

Comprehensive Reorganization Proposal

Office of Financial Aid

The Office of Financial Aid is in the process of addressing multiple changes with regard to personnel, federal guidelines, and state regulations associated with House Bill 8. Some such changes include:

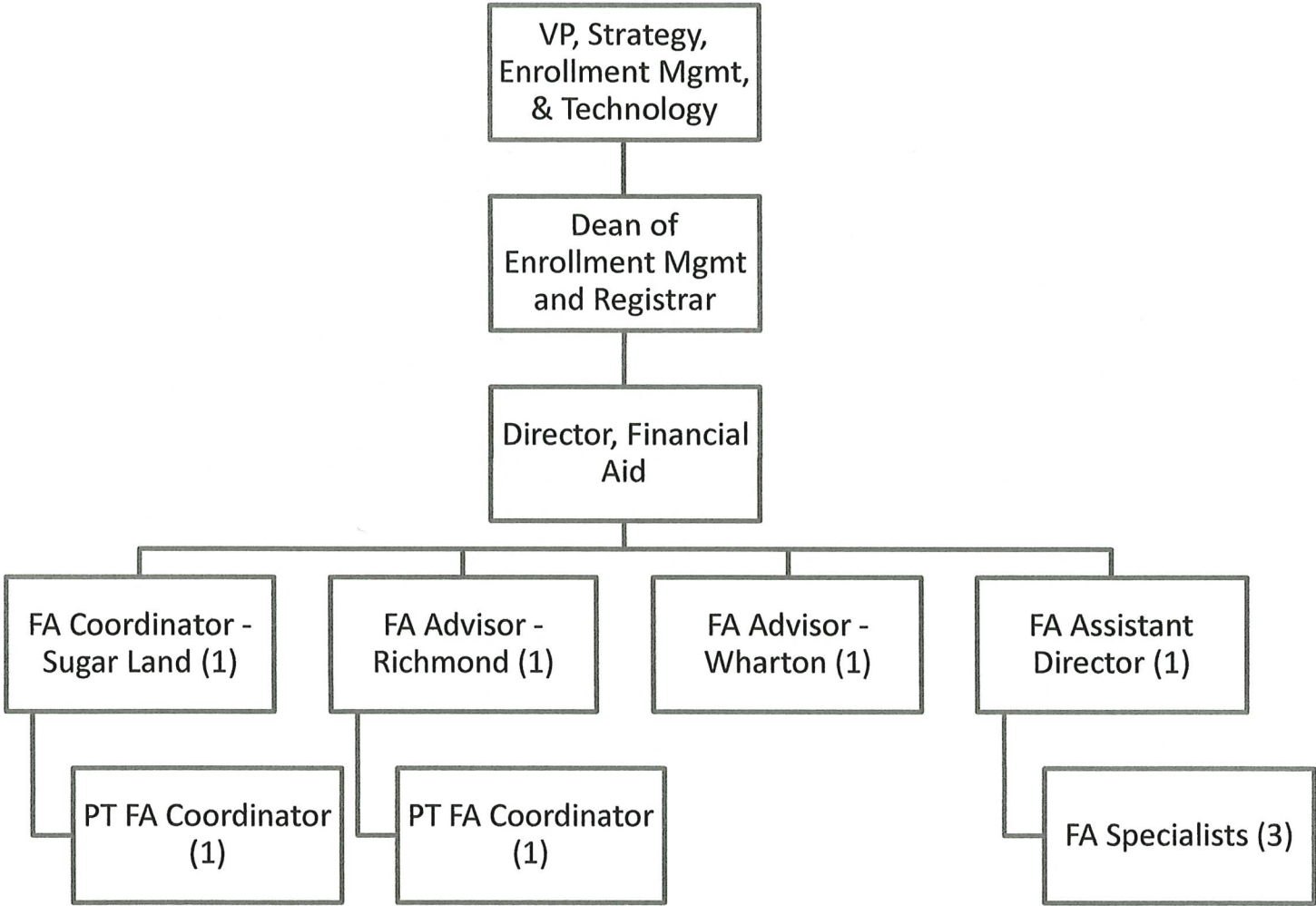
- The hiring of a new “Director of Financial Aid” and subsequent vacancy with regard to the “Financial Aid Coordinator/Counselor – Richmond Campus” position.
- The transition of oversight for various scholarships from the Office of the Dean of Vocational Instruction to the Office of Financial Aid.
- The increase in TEOG funds and allowance to use Pell within the matching formula.
- The modification of the FAFSA application and resulting process changes.

