

Financial Aid Director

Director III – Financial Aid Director

Committee:

Dean of Enrollment Services - Chair
Business Office Representative
Advising Representative
Academic Representative
Registration Representative
ERP Representative
Outreach Representative
Foundation Representative

Timeline

August 23-September 6 position posted
September 7 – applications go to the committee
Based on #s we could have interviews the week of Sept. 11-14

Interview:

- 1 hour with committee
- 30 minutes with financial aid team with questions they submitted
- 30 minutes with Andy to talk about job expectations
- After – Andy will get feedback from references and financial aid team to submit to the committee
- Committee will deliberate at some point the week of September 18-21 if references respond in a timely manner

Interview Questions

1. Why do you want this job?
2. CAC has two wildly important goals of creating a world-class learner experience and making CAC a great place to work. How would you contribute to these goals as the Financial Aid Director?
3. One of our key board outcomes is to increase the % of students receiving the Pell Grant. In order to do this, we are striving to increase the % of students who

complete the FAFSA. With the resources we have, what would you do in this position to increase FAFSA completion?

4. What do you think is the key to managing employees?
5. What experiences do you have managing people?
6. What examples do you have of successful collaboration projects you've been a part of at the college?
7. What is the key to collaboration between departments at the college?
8. What is the difference between collaboration between student services departments and academics?
9. How do/would you stay up to date with the changing state and federal guidelines around financial aid?
10. What experiences do you have with audits?
11. How would you handle a situation with a financial aid audit where we had findings that we had some errors in how we awarded financial aid?
12. How do you make sure financial aid staff are following correct procedures to make sure we process financial aid correctly?
13. In financial aid and with CACs resources, what does good customer service look like to you?
14. What have you learned from working with our Anthology Student Information System?
15. What experience do you have that would make you an effective module manager for financial aid for CAC?
16. How do you use written and verbal communication to effectively get messages across?

17. How else do you communicate effectively with staff that report to you and colleagues that don't report to you?
18. When have you been recognized for going above and beyond?
19. At CAC many people think their department is doing great work, but many other departments are not. What would you do in this position to build your team and connect your team with other departments at the college?
20. What motivates you?
21. Out of the list of strengths what 3 describe you most, which 1 describes you least and why?
22. Why should we hire you for this position?
23. If you got the job, what would be the key to being able to successfully work with other applicants working at CAC that didn't get the job?
24. What questions do you have for us?