

# SCHOLARSHIP CONNECTIONS

## MEET OUR STAFF!



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### Meet Maja Gillespie

Maja is the Senior Advisor for the Scholarship Administration team. Maja began working in Student Financial Services in June 2014. She is the coordinator for one of WSU's premier scholarships, the Regents Scholars Program, processes university tuition waivers, and manages our other scholarship reads for programs like the Glenn Terrell Presidential and Academic Achievement/Diversity Scholarship. Maja is the direct contact for questions about Scholarship Manager and would be happy to assist your college or department with learning more about it.

### Interested in being a scholarship reader?

SFS is looking for staff and faculty across campus to assist us with reading and evaluating student scholarship applications for different programs. Each read is about 2-4 hours of total time and will help SFS determine which outstanding students will receive these scholarships. If you are interested, please email Maja Gillespie at [maja.gillespie@wsu.edu](mailto:maja.gillespie@wsu.edu).

### DATES TO REMEMBER:

- **July 16**—Tuition and fees to be posted to student accounts
- **July 17**—Housing charges posted to student accounts
- **August 1st**—priority deadline for fall scholarships and waivers to be submitted in SARAS.
- **August 13**—beginning of financial aid and scholarship disbursements for Fall 2018

### 2019-2020 DEADLINES

- **Mid-Aug** — WSU General Scholarship Application available
- **October 1st**—Free Application for Federal Student Aid (FAFSA) available
- **November 30** —current student FAFSA priority deadline
- **January 31**—new student FAFSA priority deadline and WSU General Scholarship Application deadline

## MESSAGE FROM THE AVP

### Scholarship Success and Lessons from the Japanese Rail System

Hope you are all enjoying your summer. I appreciate all of you who were able to attend our SFS Partner Conference June 12, 2018. All of our campus partners serve such a significant role in helping us effectively serve and support our students. As the fall semester quickly approaches, it seems like none of us have enough time to get everything done.

As I am sure you are aware, scholarships continue to serve a critical role in student recruitment and retention which are key components of WSU enrollment goals to 1) attract academically and well prepared students, 2) contribute to the diversity of the student population, and 3) remove financial barriers for qualified students. To meet these goals, a high level of scholarship awarding coordination is required. Together, we have focused on the University procedures and timelines, to leverage the overall scholarship resources across the WSU campus.

I recently completed an enjoyable visit to Japan. One of the coolest things I was able to do was ride their trains. I was with a group of educators in Japan for ten days and used the rail system about half of those days. The trains run on time. I mean precisely on time. Most times we had at least one train connection. I recall standing at one train track and looking at the schedule. It had two trains scheduled to arrive two minutes apart. Sure enough, one train arrived on-time. After taking one minute to load, it then left. The next minute, another train arrived. I kept wondering to myself, "How is this possible?" So I figured there are some lessons here would learn from for our scholarship process. The Discovery Channel has a great video that explains how they do it. Link: <https://youtu.be/xzkU6tmdlmY>

Here's what I learned:

First, their system relies on experience. Experience matters because our accumulated knowledge and experience enables us both to solve problems quickly and discover innovative ways to serve others. The Japanese take this to the extreme. Drivers spend their entire working life on one train line. ONE line. This provides the opportunity to know their route so well that they can arrive on time without using a speedometer. When they are tested, they're measured to the hundredth of a second.

Second, they never stop learning. We can always get better. There is always something to learn. Experience matters. But experience without ongoing learning is how we get stuck. Japanese train drivers use simulators, just as pilots use flight simulators. Trains are less complicated than aircraft. However, drivers practice on simulators regularly to prepare for emergencies and unforeseen circumstances.

Third, they pay attention to the detail. Preventive maintenance is vital to maintaining a rail system. Watch the video to see the attention to detail. Tracks are kept level using a robot-like machine that can level 200 meters of track in 30 minutes. Attention to detail is the difference between average or mediocre and excellent.

In closing, I would like to express my appreciation for your support in expanding the free scholarship search engine at [scholarships.wsu.edu](https://scholarships.wsu.edu) to include the majority of Washington State University (WSU) Scholarships. Together we have further improved the ability for our students to find and apply for scholarship opportunities. My experience with the Japanese rail system was life-changing in the way it has inspired me to keep pursuing excellence. All aboard and full speed ahead into a great new year! — Brian Dixon, AVP for Student Financial Services



## FINANCIAL AID CORNER

### Special Circumstances

Our Special Circumstances process is a way of accounting for unique situations in a family's situation that the FAFSA may not accurately reflect. Situations like change in income due to job loss, excess medical and dental expenses, or a parent in college are all reasons to complete a Special Circumstance appeal.

### Revision Requests

This form may be submitted when a student has a specific type of additional or unexpected education related cost. These costs can include the purchase of a new computer, excessive books and supplies beyond what is currently budgeted for, travel to a required conference and child care costs.

Additional information on either of these

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