

# You Make a Difference



*Janette Moulton*

**Coastline Community College  
Financial Aid  
Financial Aid Technician**

**Doing work that matters**

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Janette Moulton has worked as a Financial Aid Technician at Coastline Community College for seven years. As a Financial Aid Technician, Janette is responsible for maintaining communications with students who are seeking financial aid, which includes various grants, loans, and/or fee waivers. Janette assists the students with filling out their financial aid application and securing documents related to student Work Study programs. Janette's communication with students includes face-to-face meetings, follow-up emails, and letters. Janette also maintains the Financial Aid website for Coastline.

Janette recognizes that obtaining financial aid can be a confusing and cumbersome process, which varies from college to college. To facilitate the financial aid process, Janette interacts with students at several critical junctures in their application process to ensure that students have a better understanding of the financial aid requirements. Janette adheres to the philosophy that fully informed students are more likely to have the power to make the best decisions with regard to their education, personal finances, and educational program. Janette enjoys her job because she knows that financial aid can have an enormous impact on a student's ability to succeed. When asked what she likes about her job Janette said, "I really value serving those in need. Working in an academic institution like Coastline provides me with daily opportunities to assist students in the fulfillment of their educational needs."

Janette has noticed that the Financial Aid applications in process at this time in the 2011-2012

academic year exceed the number of applications for the entire 2009-2010 academic year. Janette shared that two of the factors contributing to this significant increase were high unemployment and a dramatic increase in tuition at four-year colleges and universities. To meet this increased demand, all of the staff members in the Financial Aid office at Coastline are working diligently to serve as many students as possible by evaluating and streamlining all of the processes.

Janette believes that financial aid is a critical service that many students need in order to succeed at Coastline. Many students would not be able to attend Coastline without financial assistance, particularly the Board of Governor's (BOG) waiver. The Financial Aid office at Coastline also assists students with Pell Grants, Cal Grants, SEOG Grants, Federal Work Study programs, Perkins Loans, and Stafford Loans.

Janette is dedicated to the mission of the Coast Community College District, which values supporting students in order to enhance their success. The CFCE is honored to have such an outstanding classified employee working for the Coast Community College District.

