FLAIR State and National Presentations

3  HEP PROJECT DIRECTORS  Held on March 26-28, 2013 in Washington DC with a theme of planning for student success

5  ELLUCIAN CONFLUENCE  Showcase - New web portal features

6  27th COLLEGE & UNIVERSITY BURSARS & STUDENT FINANCIAL SERVICES CONFERENCE  Networking with a nationwide group of peers from colleges and universities throughout the U.S.

6  2013 STUDENT SUCCESS & RETENTION  Discuss common issues, successes, and challenges with a goal of supporting student success and retention in post-secondary education

7  UPCOMING CONFERENCE PRESENTATIONS  that include FLAIR, PCC’s Financial Literacy and Access to Improved Resources program:
MISSION AND VISION

As presented clearly and boldly by the key speakers at the conference, our educational goals today in the United States are to:

- **Help** students complete degrees
- **Assure** quality
- **Leverage** federal financial aid so that students succeed and complete
- **Integrate** financial literacy as a part of education for each student
- **Discuss** ideas and issues that help to ensure long-term institutional effectiveness
- **Increase** students’ retention
- **Hold** one another accountable individually and institutionally
- **Make** data-driven decisions and develop strategic plans based on data
- **Make** sure HEP (Higher Education Programs) leaders support the mission of the USDE (President Obama’s Educational Goal)

HEP Projects Directors’ Meeting

The HEP (Higher Education Program) Project Directors’ Meeting was held on March 26-28, 2013 in Washington, D.C. with a theme of planning for student success. Two PCC staff members, **Veronica Garcia (Dean of Student Affairs) and Rhonda Boyd (Title III Project Director)** were selected to present and speak during the afternoon of open workshop sessions at the conference. Veronica and Rhonda shared a report, practices, models, and accomplishments of the **Title III FLAIR** grant program during the first two years of implementation at PCC.

“Help students complete degrees”

They noted the huge success of the **Deletion for Non-payment** project that has drastically reduced student collections at PCC. They also highlighted the completion of two education modules, as part of PCC’s financial education program:

- **Student's Guide to Money**
- **Managing Financial Aid**

Additionally, they discussed PCC’s **mandatory financial literacy** program for “at-risk” financial aid students that began in Fall 2012.

After the presentation, **Veronica and Rhonda** received a great deal of positive response from the audience, especially regarding PCC’s cross-department teamwork as well as compliments regarding the presentation, handouts, and report. Many audience members also requested the content within PCC’s **Student's Guide to Money**.

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**HELPFUL CONTENT**

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A UNIQUE LEARNING OPPORTUNITY

The HEP Project Director’s Meeting was a great opportunity for all higher education leaders from more than 1000 national institutions to share their experiences, learn effective practices, and gain connections and support from others and the USDE. The nation’s trend and vision of student success influenced all presentations and sessions at the conference.

The HEP Projects Directors’ meeting included all USDE Higher Education Programs:

- U.S. Department of Education
- Office of Post-secondary Education (OPE)
- Institutional Services (IS)
- Student Services
- Fund for the Improvement of Post-Secondary Education (FIPSE)

Noticeably, the Higher Ed Program (HEP) Project Directors’ Meeting was the first national gathering that included members of Obama’s administration, members of the House of Representatives, and all USDE staff supporting higher education funded programs.

“Hold one another accountable individually and institutionally”

PRESIDENT’S OBAMA GOAL FOR FY 2013

The HEP Project Directors’ Meeting (FY 2013) focused on President Barack Obama’s goal that the United States will produce the world’s highest proportion of college graduates, and the world’s most competitive workforce, by the year 2020. President Obama and Secretary of Education Arne Duncan agree that education is not only an economic necessity for the nation, but a moral imperative.

CONFERENCE QUOTES:

“I will is just as important as IQ”

“Shadow-boxing – get ready to compete; the U.S. can’t have 1/3 of our young people in the shadows.”

“When we meet challenges, that’s called progress. The reward for good work is more work.”

CHAKA FATTAH
Congressman, 2nd District of Pennsylvania

“America’s future is directly linked to the quality of education that we provide our children, young people, and adults,” as Duncan said in September 2012.

