Opportunity: Withdrawal and Satisfactory Academic Progress (SAP) Coordinator

**POSITION OVERVIEW:**

| Department: | Office of Student Financial Aid, Office of the Provost |
| University Classification: | Financial Aid Counselor |
| UI Job Code: | PC1 |
| Pay Level: | 3A |
| Working Title: | Withdrawal and Satisfactory Academic Progress (SAP) Coordinator |
| Percent Time: | 100% (40hrs/wk.) |
| Position Type: | Regular P&S, Ongoing |
| Administrative Supervisor: | ☐ Yes ☒ No |
| Reports to: | Associate Director, Processing and Verification |
| Compensation: | Anticipated hiring annual salary range is: $45,000 to commensurate; Competitive benefits |
| Work Modality: | This position has the option for a hybrid schedule. All remote work is required to be performed within the state of Iowa and incumbents must be able to commute for required on site functions. Specifics to be discussed during interviews. |

**POSITION SUMMARY:**

Reporting to the Associate Director of Processing and Verification, this position is responsible for assisting the Associate Director of Processing and Verification, as well as the Senior Associate Director of Advising and Office Operations, with the hands-on management of various attendance and academic issues that impact Title IV eligibility. This position will specifically be managing and processing Satisfactory Academic Progress (SAP) appeals, withdrawals and unofficial withdrawals, R2T4 calculations and tracking, monitoring nonattendance reports and adjusting aid accordingly, among other financial aid eligibility processes impacted by attendance and academics. This position will also assist with cost of attendance development and set up. This position requires critical analysis, interpretation, and understanding of federal, state, and institutional financial aid regulations and policies and an ability to contribute to policy and procedure development. This position requires, at minimum, a proficiency level in these areas to work with the Associate Directors in assuring compliance with Title IV federal regulations.

**WHAT YOU DO:**

**Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based)**

- Review Satisfactory Academic Progress (SAP) appeals and reinstate or award financial aid based on an approved appeal. Evaluate SAP eligibility and award new financial aid applicants.
- Review financial aid offer for accuracy based on attendance, required and/or appropriate sources of documentation, and resolve conflicting information. Revise financial aid as needed based on federal financial aid policies and procedures.
- Assist in processing of various forms including change in income, cost of attendance change, and other professional judgement forms.
- Track consortium agreements for students studying through other institutions/programs that require unique cost of attendance adjustments as needed in relation to attendance issues. Additional adjustments made based on changes in enrollment hours and costs, additional financial aid received, or at the request of the student.
- Other duties as assigned necessary for the evaluation, awarding, processing and adjusting of student aid programs.

**One on One Consultation and/or Outreach Services**

- Collaborate with campus partners, in person, meetings, via email, and by phone regarding financial aid policies, procedures, application processes, and federal, state, and institutional aid programs as they relate to attendance.
- Utilize effective counseling skills in sometimes highly charged emotional situations.
• Communicate with students, faculty and staff who contact the Office of Student Financial Aid through designated SAP and attendance email inboxes
• Utilize problem-solving skills to assist students experiencing financial difficulties to develop plans that encourage retention and on-time graduation.
• Serve on various internal and external committees, as well as special projects as assigned by administrators.
• Other duties as assigned necessary for providing exemplar customer service to our students and their families.

### Data Collection, Analysis, and Reporting

- Compile raw student data for each attendance category to be used for audits, metric, reports, etc.
- Assist in review and tracking of SAP review and students appealing for financial aid eligibility who are not meeting SAP.
- Responsible for Return of Title IV Funds calculations done through the Common Origination and Disbursement system (COD) and aid adjustments for both official and unofficial withdrawals, non-attendance, census, and other issues related to attendance.
- Monitor and research changes in federal regulations in order to update internal manuals to ensure compliance with Title IV regulations and US Department of Education guidelines.
- Monitor trends and demographic information in students who withdraw from the University.
- Assist in data analysis as it relates to student financial concerns.

### Budget Oversight and Management

- Serve on various internal and external committees, as well as special projects as assigned by administrators.
  Committee service within the Office of Student Financial Aid includes, for example, the Cost of Attendance committee that researches and determines student budgets for financial aid packages, and Professional Judgment Committee that reviews and makes determinations with regard to special circumstances presented by students and parents.

### HOW YOU DO YOUR JOB: (learn about competencies and proficiency levels here)

#### Accuracy and Attention to Detail – Proficiency: Extensive

*What this looks like:*

- Processes detailed information with good accuracy.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to ensure that information goes out error-free.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.

#### Data Gathering and Analysis – Proficiency: Working

*What this looks like:*

- Participates in gathering and analyzing data for a project or projects.
- Utilizes the basic data collection and evaluation tools and techniques.
- Follows proper data gathering and analysis processes and policies.
- Reports problems that arise in the data collection process.
- Reviews the results to ensure the quality and accuracy of data gathering and analysis.
**Decision Making and Critical Thinking – Proficiency: Extensive**

*What this looks like:*

- Assists in assessing risks, benefits and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in a decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

**Effective Communications - Proficiency: Working**

*What this looks like:*

- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when inappropriate.
- Looks for and considers non-verbal cues from individuals and groups.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.

**Financial Analysis - Proficiency: Working**

*What this looks like:*

- Works with a specific financial analysis tool set.
- Utilizes basic qualitative and quantitative tools and techniques with proficiency.
- Implements valid financial analysis aligned with key criteria.
- Interprets major types of financial statements issued by the organization.
- Applies principles used to evaluate the economics of investment decisions.

**Interpersonal Relationships – Proficiency: Working**

- Collaborates with departmental associates and management.
- Adapts interaction style to situations and people.
- Identifies roles and responsibilities for self and others.
- Demonstrates an understanding of alternative points of view.
- Explains impact of interactions with individuals and groups.

**UNIVERSITY EXPECTATIONS** (see definitions and proficiency levels [here](#))

**Collaboration/Positive Impact - Proficiency: Working**

*What this looks like:*

- Shares appropriate information/feedback openly, professionally and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

**Diversity, Equity and Inclusion – Proficiency: Working**

*What this looks like:
Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity and inclusion.


What this looks like:
- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

QUALIFICATIONS YOU BRING:

Required
- Bachelor’s degree or an equivalent combination of education and experience is required.
- Experience working in a post-secondary academic setting or in another sector dealing with detail-oriented projects, counseling, and/or education, typically six months to one year at minimum.
- Experience working with financial aid policies and procedures, typically six months to one year at minimum.
- The ability to think critically and provide input and sound interpretations.
- The ability to apply knowledge and decision-making skills to individual situations.
- Demonstrates an WORKING proficiency level in:
  - Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
  - Knowledge of data gathering and analysis tools, techniques, and processes; ability to use these to gather and analyze data for a specific or variety of needs and/or projects.
  - The ability to work developmentally with students; ability to promote student learning development and success by applying advising approaches to diverse individual student situations.
  - The knowledge, and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
  - Microsoft Excel, Word, and Outlook.

Desired
- A Master’s degree is desirable.
- Basic knowledge of University policies, procedures, and regulations.
- Previous R2T4 and/or SAP Experience
- Earned NASFAA Return of Title IV Credential
- Earned NASFAA Satisfactory Academic Progress Credential

ABOUT THE DEPARTMENT:

The Office of Student Financial Aid assists students with the costs of their educational investment. Our committed team of professionals works in partnership with families, providing information on available options and assisting with the financial aid process.