



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Coordinator Financial Aid Satisfactory Academic Progress Initiatives
POSITION NO.	502515, 503014
LOCATION	Multiple
REPORTS TO	Dean Student Financial Assistance
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	May supervise professional and support staff
LIMITATION (if applicable)	N/A
REVISION DATE	May 2023

JOB SUMMARY:

To provide satisfactory academic progress (SAP) guidance and awareness to students in individual and group settings aimed at helping students meet and maintain SAP compliance through graduation. Through a comprehensive, student centered approach, provide SAP assistance to students; including but not limited to FAFSA assistance, student loan guidance, and special scholarship opportunities. To provide SAP training and updates to staff as needed. Run various SAP reports and programs designed to target various student populations who are not meeting SAP.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others to provide quality customer service in a diverse, inclusive and student-centered environment with students regardless of race/ethnicity, gender identities, gender expressions, sexual orientation, socio-economic status, age, disabilities, religion, regional background, Veteran status, citizenship status, nationality, and other diverse identities life experiences and learning styles.

Position Specific Knowledge-Financial Aid

- To thoroughly understand the Financial Aid Appeals process as it relates to Satisfactory Academic Progress (SAP) policies and procedures in order to effectively explain them to students who are in violation of federal SAP guidelines and inform students about necessary corrective actions required, including but not limited to:
 - Provide information to students about the Financial Aid Appeals processes and procedures
 - Assist students in identifying semesters that triggered ineligibility. Explore and discuss w/students mitigating/extenuating circumstances that contributed to their non-compliance.
 - Evaluate and assess dispositional and situational circumstances to determine students' overall ability to perform and persist.
 - To assist students in developing financial aid appeal package when appropriate; review financial aid appeal applications to ensure that all requisite materials have been provided by the student; collect and forward financial aid appeal package from student when appropriate, ensuring that requisite materials have been provided by the student; Complete recommendation on Counselor Comment Sheet to accompany the student's appeal package for consideration by the Appeals Committee.
 - To provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval.
 - To participate in initial and ongoing financial aid training to stay abreast of federal financial aid regulations; participate in initial and ongoing training to interpret the Enrollment Services portal page.
 - To effectively utilize de-escalation techniques as required.

- Maintain a timely awareness of changes in College and departmental SAP policy, as well as advances in the areas of the financial aid appeals process; disseminate SAP information to department professionals.
- Evaluate SAP and FAFSA seminars and workshops; coordinate improvements strategies as needed.
- Develop and coordinate SAP/FAFSA scheduling sessions for new incoming students.
- Assist in the evaluation and review of orientation and scheduling sessions.
- Ensure that students are aware of options, requirements, policies and procedures of SAP and FAFSA requirements
- Assist in the development, implementation of SAP and FAFSA services and recommend process and system improvements and efficiencies as appropriate.
- Day-to-day supervision of all full time, part time and intern staff related to the area of SAP and FAFSA services.
- Provide support for students who are not meeting Academic Standards or who have received poor mid-term grade evaluations.
- Provide comprehensive services designed to empower students to meet SAP and manage student loan options.
- Assist in the supervision of all SAP and FAFSA activities and publications.
- Maintain files and records of activities.
- Review submitted appeals and will run DW audits, and other necessary student information tools, and approve or deny on the basis of demonstrated mitigating circumstances.
- Conduct presentations and training for internal and external constituents on SAP and financial aid topics.
- Conduct proactive outreach to students who require SAP appeals or academic plans.
- Run and analyze reports of financial aid applicants, recipients and students with SAP issues. Maintain data on SAP applicants and appeal results. Analyze and synthesize data to determine effectiveness of initiatives.
- Work with Office of Institutional Advancement to identify and develop appropriate funding for students who have lost federal and state aid eligibility. Post Foundation scholarships as appropriate.
- Assist in the processing of return to Title IV calculations for students who have officially or unofficially withdrawn from the college.
- Work collaboratively with the College Benefits Hub to provide assistance to students with emergency financial needs.

Collaboration and Teamwork

- Maintain professional and effective relationships with students, faculty, administration and staff in order to assist students with the various aspects of SAP requirements.

Technical Knowledge

- Proficiency in BANNER, SIGNAL VINE, College Scheduler, Starfish, EXCEL,

Other related duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's degree
- At least three years of financial aid and/or academic advising experience preferable in a community college setting.
- Knowledge of SAP and FAFSA guidelines are essential.
- Experience in student centered/student focused setting required.
- Must have a demonstrated knowledge and experience in innovative instructional SAP and FAFSA strategies that support student success.
- A thorough knowledge of Satisfactory Academic Progress(SAP) federal financial aid requirements.
- Ability to foster a dynamic learning environment to staff resulting in a collaborative, creative team approach to the delivery of department services is required.
- Strong interpersonal and communication skills essential.

PREFERRED QUALIFICATIONS:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.