

An aerial photograph of the Santa Monica College campus, showing several large, modern buildings with flat roofs and a mix of brick and concrete. The foreground is dominated by a row of tall palm trees. The entire image is overlaid with a semi-transparent blue filter. The text is positioned in the upper right and lower left areas.

Santa Monica College

Onboarding &
Orientation

Departmental New-Hire Guidebook
Financial Aid & Scholarships

SANTA
MONICA
COLLEGE

Where am I on the Onboarding & Orientation Roadmap?

Version 1.0

Onboarding & Orientation Roadmap

01 Thank You
We Appreciate You Choosing SMC
 SMC to confirm contingent offer of employment, outline next steps and share why we are all "Proud to be SMC" by understanding what we do and who we serve.
Who? Immediate Supervisor to reach out.
When? On acceptance of job offer.

02 Signing Up
New Employee Paperwork
 Working with HR to provide relevant documentation and complete any necessary paperwork to gain employment at SMC.
Who? HR to coordinate.
When? On acceptance of job offer.

03 Getting Started
Welcome To SMC
 Information shared to confirm the progress made to date and clearly outline next steps in the Onboarding and Orientation process.
Who? HR to share.
When? On Employment confirmation.

04 Climb Onboard
Getting To Know Each Other
 Attend live 60-minute webinar to provide an overview of SMC, meet other new-hires and interact with one of our SMC HR Ambassadors.
Who? HR to coordinate and New-Hire to attend.
When? Within first 4-weeks.

05 Our Culture
Working At SMC
 Take a deeper dive to understand SMC by connecting with your Campus Partners and review important policies and procedures.
Who? New-Hire to complete.
When? Following Live Webinar.

06 Departmental Know How
Let's Get Acquainted
 Time to connect with the team and begin to learn about departmental roles, responsibilities and position specific expectations.
Who? Immediate Supervisor to coordinate.
When? Arranged by Immediate Supervisor.

07 Working Together
Being Part Of A Team
 Buddy up and orient into a group that provides job specific training, ongoing team building and a compelling and motivating vision.
Who? Arranged by Immediate Supervisor.
When? Within first 12 weeks.

08 Ongoing Support
1:1 Development Sessions
 Enhance job satisfaction by entering into a partnership that facilitates two-way feedback and provides ongoing support through regularly scheduled 1:1 check-ins.
Who? Immediate Supervisor to coordinate.
When? After 30, 60 and 90 days.

09 So, How's It Going?
Reviewing Job Performance
 Participate in periodic evaluations to discuss progress, celebrate successes and set targets to address any potential areas for development.
Who? HR to coordinate.
When? After 2, 4 and 6 months.

10 Growing With Us
Professional & Career Enhancement
 Discuss career goals and create an action plan that provides a personalized pathway and identifies professional development opportunities.
Who? New Hire with the assistance of the department leadership.
When? Ongoing.

EpiCenter
 The EpiCenter strives to build community and capacity among all employee groups to make SMC a place where everyone belongs and realizes their potential. The EpiCenter is intended to be a centralized HUB where all employee groups can identify Districtwide training and development opportunities to ensure their continued success and satisfaction as well as develop their professional skills to assist in achieving personal and professional goals.

Changing Lives in the Global Community Through Excellence In Education

Santa Monica College

- At Santa Monica College we aim to provide an Onboarding and Orientation experience that is: informative, relevant, efficient, enriching and easy to navigate.
- This roadmap is intended to provide an overview of the process, identifying key individuals, important actions, responsibilities and significant milestones.
- Please direct any questions to the Human Resources Office at Humanresources@smc.edu.

We SMC
 #ProudToBeSMC

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Description of Services

The **Office of Financial Aid & Scholarships** counsels students and families, evaluates financial aid applications and supplemental documents, awards and disburses financial aid, ensures financial aid compliance for students to qualify for federal, state, and institutional awards. The department serves students and their families, partners with all campus departments and ensures compliance with federal and state agencies.

Mission

The mission of the **Office of Financial Aid & Scholarships** is to provide support and assist students with applying for financial aid assistance to fund college expenses. Funding is provided by federal, state and institutional sources and it ensures that everyone who wants a college education has the financial ability to pay for their college expenses.

Internal and External Partners

The **Office of Financial Aid & Scholarships** partners with the California State Aid Commission, Department of Education, and Veteran's Affairs.

