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March 21, 2017

Christina Castorena
Vice President for Student Services
Edmonds Community College
20000 68th Avenue W
Lynnwood, WA 98036

Dear Ms. Castorena,
We are writing to you today on behalf of the State Board for Community and Technical Colleges Financial Aid Council to ask for your support as our liaison to WSSSC.

An update on the ctcLink conversion was provided at the Winter Financial Aid Council meeting. Financial aid administrators were made aware that decisions around streamlining and standardizing processes were occurring without all 34 schools having the opportunity to provide feedback.

According to the new ctcLink governance model, WACTC-Tech will seek guidance from WSSSC on decision-making around business process standardization and college adoption of PeopleSoft best practices to minimize customizations. While we agree that alignment of processes is ideal - it is also difficult to assume what works on one campus may work for another.

As WSSSC knows, each campus offers different programs and serves different student populations. Financial aid subject matter experts at each institution should have a voice in decisions that are made on a global scale related to financial aid processes and solutions. The Financial Aid Council recommends that SBCTC work with all 34 institutions to ensure that transparency and consensus are achieved before any final decisions are made. We, therefore, strongly encourage WSSSC to contact the Financial Aid Council for guidance before financial aid related decisions are concluded.

WSSSC's support of our efforts to provide expert guidance on financial aid related matters in the ctcLink decision-making process is appreciated. We look forward to fostering a clear and transparent line of communication with WSSSC and SBCTC to ensure all schools have a voice and the ctcLink implementation is successful.

Respectfully submitted,

Melanie Ruiz
President, Financial Aid Council