



Columbus College of Art & Design

### **AVP for Financial Aid & Student Records**

CCAD's Financial Aid Department is seeking a professional who enjoys fast-paced roles, can work independently with little supervision, is a critical thinker, and has the ability to multi-task to fill this role. Our staff is a highly collaborative and cohesive team, providing a wide range of high-quality services for our faculty, staff, and students. This role is crucial to keep our procedures and processes running smoothly

We are dedicated to our mission of being an agile, trusted, strategic partner who delivers sustainable services and solutions that contribute to CCAD's success through the attraction, retention and engagement of a talented creative, diverse and inclusive workforce and we would love for you to join our team!

#### **SUMMARY**

The Associate Vice President for Financial Aid and Student Records is responsible for directing all activities of the Financial Aid Office and Student Records office (Registrar). This includes responsibility for administering the federal Title IV programs and all state run financial aid programs as they pertain to CCAD. Also oversees the institutional financial aid programs and all financial aid literacy and communications programs. Also oversees and ensures the accuracy of student records, and all federal and state reporting (IPEDS, etc.) Advises senior administrators in formulating, interpreting, and implementing financial aid policies and strategies to ensure access, affordability, and student success while meeting university enrollment goals. This position has the ultimate responsibility for accurate, efficient, and timely delivery of annual financial aid; which includes grants, scholarships, waivers, loans, and work-study programs for undergraduate and graduate students. The AVP must have the ability to communicate effectively with people of diverse backgrounds and socioeconomic and educational levels and skills by using a variety of interpersonal strategies to interact appropriately in situations ranging from large meetings to individual appointments.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- **Financial Aid Program Administration:**
  - Administers all aspects of the Federal Title IV programs including the campus-based programs (FSEOG, Federal Work Study), Federal Pell Grant Program, Direct Student Loans and Direct PLUS Loans.
  - Administers all aspects of the state financial aid programs including the Ohio College Opportunity Grant and the Ohio War Orphans Scholarship.
  - Administers all aspects of the institutional financial aid programs and other resources that are available to students including private loans, 3<sup>rd</sup> party scholarships etc.
  - Reviews and packages new and continuing students.
  - Counsels new and continuing students, and their parents, regarding the availability of financial aid.
  - AVP is capable of stepping in and performing all processes and activities performed by staff in the case of staff absence.
  - Creates, publishes, and maintains Financial Aid timeline for the office and internal partners which includes both internal processes/deadlines, as well as external student/parent processes/deadlines. This timeline enables coordination of activities with Admissions, Student Affairs, Student Records, Bursar, Marketing, and other relevant departments.

- Continually improves processes and procedures in order to increase effectiveness and eliminate manual or outdated methods in all aspects of Financial Aid work. Ensures Financial Aid processes reflect best practices and the effective use of technology.
- Ensures the Financial Aid office delivers the highest standards of customer service to students, faculty, and staff.