Contact Details



www.smc.edu/financialaid



financialaid@smc.edu



310-434-4343

Core Hours



Monday, Thursday
Tuesday, Wednesday
Friday

8:30AM - 4:00PM
8:30AM - 6:00PM
8:00AM - 12:30PM

Key People

Unit/Individual	Ext.	Email	Responsibility
Tracie Hunter	4871	Hunter_Tracie@smc.edu	Associate Dean: oversees staff, manages and oversees Federal and State funds. Prepares state and federal mandated annual reports and respond to audit inquiries.
Stacy Neal	4446	Neal_Stacy@smc.edu	Director of Financial Aid: responsible for day-to-day operations including supervising staff, overseeing program processes, and coordinating file processing and work load.
Madalene Esquivias	4884	Esquivias_Madalene@smc.edu	Senior Specialist: Provides lead work direction and guidance to financial aid staff and assists departmental leadership. Assists in assigning departmental work to financial aid staff, monitors work for completeness, accuracy and compliance, trains staff on financial aid policies and procedures.
Damon McLeod	4448	mcleod_damon@smc.edu	System Specialist: Banner and Campus Logic Liaison, works with SMC IT dept. Handles Pell grant adjustments, overpayment, and reconciliation.
Elise Covarrubias	4429	covarrubias_elise@smc.edu	System Specialist: Banner and Campus Logic Liaison, works with SMC IT dept. Handles Pell grant adjustments, overpayment, and reconciliation.
Sandra Hernandez	4360	hernandez_sandra21@smc.edu	Administrative Assistant II: Performs a variety of clerical duties, handles budgets and requisitions, processes staff and student payroll.

Unit/Individual	Ext.	Email	Responsibility
Taryn DeLaRosa	4401	delarosa_taryn@smc.edu	Specialists (Verification): Reviews verification files and SAP appeals either individually or in a committee format.
Nilofar Ghasami	4160	ghasami_nilofar@smc.edu	Specialists (Verification): Reviews verification files and SAP appeals either individually or in a committee format.
Maria Ong	4279	ong_maria@smc.edu	Specialists (Verification): Reviews verification files and SAP appeals either individually or in a committee format.
Torrance Williams	3485	williams_torrance@smc.edu	Specialists (Verification): Reviews verification files and SAP appeals either individually or in a committee format.
Connie Chen	4107	chen_connie_p@smc.edu	Specialists (Verification): Reviews verification files and SAP appeals either individually or in a committee format, and oversees SMCF Scholarships.
Cesar Casillas:	4536	casillas_cesar@smc.edu	Specialists (Program): Handles all Cal Grant and Chafee processing, reconciliation, and student employment.
Jennifer Reza	4355	reza_jennifer@smc.edu	Specialists (Program): Loan Processing (Sub and Unsub), as well as alternative loans.
Diana Lui Fujita	8663	Lui_Diana@smc.edu	Financial Aid Assistant: Counter coverage, Emergency Book Loans, Handles questions via emails, phones, and QLess.
Jack Mendoza	4123	mendoza_jack@smc.edu	Financial Aid Assistant: Counter coverage, Emergency Book Loans, Handles questions via emails, phones, and QLess.
Nichelle Monroe	4005	monroe_nichelle@smc.edu	Financial Aid Assistant: Provides counter coverage, Emergency Book Loans, answers questions via emails, phones, and QLess.

Unit/Individual	Ext.	Email	Responsibility
Denise Sturgis	4610	sturgis_denise@smc.edu	Financial Aid Clerk: Provides counter coverage, Emergency Book Loans, handles questions via emails, phones and QLess.

Key External Links

<https://studentaid.gov/>

<https://www.csac.ca.gov/>

<smc.verifymyfafsa.com>

<https://nsldsfa.ed.gov/home>

<https://www.casfaa.org/>

Key Internal Links

- WebISIS
- SMC Banner
- WebExtender

Key Events

January	FAFSA Workshop
February	FAFSA Workshop
March	FAFSA Workshop
April	FAFSA Workshop
May	FAFSA Workshop
June	FAFSA Workshop
July	
August	
September	
October	CSEA Tax Workshop
November	
December	

Key Annual Events

Cash for College Workshop: Hosted annually sometime between December and February. The workshop allows students the ability to come and receive help from Financial Aid staff to successfully submit the FAFSA or CADAA.

