

Class Code: 1216
Position#: (PSA) (E)
Developed by:....CL
Reviewed by:....DLJ
Approved by:.....LK
Date:...08/16;01/17

UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Coordinator, Accelerated and Fully Online Programs
DIVISION: Academic Affairs (Enrollment Services)
REPORTS TO: Senior Associate Director, Enrollment Services (Registrar Program)
GRADE: 10
SUPERVISES: Support staff as assigned; May supervise student workers

BASIC FUNCTION:

Online programs shall be defined as programs of study that are offered in a fully online instructional format, and will include programs taught on either an accelerated or traditional calendar. Support undergraduate and graduate students, potential applicants and the operations of the fully online Academic programs. Maintain a close working relationship with the Graduate School and Undergraduate Colleges and Departments offering fully Online programs, ensuring conformity to the University's overall enrollment policies and processes. In collaboration with the Academic Departments and Colleges, provide updates to the web site for the Office of Enrollment Services as it relates to fully Online Programs, seeking input from key stakeholders regarding ease of navigation and clarity of messages.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide administrative support for the operations of online academic programs.

Assist in the development and dissemination of Enrollment Services related materials for online students and prospective students, advisors and external audiences, including coordinating and updating information published in special College publications (such as newsletters), the Campus Web site and the University Catalog.

Responsible for the collection, analysis and reporting of data, including National Student Clearinghouse reporting, relevant to online academic programs.

Assist online students in Enrollment Services registration, billing and Financial Aid (FA) processes.

Confirm application for FA and follow-ups regarding required information, such as verification documents and monitor that students are awarded when application is complete.

Follow-up with student regarding signing of all necessary documents: Entrance Counseling, Master Promissory Note, etc.

Monitor acceptance of FA to pay bill prior to due date. Contact if necessary, so that aid is reflected on bill.

Monitor Financial Aid disbursement issues.

Counsel students on a variety of issues concerning the process, including registration, FA process, and enrollment requirements in order to receive FA.

Develop and maintain a comprehensive knowledge of the matriculation processes for all online programs.

Work with University administrative and academic departments to assist in the matriculation process.

Hold telephone and in-person meetings with online program partners and program participants.

Serve a diverse set of participants, including non-traditional and adult populations.

Analyze payment and collection reports and make appropriate determinations related to non-payment enrollment cancellation action. Communicate with and assist students in meeting their financial obligations so as to limit such action.

Review credit balance reports and ensure timely processing of Federal Title IV refunds.

Provide assistance in matters related to reconciliation requirements for individual online programs.

Work in consultation with and serve as a member of the Enrollment Services Technical Support Team.

OTHER DUTIES AND RESPONSIBILITIES:

Assist online students in completing registration, financial aid forms, and billing obligations.

Assist in the appropriate assignment of classes offered for the Online programs.

Update Enrollment Services website content.

Attend conferences and workshops.

Perform additional duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; MS Office Suite (Word, Excel, PowerPoint), database management, and web-based educational programs, including collaborative learning environments.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of three years combined experience in student records, academic advising in an academic program setting, and/or, billing and financial aid; Demonstrated strong verbal and interpersonal skills; Demonstrated proficiency in written communication skills; Demonstrated ability to navigate complex administrative systems (i.e. Academic, Financial Aid, Billing, using PeopleSoft, Sakai, Webpages, etc.); Demonstrated experience with Microsoft Word, Excel and PowerPoint; Demonstrated experience with PeopleSoft or related SIS system; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree in higher education, college student personnel, or comparable administrative programs (Public Administration, Business Administration); and, Demonstrated knowledge of University of Rhode Island administrative procedures as they relate to registration, billing and Financial aid.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLE ACCOMMODATE INDIVIDUALS WITH DISABILITIES.