facilitate the college's operation. [LE 3.5]
Continue to research and find additional opportunities to	Work with college stakeholders (Deans, Associate Deans, HR, and IT)	Student Retention and Completion: Increase	Necessary financial support, administrative structure, and

provide financial support for JSCC students	to develop a dedicated platform for work study position processing	Fall-to-Fall Retention Rate	institutional support services that facilitate the college's operation. [LE 3.5]
Increase communication lines with financial aid students	Work with JSCC's Director of Strategic Communications to provide updates to financial aid students across multiple channels of communication	Student Retention and Completion: Increase Fall-to-Fall Retention Rate	Necessary financial support, administrative structure, and institutional support services that facilitate the college's operation. [LE 3.5]

**Unit Plan for the next year**

- 1. Goals** – The activities through which the outcome will be achieved. Each Unit Outcome should have at least one goal.
- 2. Method of Assessment** – How the unit will determine if the objective has been met.
- 3. Funding/Rationale** – Provide an estimate of the cost of achieving the objective. Also, include a description of how these funds will be used to accomplish the objective.

Goal	Assessment	Funding/Rationale
Ensure each fulltime staff member is listed under institutional members/access for FSA, AASFAA, SASFAA, and NASFAA	Log in to the respective membership/access sites and print a roster.	Estimated \$15k in membership fees, travel expenses and registration fees
Submit proposal and justification to our VP of Enrollment Management and Student Affairs for budget approval of Rose's salary increase through JSCC's budget committee.	Review the decision of the budget committee for 2024-2025 and take the necessary steps to implement. Compare Rose Cobb's salary schedules, new and former	Estimated salary increase of \$15k/yr.

<p>Get financial and service quotes from 2-3 companies that provide scholarship management platform services and research application program interface compatibility with current technology used by JSCC and ACCS. Submit proposal to VP of Enrollment Management and Student Affairs for budget approval.</p>	<p>Review the decision of the budget committee for 2024-2025 and take the necessary steps to implement. Get contract proposal signed and submitted to set up implementation plan.</p>	<p>Estimated \$9k for the first year and \$8.5k thereafter</p>
<p>Continue to work with ACHE and the Director of Adult College Services to communicate scholarship opportunities to our qualifying student population.</p>	<p>Review eligible student data reports from the Office of Institutional Effectiveness and other areas of Argos reporting. Ensure communication was made with these students and awards given respectively.</p>	<p>No additional cost beyond work hours of existing salary employees</p>
<p>Set up meetings with stakeholders (Deans, Associate Deans, HR, and IT) to develop a dedicated platform for work study position processing</p>	<p>Submit meeting notes and follow-up tasks along with technological options for a work study platform, along with financial discoveries related to the solutions</p>	<p>No cost [to meet] until a solution is met, and an estimate obtained</p>
<p>Continue to work with JSCC's Director of Strategic Communications to increase the channels and frequency with which we update financial aid students</p>	<p>Measure communications with click rates for emails and other channels</p>	<p>No additional cost beyond work hours of existing salary employees, unless costs incurred from expanding social media presence</p>