Based on these changes and a comprehensive review of all operations within the office, there is the need to reevaluate the future staffing needs of the organization. The following is a proposal for the comprehensive reorganization of the WCJC Office of Financial Aid. The proposed organizational changes include:

- Revise the current job description for the “Financial Aid Coordinator/Counselor – Sugar Land Campus” to include specific requirements as the institution’s Veteran’s Reporting Official. No change in budgeted salary.
- Eliminate the current (vacant) position of “Financial Aid Coordinator/Counselor – Richmond Campus” (AA-1). Reduction in budgeted salary = \$69,000
- Create two (2) new administrative staff positions titled “Financial Aid Advisor” (A-15), to be located at the Richmond and Wharton Campuses. Increase in budgeted salary = \$44,525 – 50,525 each
- Limit all part-time positions to a maximum of 80 hours per month.
 - Estimated reduction in PT salary, fringe, and surcharges = \$20,000

This proposal does seek to increase the Financial Aid full-time professional salaries budget by \$19,000 - \$31,650, while decreasing the part-time costs by \$20,000, resulting in a maximum net increase of \$11,720 to the total budget.

Position	Total FY 2023 Cost	Proposed Cost
Financial Aid Coordinator/Counselor (Richmond)	\$69,402	\$0
Financial Aid Advisor (x2)	\$0	\$89,050 – 101,050
Part-Time Financial Aid Counselors (x2)	\$67,928	\$48,000
Total	\$137,330	\$137,050 – 149,050





**JOB DESCRIPTION
Human Resources Department**

JOB TITLE: Financial Aid Coordinator/ Counselor	FLSA: Exempt GRADE: AA-1 NBAPOSN: FAC001
LOCATION: Sugar Land Campus	EFFECTIVE DATE: November 29, 2023 REVISION DATE: November 1, 2023
REPORTS TO: Director of Financial Aid	

PURPOSE AND SCOPE:

The Financial Aid Coordinator/Counselor assists in packaging the students' awards at the Sugar Land Campus and other duties assigned by the Director to ensure efficiency of operations within the Financial Aid Office.

ESSENTIAL JOB FUNCTIONS:

1. Processes student financial aid portfolios according to the Financial Aid Packaging Policy, as set forth by the Director of Financial Aid, and state and federal guidelines and regulations as governed by the Department of Education and the Texas Higher Education Coordinating Board.
2. Conducts Student Loan Entrance Counseling sessions as per Department of Education federal guidelines. Advises students about financial aid eligibility, application procedures, available financial aid programs, educational costs, and financial management strategies, including loans, financing options, and other financial aid related matters.
3. Assists students with all aspects of the Financial Aid application and verification processes. Reviews student files for complete and accurate materials as governed by the Department of Education federal guidelines and regulations and processes student loans.
4. Monitors students' records and evaluates satisfactory academic progress to provide proactive counseling and financial planning advise to students.
5. Processes scholarship applications and awards funds based on scholarship guidelines.
6. Regularly attends seminars and monitors various publications to keep abreast of federal regulations and guidelines governing financial aid.

7. Provides Financial Aid counseling services for students at the Sugar Land Campus.
8. Conducts recruitment efforts both on- and off-campus at Financial Aid Workshops across Fort Bend County. Coordinates with the Office of Recruitment to provide information and support at local area events.
9. Provides services as the VA Certifying Official for all campuses.
10. Performs other duties that are assigned or that require attention for the successful operation of the financial aid office.

KNOWLEDGE, SKILLS, EXPERIENCE:

Bachelor's degree in a field related. Ten years' experience working with Financial Aid in a college or university setting. Must have strong computer skills and five years' experience in Banner. Must demonstrate effective verbal and written communication skills. Criminal background check required.

SUPERVISION OF OTHERS:

The Financial Aid Coordinator/Counselor will supervise any part-time personnel on the Sugar Land campus.

SUPERVISION AND DIRECTION RECEIVED:

The Financial Aid Coordinator/Counselor is responsible and accountable to the Director of Financial Aid for fulfilling the objectives, standards and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts include the Department of Education, financial aid offices with other colleges and universities, public school counselors, and other community organizations.

Internal contacts include administrators, faculty and staff, and committees.