ARNE DUNCAN
U.S. Secretary of Education

“Developmental Education is the Graveyard of Higher Education (almost 50% of entering college students)”

DR. MARTHA KANTER
Under Secretary, U.S. Department of Education

“Education, the surest path, to our personal success.”

“Brain power is the new currency of success. Education is a fundamental right.”

JOAQUIN CASTRO
Congressman, 20th District of Texas

TITLE III FLAIR GRANT DISSEMINATION

PCC shared the content of its Student’s Guide to Money with these colleges and/or universities:

- Seattle Community Colleges
- University of Hawaii
- Dallas County Community College
- Bloomfield College in New Jersey
- Laredo Community College in Texas
- Missouri State University
- Peralta Community College District in Oakland, CA
- Pacific University
- Clackamas County Community College

SPEAKERS

VALERIE JARRETT
Senior Advisor to President Barack Obama

JEFF BAKER
Director, Policy Liaison and Implementation, FSA, U.S. Department of Education’s Office of Student Federal Aid

JOAQUIN CASTRO
Congressman, 20th District of Texas

CHAKA FATTAH
Congressman, 2nd District of Pennsylvania

JAMES RUNCIE
Chief Operating Officer, FSA, U.S. Department of Education

DAVID DOWNEY
Management Analyst, Office of Risk Management Service, U.S. Department of Education

DEBRA SAUNDERS-WHITE
Deputy Assistant Secretary, Higher Education Programs, U.S. Department of Education

DR. MARTHA KANTER
Under Secretary, U.S. Department of Education
Within the last two years, significant changes have been implemented in MyPCC to improve student access to financial transactions at the college. Luis Menchu, Xiaobin Li, Rod Botts, Mike Arnold, Lydia Rediske, and department programmers and staff have worked extremely hard to make this vision of transparency for students happen. As a result, new features have been added to the Paying for College tab: Financial Aid (FA) Dashboard, Veterans Dashboard, Don't Get Deleted and updates to the My Accounts channels. These new features were implemented in order to create tools that communicate important financial information and status to PCC students. On April 7-10, 2013, our PCC team participated in the Ellucian Conference to showcase these new web portal features.

At Ellucian Live, 8,500 participants from 2,400 higher education institutions around the world came together for a common purpose to embrace new ideas, develop new insights, and design new approaches to help education move forward.

During the conference, presenters had 5 minutes to display their college’s portal improvements and/or inventions. Each presentation was judged by the audience’s applause.

PCC’s FA Dashboard – a great feature, a great success

PCC’s FA Dashboard stood out amongst other products and colleges due to its step-by-step layout of the Financial Aid process from beginning to end. The idea was initially inspired during the initial Financial Aid Lean Team in October 2011 based on Domino Pizza’s online waiting and status process. The FA Dashboard centralizes the FA application process at PCC and helps students navigate their way through the process.

Students now can see a visual indicator regarding their status in the financial aid process for an aid year as well as directions or actions that must be taken to satisfy requirements. This is great news for students because the information is clear, transparent, and simple to access. In fact, they only need to look at the FA Dashboard to get a quick overview of their current status.

Additionally, for PCC front-line staff, the FA Dashboard is a great improvement because it helps them see exactly where students are in the financial aid process and frees up their time for more high-value interactions with students.

Future plan for FA Dashboard

Looking forward, Luis, Xiaobin, Rod, Jody and others plan to implement these features within the FA Dashboard by the time we award students for the 2014-15 academic year (May 2014):

- Expand the Planning Ahead tab to show students how much loan debt that they have accumulated
- Show students’ progress toward completion of their degree or program.

Colleges requesting information about PCC’s FA Dashboard

- Delaware County Community College
- Oregon State University
- Lane Community College

Luis Menchu, with his expertise, confidence, and outstanding presentation, brought PCC the second prize over all in the Ellucian Live, 2013. Kudos!
On April 21-24, 2013 PCC Treasury Controller Dee Wilson attended the 27th National College & University Bursar SFS Conference along with other higher education professionals from over 200 private, public, and proprietary colleges, universities, and trade/technical schools throughout the U.S.

