
Employee Name: Amy Eppen
Division: Dakota County Technical College
Classification Title: MnSCU Academic Prof 2
Financial Aid Specialist
Prepared By: Anne Johnson
2016

Position Control Number: 00677260
Working Title: Enrollment Advisor and
Appraisal Period: August 2015 - June

EMPLOYEE SIGNATURE/DATE

(this position description accurately reflects my current job)

SUPERVISOR SIGNATURE/DATE

(this position description reflects the employee's current job)

POSITION PURPOSE:

To provide professional level academic, admissions, career, financial aid, and transfer advising services to students at Dakota County Technical College

REPORTABILITY

Reports to:

Associate Vice President of Student Affairs

Supervises:

Work Study students

DIMENSIONS

Budget:

N/A

Clientele:

Prospective, returning and enrolled students
Student Affairs personnel
Area high school personnel
Local community service agencies serving college students
Faculty and administration

Make 3 Copies: Employee, Supervisor, Human Resources Office

Principle Responsibilities, Tasks, and Performance Indicators

1. Provide advice and information for prospective students and assist in facilitating applicants through the admissions process, beginning the relationship-building process.

Priority: A Discretion: A Percent of Time: 25%

Tasks:

- A. Advises prospective students to provide them with information and resources to career and program major choices, curriculum, job placement, admissions and enrollment procedures, business office policies, financial aid, residency requirements, housing options, and child care services.
- B. Interpret institutional, state, federal and collegiate policies and guidelines and translate them into advising procedures and processes, working to resolve inconsistencies.
- C. Work directly with students transferring in to provide career advising for all program majors, by instructing them in career planning techniques to assist in making appropriate career and program major decisions.
- D. Address advising concerns with specific population individuals including: single parents, transitional students, student athletes, displaced workers, and non-traditional students.
- E. Develop and maintain working relationships with peers at area higher education institutions, and secure knowledge of applicable transfer issues.
- F. Maintain knowledge of DCTC financial aid policies, forms, and website.
- G. Assist students with the following financial aid applications and processes FSA ID, FAFSA, Stafford Loan, SEOG, post-secondary child care grants, entrance/exit counseling, grants/scholarships/work study, dependent/independent verification, and consortium agreements.
- H. Meet with campus tour groups and Open House visitors.
- I. Seek out and maintain a thorough understanding of college programs, curriculum, and services to give accurate information to prospective students.
- J. Assist with ACCUPLACER testing for high school and transfer students. Provide preparation resources, general concepts of assessment test scores, and interpret the results for course selection.
- K. Interpret relative data, record, and notify student of initial program readiness status.
- L. Strengthen the service relationship with incoming students by providing assistance with academic planning and registration (Student Orientation and Registration preparation, set-up, presentation, and facilitation).
- M. Assist with travel to High Schools, National/State College Fairs, and community events to assist with the recruitment of new students as needed.

Indicators:

- a. Remains knowledgeable of all admissions requirements, transfer policies, business office policies and procedures, financial aid policies and processes, program information, and communicate this information effectively to students, parents, and other support network members.
- b. Provides accurate and timely information to prospective students using the most appropriate means of contact.
- c. Demonstrates solid public speaking skills and is comfortable presenting in large and small

- groups.
- d. Maintains and updates knowledge on the college and its programs and attends appropriate staff/faculty meetings.
- e. Is an active team member in planning and implementing events.
- f. Keeps updated and informed regarding recommended changes/revisions with ACCUPLACER and their relationship to program readiness.

2. Provide academic, career, and transfer advising to returning and current students, managing the student-advisor relationship.

Priority: A Discretion: A Percent of Time: 25%

Tasks:

