

# CLASSIFIED NEWSLETTER

## INSIDE THIS ISSUE:

### *Financial Aid & Student Support Center*

#### **Contribution to Student Success**

- ◇ By advertising and updating information such as workshops and performing outreach for high school students.
- ◇ We contribute to continued student success by providing students with financial assistance.
- ◇ Many students would not be able to complete their educational goals without financial aid.
- ◇ We assist students in applying for and obtaining grants, fee waivers, work study, and student loans to help them financially support themselves through college.
- ◇ Financial Aid eligibility is determined based on federal, state, and institutional policies.
- ◇ Financial Aid can waive their tuition fees and provide students with the funds to pay for the supplies they need for their classes
- ◇ We work with students one-on-one to answer any questions they have about financial aid and refer them to other programs on campus

## DEPARTMENT RECOGNITIONS

### GETTING TO KNOW OUR CLASSIFIED STAFF

#### Describe your role and duties in your department:

**Yolanda Lucero**— I get to supervise a fabulous group of individuals, who are all dedicated beyond belief! My role as Supervisor is to be sure the program is following policies set forth by the US Department of Education and State of California, while also providing great service to students. In addition, I support the career and educational goals of the staff and encourage professional development opportunities.

**Janet Alvarado**— I am a Financial Aid Officer. I coordinate the Federal Work Study program on campus. I am also the Foster Youth liaison in the Financial Aid Office. Another one of my assignments is to assist students who are considered dependent on the FAFSA application. All of the FAOs assist in processing financial aid appeals, financial aid files, participate in financial aid application workshops, and give the occasional classroom presentation.

**Maria Perez**— I am a Financial Aid Officer. I process R2T4's (Return of Title 4 funds). When a student either drops his/her classes, I do the calculations to determine if the student either owes funds or if he/she is eligible for aid. Sometimes I have to contact the instructors to verify attendance to his/her classes. Among other things, I process Cal Grants and, to some extent, monitor our financial aid website.

**Phuong Le**— I am a Financial Aid Officer and my role is to inform students of the availability of the federal student aid programs and the process for applying for and receiving aid from these programs. Federal student aid programs include: Pell grant, Federal Work Study, FSEOG, and Direct Loans. Students can also apply for state aid programs like Cal Grants and BOG Fee Waiver.

**Michell Phu**— I explain financial aid policies, procedures and regulations to enrolled and prospective students, supply information to students seeking financial aid. Help students to fill out financial aid applications. Review and process financial aid awards. Train and oversee student assistants.

**Aksone Lusanaxay**— Process verification files, help answer financial aid questions, run reports and verify financial aid disbursements before they are released to the students.

**Mee Miranda** - I am a Financial Aid Officer. There are various duties that I perform in the financial aid office. One of my main tasks is running different reports in the financial aid system to determine student eligibility.

**Ka Lee** — I assist students in filling out the FAFSA application, Board of Governor's Fee waiver, the CA Dream Act application and help students to understand our process.



## What you need to know

- ◇ We are here to assist CRC students to pursue their educational dreams.
- ◇ Nearly 25,000 (yes, 25,000!) students applied for financial aid with our school this academic year.
- ◇ We're all nice and friendly people (there's just a lot of regulations and rules to follow that kind of make us seem off-putting).
- ◇ We are a great team and put in many hours to assist students in getting their financial aid in a timely manner.
- ◇ We want everyone to know that we are always here to help in any way that we can.
- ◇ We are not mean; we are just doing our job. Most people think that financial aid asks for too much documentation and that we make students go through a hard time to obtain financial aid.

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Maria, Janet, Phuong, Yolanda, Mee, Aksone, Ka, and Michell

## DEPARTMENT RECOGNITIONS CONT....

### How long have you worked at CRC? How long have you worked in the department?

**Yolanda Lucero**— I have worked in financial aid for 12 years and have been a Los Rios employee for 17 years!

**Janet Alvarado**— Two years as a student, a year as a temp, two years as a Financial Aid Clerk, and seven years as a Financial Aid Officer.

**Maria Perez**— I have been working as student help since 2001 and as permanent since 2004.

**Phuong Le**— Permanent staff for 4.5 years. I started out as a Financial Aid Clerk II and was promoted to Financial Aid Officer. Before this, I have also worked as a FWS and Classified Temp for many years.

**Michell Phu**— I have been working in financial aid office for 2 years.

**Aksone Lusanaxay**— At CRC - almost 5 years but in financial aid in general almost 10 years (was at ARC prior).

**Mee Miranda** - I have been working here permanently for 9 years and 6 months.

**Ka Lee** — I have worked 17 months as a student and Temporary staff and was recently promoted as permanent staff.

### What is something your department does to relieve stress and have fun?

- ◇ We have pot lucks for Christmas & gift exchange and try to do birthdays each month during lunch time, but it is a bit hard since we don't close our front counter during this time.
- ◇ We have group monthly birthday & Holiday celebrations and potlucks.
- ◇ We take walks during our break to stretch our legs and ease our mind, we celebrate our staff's birthdays at the end of their birthday month, and we have potlucks to enjoy a different variety of food.
- ◇ We love our potlucks!!
- ◇ We have potlucks for holidays and birthdays as well as a secret Santa gift exchange before the winter break.
- ◇ We just enjoy each other's company!



**Student Support Center  
Staff (SSC):  
EOPS/CARE, CalWORKS  
& Assessment**

**Contribution to  
Student Success**

We help to ensure educationally and economically disadvantaged students in our programs meet their educational goals successfully by providing extra services and resources; we strive to enhance services such as book support through our Lending Library and more open access to Assessment Testing.

