

CONNECTED24



Student and Family Communications

- We have a plan for how we will communicate with students about their plans for housing.
- We have communicated with students and families about our policy/approach to the number of students in college.
- We have communication ready to address parent support questions for divorced parents.
- We have a plan to deal with students who are considering competitors but who may not have gotten an aid award from them by April.
- We have a plan for how we will communicate with students who fill out the current FAFSA without understanding that they will need to fill out the new FAFSA upon its release.

University Key Collaborators Communications

- We have communicated to relevant key collaborators about time-shifting benchmarks.
- We have talked to our IT department about mitigating potential impacts of this shift.
- We have talked to our IT department about protection and labeling processes for FTI data.
- We have communicated with other campus programs that may be impacted by SAI changes.

Internal Process Communications

- We have conducted the necessary training for enrollment staff.
- We know who will oversee incoming questions from students/families.
- We have accounted for the additional capacity needed for increased communication.
- We have established a website plan for necessary/frequent updates.
- Our website reflects updated deadlines and information about the new FAFSA on all relevant pages.
- We have a plan for how to address the COA budget without the housing question.
- We have a plan for dealing with families with multiple students in college.