Key Documents

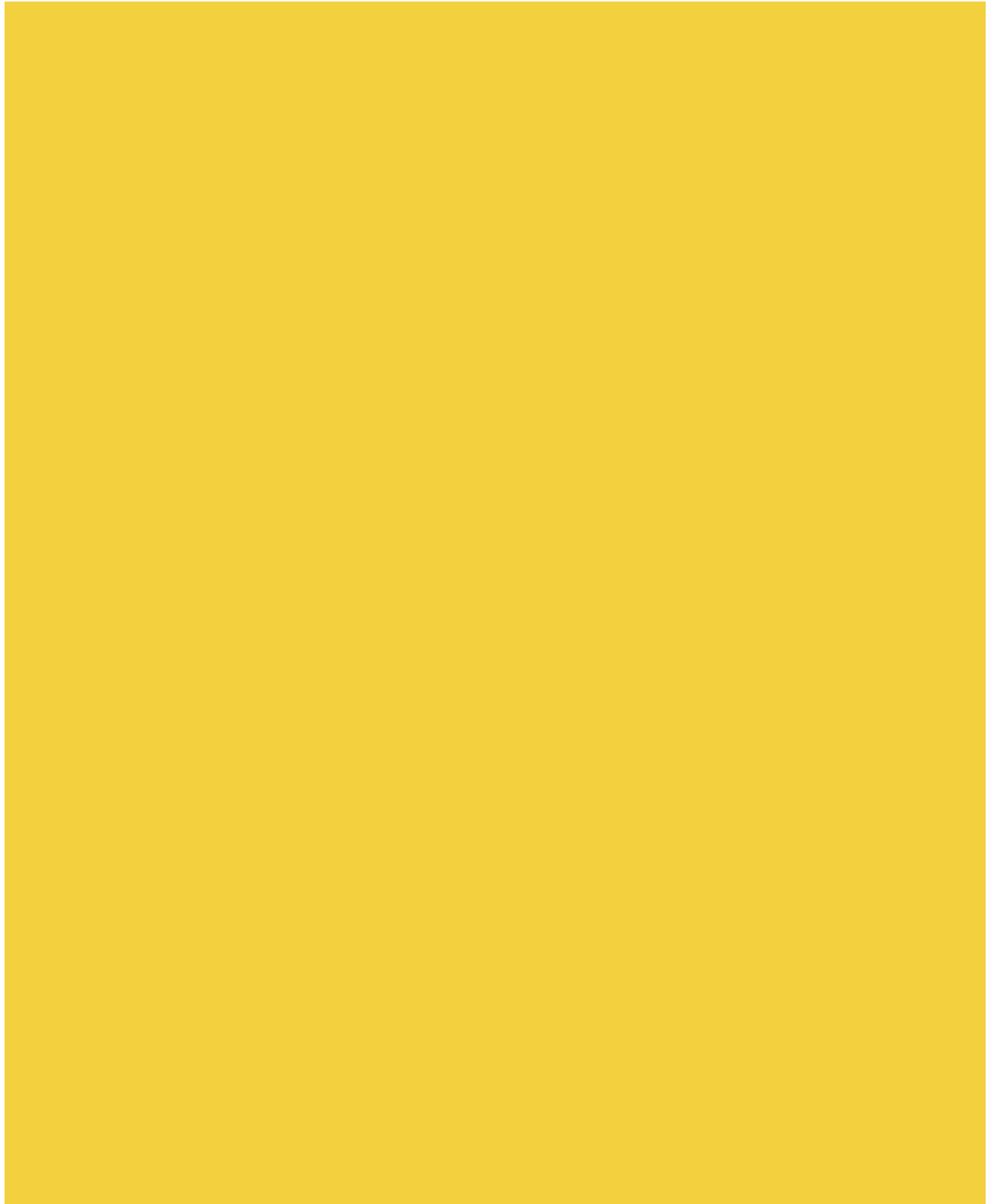
None at present.