- A. Design, direct, and execute advising processes, related resources, and special projects aimed toward developing and maintaining working relationships with assigned advisees to maximize student achievement, retention, persistence, and educational goal attainment.
- B. Develop research methodologies to assess and track assigned student progress toward intended advising outcomes.
- C. Facilitate use of the Student Services Center, on-line resources, the Minnesota Career Information System, ISEEK, and other academic/career planning resources/materials with students.
- D. Provide career advising to current students by coaching them in career planning techniques to assist in making appropriate career and program major decisions.
- E. Seek out and maintain a thorough understanding of college programs, curriculum, and services via attendance at program advisory board meetings, department meetings, and one-on-one meetings with faculty to give accurate information to current students.
- F. Assist students in making program changes (drops/adds/withdrawals)
- G. Update program readiness data for students in assigned career division specialties.
- H. Make referrals as needed for psychological/developmental counseling; maintain familiarity with college counseling services, area counseling, social service, legal and referral agencies that are available to students.
- I. Provide educational advising to students by utilizing knowledge of college curriculum, tutorial services and social activities to assist students in the selection of appropriate developmental or academic courses, obtaining tutorial assistance and in participating in campus activities to help them make a successful transition from home to campus life.
- J. Answer financial aid questions on status, award letters, aid disbursement, loan repayment and transferring to/from DCTC.
- K. Facilitate career planning based on individual needs, goals, values and resources.
- L. Assist returning and current students in communication skills, decision-making, managing stress, values clarification and balancing life roles during and following their time at DCTC.
- M. Acts as student advocate in addressing the educational, emotional, and physical development for each student.

Indicators:

- a. Tracks, records, and reports each semester on student achievement of intended advising outcomes and academic progress/persistence for assigned advisees.
- b. Provides accurate and timely information to students using the appropriate means of contact.
- c. Represents DCTC to outside organizations with integrity and professionalism.
- d. Maintains and updates knowledge on the college and its programs and attends appropriate staff/faculty meetings.

- e. Maintains and updates knowledge on transfer issues and meets with visiting admissions representatives and attends professional development opportunities when available.
- f. Acts as an active team member in planning and implementing events relating to academic, career, financial aid, and transfer advising.
- g. Keeps updated and informed regarding recommended changes/revisions with ACCUPLACER, and their relationship to program readiness.
- h. Provides timely information to interested parties, including prospective and returning students and faculty, and communicates deadlines and decisions clearly and accurately.

3. Provide financial aid advising assisting with the sound administration of the federal and state aid programs as well as college scholarship programs by accurately certifying and awarding campus-based grant, loan, scholarship and work-study funds.

Priority: A Discretion: A Percent of Time: 10%

Tasks:

- A. Process electronic and paper federal and state grant, loan, scholarship and work-study applications based on correct student eligibility.
- B. Verify a variety of documents to determine FA eligibility.
- C. Ensure correct application of campus-based grant, scholarship and work-study proceeds to student accounts using approved data procedures.
- D. Maintain records of individual student's grant, scholarship and work-study awards processed by the institution.
- E. Scrutinize all available resources regarding Financial Aid loan regulations including the Federal Register, U.S. Department of Education (ED) Dear Colleague Letters, ED Audit Guide, MOHE Financial Aid Manual, MASFAA Encyclopedia, professional journals, NASFAA listserv and other sources to ensure accurate administration of the campus-based grant, scholarship and work-study programs.
- F. Participate in required and available professional training provided by government agencies, vendors, and professional associations.
- G. Research and respond to issues identified by FA staff, college administration and other customers regarding the grant, scholarship, loan and work-study programs.
- H. In consultation with the Director of Financial Aid, respond to requests for information from auditors regarding grants, scholarships and work-study program issues.
- I. Special assignments including veteran certification, work-study, child care, high school FA presentation nights and other FA related initiatives
- J. Consider and refer student requests for emergency scholarships
- K. Guide students through SAP academic requirements and appeal process

Indicators:

- a. Federal and state grants, scholarships, loans and work-study program data and funds are processed and transmitted accurately and timely.
- b. Student accounts are updated in an accurate and timely manner.
- c. Federal and state grants, scholarships, loans and work-study program funds returned in an accurate and timely manner.
- d. Federal and state grants, scholarships, loans and work-study program funds records are complete and accurate
- e. Maintains current and up-to-date level of knowledge regarding financial aid laws, regulations, rules and issues.
- f. Participates in required and recommended training.
- g. Responds promptly and concisely to information requests.

- h. Maintains current level of knowledge regarding software for campus-based grants, scholarships and work-study program funds.
- i. Provides excellent customer service.

4. Calculate financial aid awards by reviewing and verifying applications and subsequently awarding appropriate aid based on eligibility.

