FAS & Western Team Up to Finish NASFAA P&P Builder

**Challenge**

Western Technical College (Western) serves all or part of eleven counties with six campuses, offering more than 100 programs designed to deliver skills and expertise that students need in today’s work force. Founded in 1912, Western offers interactive classes, service learning experiences and internships to its 10,000 students. As previous FAS clients, Vice President of Special Projects, Dr. Denise Vujnovich, and Manager of Financial Aid Jerolyn Grandall, called on FAS to help get Western’s existing policies and procedures converted into the National Association of Student Financial Aid Administrators (NASFAA) P&P Builder, a powerful new online resource. P&P Builder allows schools to transfer and format new and existing policies and procedures content in one centralized tool.

**Solution**

“The policies and procedures manual had been on our to-do list for years,” said Vujnovich. “We started it many times, but weren’t sure how much data to include, and never seemed to have enough time to finish it. When Jerolyn read that FAS formed a partnership with NASFAA to help do the heavy lifting on P&P Builder conversions, we decided to run with it.”

Grandall and her staff provided information to FAS Consultant Michael Shields, who formatted it for the P&P Builder, and also added information from the College’s student handbook, training manual, and existing procedures. “Shields identified gaps where information was missing or incomplete, and we worked together to bring it up to date,” said Vujnovich.

**Results**

Now, all of Western’s financial aid policies and procedures are in P&P Builder, documenting compliance measures and enhancing training efforts. “What took Shields three weeks, would have taken us several years,” said Vujnovich. “He is very knowledgeable about financial aid, is very efficient with his time, met deadlines, and sent regular progress updates.” Grandall noted that Shields was willing to do whatever was necessary. “It’s an amazing feeling to have this done,” she said. “It’s nice to finally have this checked off my to-do list!”

For additional information about services provided by FAS, call our Client Relations Team at 770.988.9447 or email us at info@FinancialAidServices.Org

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