The Student Support Department assists students in need of books, tutoring, case management and program support. There have been many times that students would come to my department ready to drop all classes because they do not have their books. Staff will look to see if the books needed are still in the Lending Library and, if so, will allow the student to borrow the books for the semester and not drop classes and so much more.

We are here to help students in any possible way to ensure academic success.

Being that the Assessment exam is part of the matriculation process, our department encourages students to be prepared, stay healthy, and have a positive attitude when taking the assessment exam. We provide them with the necessary tools to scaffold their knowledge in order to achieve their desired goals to the best of their abilities.



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**Shelly M, Shelly C, Aselia, Christy, Salena, Christina, Maria, and Shevonna**

### Describe your role and duties in your department:

**Salena Mamuyac**— I am the supervisor of the CalWORKs, EOPS/CARE and Assessment Programs on campus. I supervise several permanent staff, temp. classified and student assistants in our office, and the day-to-day operations of the Student Support Center. I am also the coordinator of the CalWORKs program which includes maintaining the program budget and completing a yearly program plan.

**Shelly Charron**— I am the CalWORKs Clerk. I handle the CalWORKs student files/data entry/case management, and schedule appointments. I am the campus contact for students who are receiving EDD and much more.

**Aselia Valadez**— In a nutshell, I am an SPA for the Extended Opportunity Program and Services and a Foster Youth Liaison for current and former foster youth attending Cosumnes River College. My duties consist of facilitating program orientations, workshops, providing case management, outreach, and working with campus and community partnerships to best meet the needs of the students being served through the department and campus; my role and duties vary widely.

**Shelly Massi**— I help EOPS students to become successful and reach their goals whatever they might be (i.e. getting job skills to get a full-time job, getting a certificate, graduating with an AA/AS degree or transferring on to get a bachelor's degree). I am also the CARE Coordinator and assist single parents in our EOPS program who are receiving CalWORKs for themselves and their children, or just their children. I provide information on the college as a whole, on program and support services we offer. I meet with my students whenever needed giving them the resources that can make them successful. I also do orientations to the program and class presentations explaining who we are, what we do and why... I could go on and on but we'll just say "other duties as assigned"

**Shevonna Blackshire**— My duties are to assist the coordinator and the EOPS/CARE staff in organizing new student orientations. Prepare book vouchers for our new and continuing students each semester. I keep track of the status of the 400+ students in our program to ensure they remain compliant with our program policies. I send out correspondence/reminders to our students regarding their mandatory appointments with the EOPS counselors. I have the not-so-fun job of removing the non-compliant students from our program. I also assist at the student services front counter by answering inquiries regarding the student services department.

**Maria Aguirre**— Student Personnel Assistant—I provide students with assessment information and direct them to appropriate campus services, and monitor assessment operations in the testing room. Verify the accuracy of test records and test scores, edit test records and scores as needed, retrieve test records, and verify scores for placement.

**Christy Miyagi** - I am the front desk Clerk for the Assessment Center. I greet students and answer any and all questions that they have about Assessment; schedule test appointments for English as a Second Language; and assist in administering placement exams.

**Christina Martinez** — As a Clerk II, I perform all front desk duties including answering phones, making appointments, and assisting students as needed for all programs.

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## Stress Relievers

We celebrate birthdays and holidays and we enjoy our office potlucks.

We REALLY DO CARE and LIKE each other so if it is a busy or stressful time for one or all, we pull together like a team and step in when needed.

We communicate and take pride in everything we do from our day to day tasks to our major events we put on. Communication is key for success and when everyone knows what's going on there is no stress.

For fun, we EAT and have dress up days.



## DEPARTMENT RECOGNITIONS CONT...

### How long have you worked at CRC? How long have you worked in the department?

**Salena Mamuyac** — I have been the supervisor for 3 years.

**Shelly Charron** — 17 years

**Aselia Valadez** — I have worked for CRC for over 12 years, 10 years in EOPS and prior two years in Admissions and Records. Reflecting back on the years, I am proud of the knowledge and experience attained through my employment, being an Alumni of CRC, the camaraderie formed with colleagues and assisting students. The most rewarding benefit in my role of serving students is seeing them achieve their education objectives.

**Shelly Massi**— I have worked in EOPS for a little over 5 years but have worked at CRC going on 17 years.

**Shevonna Blackshire**— I have worked as a permanent employee in the District for 10 years effective in September; but I have worked on CRC campus in the Student Services Department for 7 of those 10 years.

**Maria Aguirre** — 4 years.

**Christy Miyagi** - 1 year; however, I have been working at CRC since 2007.

**Christina Martinez** — I have worked at Cosumnes River College for seven years as student help and a temporary clerk. I just started my position as classified staff in the Student Support Center about two weeks ago.

### What you need to know

We provide a friendly and open environment where students can come in and know we will work to provide them with help and resources in any way we can.

The Student Support Center Staff are compassionate, caring, dedicated people who go above and beyond to assure that the students are successful and reach their academic goals. We each have strengths and knowledge that we bring to the department that makes a very great TEAM.

The Student Support Center department offers a variety of services and resources to assist CRC's diverse population of students. These resources are geared to assist students with academics, tutoring, counseling, case management, mentorship, textbook assistance, career exploration, life skills development, and campus and community resources for at-risk students. Programs and services located within the Student Support Center include: EOPS/CARE, Foster Youth Services, Cal WORKs, Assessment and Department of Human Assistance. We are here to assist students with any inquires, barriers, and program support in an effort to help students attain their educational objectives.

We are available to do classroom presentations to any group of students that you may think would benefit from our services.