#### **Student Records (Registrar) Administration and Oversight:**

- Oversight of all aspects of federal and state requirements for student data reporting, such as IPEDS, Veterans Affairs, etc.
  - Oversight of all aspects of student data requirements for reporting to outside third parties, such as Student Clearinghouse, HLC for accreditation purposes, etc.
  - Ensures the Student Records office maintains the integrity, security, and maintenance of student data when collecting, recording and reporting on student data, and complies with FERPA guidelines and institutional policy.
  - Continually improves processes and procedures in order to increase effectiveness and eliminate manual or outdated methods in all aspects of Student Records work. Ensures Student Records processes reflect best practices and the effective use of technology.
  - Ensures Student Records office delivers the highest standards of customer service to students, faculty, and staff.
- **Management and Supervision**
    - Hires, trains and evaluates staff.
    - Manages, coaches, and mentors employees so that they perform to their highest ability and conform to applicable laws, CCAD policies, and Enrollment Services practices and procedures at all times.
    - Ensures any employee performance issues are addressed and resolved in a timely manner.
    - Maintains awareness and understanding of all processes and activities performed by staff. Understands that while work may be delegated to staff, the AVP is the ultimate person responsible for activities in Financial Aid and Student Records.
    - AVP actively seeks to increase the knowledge, skills, and leadership development of their staff.
    - Supervises all Financial Aid Department personnel which currently consists of two full-time professional counselors.
    - Directly supervises the Registrar; indirectly responsible for Student Records staff, which currently consists of one full-time Student Services Associate.
- **Financial Literacy Programs & Communications Planning**
    - Proactively recommends to VP&EM, and plans in partnership with Marketing, comprehensive communications campaigns to incoming and continuing students and their parents to address Financial Aid processes, deadlines, and financial literacy concerns. Works with Financial Aid staff to identify communications opportunities.
    - Ensures that the Financial Aid department develops and delivers content (workshops, videos, printed materials, etc.) to incoming and continuing students that leverages financial literacy as a way to support retention.
    - May speak publicly to groups on and off campus on topics related to Financial Literacy and Financial Aid.
    - Participates in the development of promotional materials.
- **Admissions Office Interaction**
    - Ensures Financial Aid provides reports and information needed to assist in recruitment and yield of prospective students.
    - Supports the Admissions Office with various recruitment initiatives.
    - Participate in various Admissions events to provide Financial Aid education.

- **Other Areas of Activity**

- Participates in discussions re tuition pricing, institutional financial aid policies, funding levels and student expense budgets.
- Maintains accurate and current process documentation of all processes, policies, procedures and activities performed by the Financial Aid department.
- AVP is expected to be aware of news, developments, and current trends within the Financial Aid field. This includes federal and state regulations, as well as best practices. News and developments which can have a negative impact on the institution as well as best practices and trends which can be considered for adoption at CCAD are brought to the attention of VP&EM.
- Completes the Fiscal Operations Report and Application to Participate (FISAP) on an annual basis.
- Coordinates and responds to audits that pertain to financial aid.
- Monitors financial aid recipients who withdraw from school. Prepares refunds to federal programs where applicable.
- Distributes information to other departments periodically regarding financial aid programs and their availability.
- Provides information re financial aid programs and related institutional data to other departments as necessary.
- Interfaces with various professional associations including OASFAA, MASFAA, and NASFAA.
- Maintains PowerFAIDS system and coordinates upgrades as needed.
- Coordinates with Admissions CRM Administrator to ensure effective PowerFAIDS integration with Slate CRM.
- Coordinates with the Information Technology department to ensure effective PowerFAIDS integration with PowerCampus.
- Represents the department at institutional meetings.
- Performs other duties as assigned.

## **QUALIFICATIONS**

Must be able to satisfactorily perform each essential duty listed above. Additional qualifications include:

- Excellent written and verbal communication skills
- Excellent customer service skills
- Evidence of strong organizational abilities, time management and attention to detail
- Ability to organize and manage multiple duties simultaneously
- Proficiency in PowerFAIDS, PowerCampus, Microsoft Outlook, Word, and Excel

## **EDUCATION and/or EXPERIENCE**

- Bachelor's degree required
- 3 to 5 years direct experience at the Director level

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Notary Public, State of Ohio desired

## **PHYSICAL DEMANDS**

The employee is occasionally required to:

- The employee is regularly required to walk and talk and hear.
- The employee frequently is required to sit, stand, use hands to finger, handle, or feel; and reach with hands and arms.
- Lift and/or move up to 10 pounds on an occasional basis.
- Demonstrate specific vision abilities including close vision, depth perception, and focus.

## **WORK ENVIRONMENT**

- The noise level in the work environment is usually moderate.

- The employee is occasionally exposed to outside weather conditions.

**COMPENSATION:** This position is full-time, exempt. Compensation is commensurate on experience and qualifications. CCAD offers a benefits package including: vacation time, additional paid time off while the college is closed during winter break, sick time accrual, health and dental insurance, life and disability insurance, 403B retirement contribution, tuition remission, campus parking, and free admission to the Columbus Museum of Art.