Priority: A Discretion: A Percent of Time: 35%

Tasks:

- A. Request, review and verify documentation provided by students in support of information reported on the FASFA. Documents would include appropriate tax returns, verification worksheets, tracking letters, alien registration information, social security cards, etc.
- B. Correspond with students regarding necessary corrections of the aid for which they qualify
- C. Advise students of the types, amounts, terms and conditions of the aid for which they qualify
- D. Package the awards accurately and ensure all student awards are accurately recorded on the student's account using the financial aid module of the college management system.
- E. Complete work with minimal day-to-day supervision

Indicators:

- a. Files are verified accurately
- b. Required documents are requested in a timely manner
- c. Accurate award letters are sent to students in a timely manner.
- d. Provides excellent customer service to clients
- e. Work-study students are eligible for employment at all times

5. Perform related tasks of benefit to all new and current students at the college, in support of the relationship management process.

Priority: B Discretion: B Percent of Time: 5%

Tasks:

- A. Participates in college events that promote enrollment goals: job fairs, career fairs, college fairs, community events, graduation and other activities designed to recruit and retain students.
- B. Participates in continuous quality improvement within Student Services and the college community (ISRS, printed materials, brochures, DCTC Website, etc) and communicate any necessary corrections
- C. Represents self and college within the community in a professional manner.
- D. Updates professional skills through membership in professional organizations and participation in professional conferences/meetings.
- E. Other duties as assigned.

Indicators:

- a. Participates actively as a part of the planning team for special events and follows through on assigned tasks and responsibilities.
- b. Demonstrates flexibility and willingness to help when necessary.
- c. Actively participates in, or seeks out, professional development opportunities.
- d. Understands and complies with the college rules, regulations, and policies.
- e. Completes other duties as assigned.

POSITION DESCRIPTION C**EMPLOYEE NAME: Amy Eppen PCN:00677260**

NATURE AND SCOPE: (RELATIONSHIPS; KNOWLEDGE, SKILLS, AND ABILITIES; PROBLEM -SOLVING AND CREATIVITY; AND FREEDOM TO ACT)

RELATIONSHIPS:

This employee will work cooperatively with admissions staff, counselors, financial aid staff, disabilities services staff, intercultural services staff, administration, and faculty to provide support and advisement for student advisees. In addition, he/she will establish and maintain effective relationships with support agencies, educational facilities, and individuals in the community on behalf of the students.

KNOWLEDGES, SKILLS, AND ABILITIES:

Demonstrates a commitment to meeting the needs of constituents & exceeding their expectations. Delivers welcoming messages, communicates clearly & uses active listening skills. Exhibits responsiveness, respect, empathy & professionalism. Demonstrates a commitment to continuous improvement & teamwork in the area of customer service.

Demonstrates intercultural competency by recognizing the value of individual and cultural difference; assists in maintaining a work environment that is respectful and accepting of diversity where difference is valued.

This employee must be thoroughly knowledgeable about DCTC policies and procedures, programs and curriculum, services and resources to assist applicants and students in making sound career and educational decisions. The knowledge of outside resources or the ability to locate resources is necessary to address student needs.

The ability to communicate orally is essential for all planning sessions, for making speeches and presentations, and for conducting telephone discussions. The employee must also be able to work with little supervision, understand the cyclical nature of higher education and effect on student interactions, and have good organizational skills.

Ability to communicate and work effectively with diverse populations. These are essential skills when planning and executing admissions and advising processes with large diverse audiences.

Effective communication and human relations skills are essential to this position. M.A. in student personnel or related field is desirable; a minimum of B.A. degree is required. This individual must have training and/or experience in providing support services to individuals from traditionally underserved groups and must have a strong commitment to the value of education for all individuals.

PROBLEM SOLVING:

Problem solving is critical when serving students. Decisions are continually being made on how to meet the career, personal, and educational needs of prospective, returning and current students. The employee in this position must be able to apply College policy consistently, but fairly, in each situation. Requires the ability to set job priorities, use analytic reasoning, and determine alternatives to a myriad of problems facing college students. Plan and organize multiple activities and meet deadlines.

FREEDOM TO ACT:

The employee is free to act within federal and state guidelines, Minnesota State and DCTC policies, and at the discretion of the Associate Vice President of Student Affairs, Vice President of Academic and Student Affairs and the College President. The employee must be able to follow through on the assignments outlined in the position description and college planning documents. Must make recommendations to the Associate Vice President of Student Affairs as to the needs of program initiatives. Coordination and effective communication with Student Affairs personnel is essential.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.

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