

# THE INSIDES OF FINANCIAL AID THAT CAN WORK AT YOUR SCHOOL

---

- **Are you new or seasoned?**
- **Learn, discover, find new ways!**

**Moderator: Racquel Crisp, Financial Aid Specialist,  
College of the Desert**

**Speaker:**

**Brian Heinemann, Director of Financial Aid,  
Copper Mountain College**

**John Muskavitch, Director of Financial Aid, Crafton Hills College**

# POLICIES AND PROCEDURES:

---

- Always keep a file on your desk top.
- Update throughout the year
- Pass out the draft in October
- Best time to update is upon returning from any workshop or conference.
- Allow staff to review and provide feedback

# BEST SOURCE OF INFORMATION:

---

- Your colleagues
- Your regional meetings
- Your staff
- Your students
- CCCSFAAA Web site

# GET OTHERS INVOLVED

---

- Term Dismissal/ Financial Aid Appeals committee has faculty, EOP & counselors
- Pull a student from the counter to get their opinion.
- Don't ask....Tell your VP/ DEAN...This is what you are going to do.

# VOLUNTEER

---

- CCCSFAAA
- CASFAA
- WASFAA
- NASFAA
- The opportunities are endless.
- Working a conference.
- Hosting an event.

# WHO ARE THE PLAYERS

---

- Academic Senate President
- Faculty
- Management
- Student senate
- Student life includes STUDENTS
- EOP
- Counseling/ Admissions & Records

# MAKE YOUR WEB PAGE E Z

---

- We have 3 EZ steps
- Have a video on the page
- Facebook/ Twitter
- Be creative
- Post deadlines “EARLY”

# ALWAYS ADD HUMOR TO THE STAFF

---

- Please be advised our staff have been trained to answer dumb questions
- God loves dumb people, that's why he made so many
- Help me Help you!
- Our theme song plays in the office “Cry me a river”

# THINGS TO REMEMBER

---

- The student is the most important person in the office.
- I do NOT believe the “customer is always right”
- Just once, I want my Dean to speak to me about a complaint from a student that has a 2.0 GPA or higher

# WORK YOUR PRESIDENT/ KNOW THEM WELL

---

- Forget “chain of command”. If the OIG shows up, it will be you and the president in the back seat with the handcuffs on, not your Dean, V.P. or others

# ALWAYS TREAT THE STAFF EQUAL

---

- No favorites
- Set policy/ rules that work for you
- If you do for one, can you do for all?
- Buy treats throughout the year
- Play jokes on the staff
- Know your staff VERY WELL

# QUESTIONS:

---

- Remember~ There are never dumb questions, only dumb answers.....