

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?** 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 Department 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?** New-Hire.  
**When?** Arranged by Immediate Supervisor.

**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.  
**When?** Ongoing.

**Changing Lives in the Global Community Through Excellence In Education**  
**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 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.

**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 Alan Kuykendall at [KUYKENDALL\\_ALAN@smc.edu](mailto:KUYKENDALL_ALAN@smc.edu).

**We SMC**  
 #ProudToBeSMC

# CONTENTS



4	Description of Services
5	Contact Details
5	Core Hours
6 - 8	Key People
9	Key Internal & External Links
10	Key Events
11	Key Documents
11	Key Resources
12	My Notes
13	What's Next

## 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](http://www.smc.edu/financialaid)



[financialaid@smc.edu](mailto: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	<a href="mailto:Hunter_Tracie@smc.edu">Hunter_Tracie@smc.edu</a>	<b>Associate Dean:</b> oversees staff, manages and oversees Federal and State funds. Prepares state and federal mandated annual reports and respond to audit inquiries.
Stacy Neal	4446	<a href="mailto:Neal_Stacy@smc.edu">Neal_Stacy@smc.edu</a>	<b>Director of Financial Aid:</b> responsible for day-to-day operations including supervising staff, overseeing program processes, and coordinating file processing and work load.
Madalene Esquivias	4884	<a href="mailto:Esquivias_Madalene@smc.edu">Esquivias_Madalene@smc.edu</a>	<b>Senior Specialist:</b> 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	<a href="mailto:mcleod_damon@smc.edu">mcleod_damon@smc.edu</a>	<b>System Specialist:</b> Banner and Campus Logic Liaison, works with SMC IT dept. Handles Pell grant adjustments, overpayment, and reconciliation.
Elise Covarrubias	4429	<a href="mailto:covarrubias_elise@smc.edu">covarrubias_elise@smc.edu</a>	<b>System Specialist:</b> Banner and Campus Logic Liaison, works with SMC IT dept. Handles Pell grant adjustments, overpayment, and reconciliation.
Sandra Hernandez	4360	<a href="mailto:hernandez_sandra21@smc.edu">hernandez_sandra21@smc.edu</a>	<b>Administrative Assistant II:</b> Performs a variety of clerical duties, handles budgets and requisitions, processes staff and student payroll.

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

Unit/Individual	Ext.	Email	Responsibility
Denise Sturgis	4610	<a href="mailto:sturgis_denise@smc.edu">sturgis_denise@smc.edu</a>	<b>Financial Aid Clerk:</b> 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

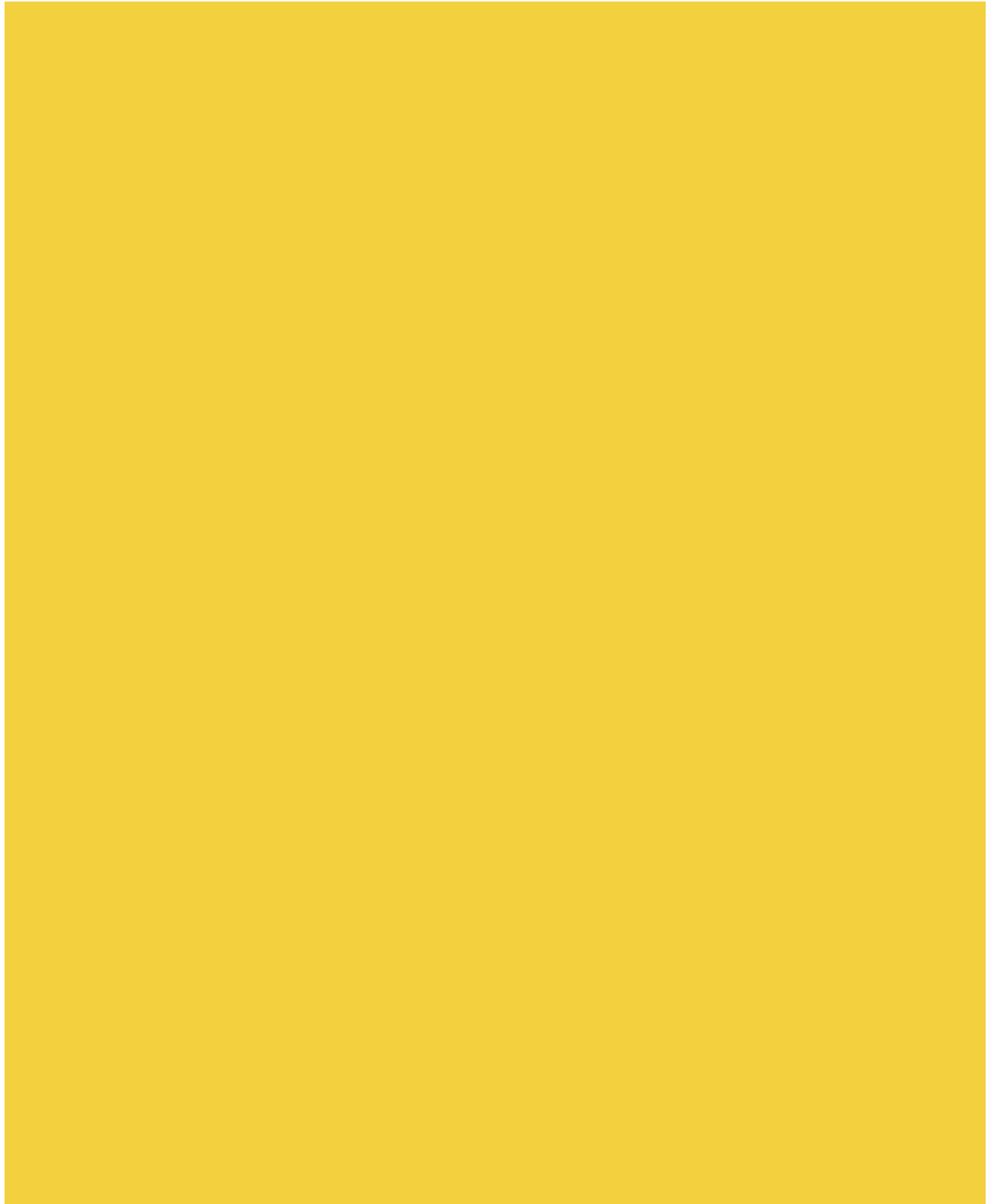
None at present.

## Key Resources

Fin 101: PowerPoint (Can be shared)

Conference room located in the Financial Aid Office, S137

# My Notes



# What's Next

Version 1.0

## Onboarding & Orientation Roadmap

**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.

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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.  
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Discuss career goals and create an action plan that provides a personalized pathway and identifies professional development opportunities.  
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**When?** Ongoing.

**Changing Lives in the Global Community Through Excellence In Education**  
**EPICENTER**  
Employee Professional & Career Enhancement

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**We SMC**  
#ProudToBeSMC



## 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.

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SANTA  
MONICA  
COLLEGE