Dee Wilson, PCC Bursar, presented “Deletion for Non-Payment: Tough Love for a Tough Problem.” Over 30 people representing colleges and university around the nation attended Dee’s session. The presentation explored the leadership role of PCC’s Bursar’s office in student registration and payment. Dee shared with her conference colleagues how PCC launched Deletion for Non-payment (DNP) successfully.

At the conference, there were thirty (30) concurrent sessions, more than any other conference about college bursary, business office, student financial services and treasury management subjects.

Dee felt that this conference was a great opportunity for PCC to network with other higher education professionals and learn more about existing software packages, current projects, trends, and procedures. During the conference, Dee gained valuable insight in areas such as financial literacy, fraud prevention, debt management, and technology. She also learned more about changes other higher-ed. institutions are making, as well as information about billing and refund services.

Goals – PCC’s Deletion for Non-payment Requirement

- All PCC students will have a financial arrangement established that meets the college’s policies and procedures for payment.
- All PCC students will understand the importance of financial preparedness in planning for student success and retention.
- The Accounts Receivable (AR) office will send fewer accounts to collections due to non-payment.
- Course seats will be filled by students who are financially committed to the course.

2013 Student Success & Retention Conference

Each year, educators from campuses across Oregon come together to discuss common issues, successes, and challenges with a goal of supporting student success and retention in post-secondary education. On February 7-8, 2013 staff from student service areas of PCC participated in the event. The keynote speaker for the conference was Dr. Tia Brown McNair, Senior Director for Student Success in the Office of Diversity, Equity, and Student Success at the Association of American Colleges & Universities (AAC&U).

As a large community college institution, PCC was invited to present on many initiatives underway at PCC to encourage student success and retention:

- Creating a Culture of Evidence: First Steps
  Presenters: Dr. Linda Reisser, Dr. Vicki Wise

- Developing an Online Orientation for New Distance Learning Students
  Presenters: Jason Pinkal, Carey Larson

- It’s Auto-Magic! Awarding Degrees upon Completion
  Presenter: Kristin Benson

- Preparing Students for Academic Success
  Presenters: Veronica Garcia, Rhonda Boyd

- Critical Theory & Social Justice: Approaches to Quality Education & Completion
  Presenter: Amara H. Perez

- The Puentes Program: Unique Collaboration between Student Development and Instruction at the Rock Creek Campus that Directly Supports Under-served Populations in the Immediate Community
  Presenters: Jean Garcia-Chitwood, Melissa Rico, Sara Seeley, Diane Edwards, Angel Bautista, Juliet Gaona
Upcoming conference presentations that include FLAIR, PCC’s Financial Literacy and Access to Improved Resources program:

ASSOCIATION OF COMMUNITY COLLEGE TRUSTEES (ACCT) 2013 ANNUAL LEADERSHIP CONFERENCE

October 2-5, 2013 - Seattle, Washington

PRESENTATION:
Financial Strategies to Enhance Retention and Completion
- Christine Chairsell, VP Academic and Student Affairs
- Denise Frisbee, Chair - PCC Board of Directors
- Rhonda Boyd, Title III Project Director

NATIONAL SCHOLARSHIP PROVIDERS’ ASSOCIATION 2013 CONFERENCE

October 14-17, 2013 - Portland, Oregon

PRESENTATION:
Demystifying Scholarships: Creating a Self-serve Guide to the Scholarship Application Process
- Jennifer McBratney, Program Officer for Scholarship - PCC Foundation
- Lydia Rediske, PCC Web Development Specialist

NATIONAL CONFERENCE ON STUDENT DEVELOPMENT, ANNUAL CONFERENCE

October 20-22, 2013 - Tampa, Florida

PRESENTATION:
Leading Change: Student Success Roadmap and Improved Financial Resources
- Veronica Garcia, PCC Dean of Student Affairs
- Heather Lang, Sylvania Dean of Student Development
- Linda Reisser, Cascade Dean of Student Development
- Miriam Friedman, Southeast Center Dean of Student Development
- Narce Rodriguez, Rock Creek Dean of Student Development