**HOW TO APPLY:** Visit [www.ccad.applicantpro.com/jobs/](http://www.ccad.applicantpro.com/jobs/) to submit your application. When asked to upload application materials, please submit a resume/CV and a cover letter. If you are applying from any website other than CCAD or Indeed, you will receive a follow up email 3 hours after your initial submission directing you to follow the link and complete your application. You must complete this two-step process, or your application will be considered INCOMPLETE.

### CCAD Vaccination & Booster Requirement Notice

Columbus College of Art & Design (CCAD) is committed to protecting our students, employees, and our communities from COVID-19. Toward that goal, and in consideration of guidance released by the state of Ohio, the U.S. Centers for Disease Control and Prevention (CDC), and a variety of public health authorities and professional organizations, CCAD is implementing a vaccination & booster requirement policy for its students and employees.

All employees, including on-campus, hybrid, or fully remote status, are required to receive the Covid-19 vaccination and booster shot (if eligible) as determined by CCAD and provide proof of their fully vaccinated/up to date status upon hire.

Reasonable Accommodation: Employees in need of an exemption from this policy requirement due to a medical reason, or because of a sincerely held religious belief, must request a Request for Accommodation form from Human Resources to begin the interactive accommodation process. Accommodation requests will be considered on a case-by-case basis and/or granted where they do not cause CCAD undue hardship or pose a direct threat to the health and safety of others.

Please direct any questions regarding this notice to Human Resources at [humanresources@ccad.edu](mailto:humanresources@ccad.edu).

**\*CCAD reserves the right to modify, supplement, revise, or rescind any part of this notice as it deems necessary or appropriate with notification..**

#### About CCAD:

[Columbus College of Art & Design](#) teaches a diverse undergraduate and graduate student body in the midst of a thriving creative community in Columbus, Ohio. Founded in 1879, CCAD is one of the oldest private, accredited, and nonprofit art and design colleges in the United States. CCAD offers 11 BFA programs in a variety of visual art and design disciplines, a Master of Fine Arts in Visual Arts, and a Master of Professional Studies in Retail Design that produce graduates equipped to shape culture and commerce at the highest level.

At the core of CCAD is [The CCAD Way](#), one of Creative Collaboration, Intentional Inclusivity, and Proven Potential. Our [Core Values](#) of Respect, Positivity, Inspiration, and Accountability unite us. CCAD's [Presidential Commission on Diversity, Equity & Inclusion](#) works to help CCAD grow with intention into a more inclusive and equitable institution. Learn more at [ccad.edu](http://ccad.edu).

#### About Columbus:

As the 14th largest city in the country and the largest and fastest-growing city in Ohio, [Columbus](#) is collaborative, open, and dynamic. Between incredible arts and entertainment, exciting collegiate and professional sports, and a spectacular downtown riverfront of sprawling greenspace, Columbus has something for everyone. Here, you'll find all the culture and amenities you'd expect in a major city, with the friendly and approachable attitude of the Midwest. Franklin County, where Columbus is located, is the epicenter of the state's political, economic, and social presence and is home to 1.3 million residents with a median age of 34. Columbus is a top city for equality and was the recipient of a perfect score from the Human Rights Campaign in 2020. And central Ohio is serious about higher education: the [Columbus region](#) is home to 52 college and university campuses, with 22,000 annual college graduates. Because CCAD is closely tied to the city's numerous art and design spaces and ever-expanding districts, you'll have plenty of places to experience creativity and showcase your own.

**EEO Statement:**

As an educational and cultural institution, a culture of equity and inclusion is not an add-on at CCAD, rather it is central to how we define creative excellence and the health of our institution. CCAD believes that a culturally diverse campus is integral to academic excellence, and our student, faculty, staff, and trustee bodies should reflect the diverse world in which we live, with attention to race, ethnicity, religious creed, national origin, age, sex, sexual orientation, gender identity or expression, and ability. At CCAD, we are determined to foster an environment of inclusion and equity. CCAD is an equal opportunity employer and encourages applications from individuals who will contribute to its diversity.