COMPLEXITY/EFFORT:

This position involves ability to read and interpret departmental policies, procedures and instructions. Work requires ability to interpret and apply Federal, State and College policies, procedures, laws, and regulations as applied to financial aid. Ability to hear and understand customer inquiries and oral instructions from supervisor. Sufficient manual dexterity to prepare letters, reports, and other data on the computer. Ability to deal effectively with "angry" students and resolve "sensitive issues." Ability to conduct financial aid workshops for area high schools and adequately present group presentations on financial aid. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Demonstrated commitment to the mission of a comprehensive community college. Excellent communications and interpersonal skills. Demonstrated verbal and written communication skills. Ability to make day-to-day decisions consistent with procedures in financial aid services. Ability to handle emergency situations as they arise in the office.

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled open office environment with computers with minimal exposure to safety hazards. Infrequent travel and occasional use of a personal vehicle is required. Job duties require little physical effort with light lifting required for filing and shredding. Exposure to natural atmospheric conditions such as dirt and dust, etc. Travel to all WCJC campuses is expected.

LAST MODIFIED: November 1, 2023

Employee's Signature

Date

Supervisor's Signature

Date

Initials



**JOB DESCRIPTION
Human Resources Department**

JOB TITLE: Financial Aid Advisor	FLSA: Exempt GRADE: A-15 NBAPOSN:
LOCATION: Any WCJC Campus	EFFECTIVE DATE: November 29, 2023 REVISION DATE: November 1, 2023
REPORTS TO: Director of Financial Aid	

PURPOSE AND SCOPE:

The Financial Aid Advisor assists in packaging students’ awards, processing scholarships, attending recruitment events, and other duties assigned by the Director to ensure efficiency of operations within the Financial Aid Office.

ESSENTIAL JOB FUNCTIONS:

1. Processes student financial aid portfolios according to the Financial Aid Packaging Policy, as set forth by the Director of Financial Aid, and state and federal guidelines and regulations as governed by the Department of Education and the Texas Higher Education Coordinating Board.
2. Conducts Student Loan Entrance Counseling sessions as per Department of Education federal guidelines. Advises students about financial aid eligibility, application procedures, available financial aid programs, educational costs, and financial management strategies, including loans, financing options, and other financial aid related matters.
3. Assists students with all aspects of the Financial Aid application and verification processes. Reviews student files for complete and accurate materials as governed by the Department of Education federal guidelines and regulations and processes student loans.
4. Evaluates students’ satisfactory academic progress and advises students accordingly.
5. Assists with scholarship applications and award of scholarship funds, as needed.
6. Maintains appropriate documentation and ensures accuracy of student information within the institution’s ERP, Banner.

7. Regularly attends seminars and monitors various publications to keep abreast of federal regulations and guidelines governing financial aid.
8. Conducts recruitment efforts both on- and off-campus at Financial Aid Workshops , as needed. Coordinates with the Office of Recruitment to provide information and support at local area events.
9. Performs other duties that are assigned or that require attention for the successful operation of the financial aid office.

KNOWLEDGE, SKILLS, EXPERIENCE:

Bachelor's degree in a field related. Four years' experience working in higher education with two years' experience in Financial Aid in a college or university setting. Must have strong computer skills. Must demonstrate effective verbal and written communication skills. Criminal background check required.

SUPERVISION OF OTHERS:

The Financial Aid Advisor may supervise part-time personnel at the discretion of the Director.

SUPERVISION AND DIRECTION RECEIVED:

The Financial Aid Advisor is responsible and accountable to the Director of Financial Aid for fulfilling the objectives, standards and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts include the financial aid offices with other colleges and universities, public school counselors, and other community organizations.

Internal contacts include administrators, faculty and staff, and committees.

COMPLEXITY/EFFORT:

This position involves ability to read and interpret departmental policies, procedures and instructions. Work requires ability to interpret and apply Federal, State and College policies, procedures, laws, and regulations as applied to financial aid. Ability to hear and understand customer inquiries and oral instructions from supervisor. Sufficient manual dexterity to prepare letters, reports, and other data on the computer. Ability to deal effectively with "angry" students and resolve "sensitive issues." Ability to conduct financial aid workshops for area high schools and adequately present group presentations on financial aid. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Demonstrated commitment to the mission of a comprehensive community college. Excellent communications and interpersonal skills. Demonstrated verbal and written communication skills. Ability to make day-to-day decisions consistent with procedures in financial aid services. Ability to handle emergency situations as they arise in the office.

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