Key Resources

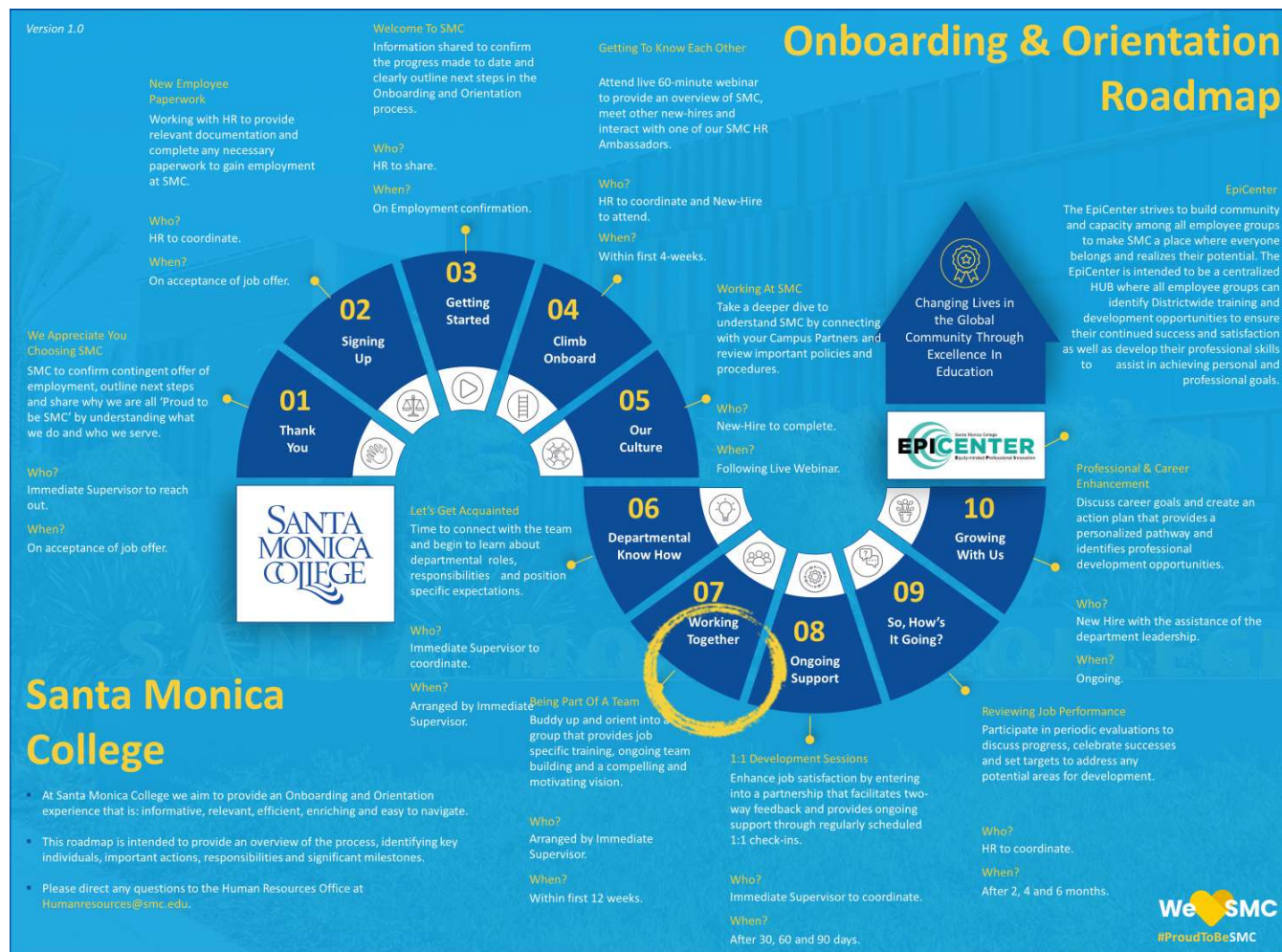
Fin 101: PowerPoint (Can be shared)

Conference room located in the Financial Aid Office, S137

My Notes



What's Next



Working Together

Being Part of a Team

Buddy up and orient into a group that provides job specific training, ongoing team building and a compelling and motivating vision.

Who?

New-Hire

When?

Arranged by immediate Supervisor.

An aerial photograph of the Santa Monica College campus, featuring several large, modern, multi-story buildings with flat roofs and extensive glass facades. The campus is surrounded by palm trees and landscaped areas. The entire image is overlaid with a semi-transparent blue filter. Centered over the image is the text "SANTA MONICA COLLEGE" in a white, serif font. The word "SANTA" is on the top line, "MONICA" is on the second line, and "COLLEGE" is on the third line. Below the word "COLLEGE" is a decorative white flourish consisting of three curved lines that sweep to the right.

SANTA
MONICA
COLLEGE