

Financial Aid Competency Framework

LAWS, REGULATIONS & COMPLIANCE

- Financial aid legislative and regulatory knowledge
- Ethical compliance with Title IV program requirements
- Correlation of multiple sources of aid
- Advocacy in public policy

CUSTOMER SERVICE

- Communication skills
- Advising
- Public speaking
- Financial literacy
- Cultural competence
- Flexibility
- Empathy and respect
- Personal responsibility

CAREER DEVELOPMENT

- Professional growth and development
- Collaboration
- Teamwork
- Developing skills for oneself and others

COMMITMENT TO COLLEGE ACCESS AND STUDENT SUCCESS

- Impact of aid on student success
- Awareness of systemic barriers
- Cultural humility and inclusivity
- Clear, accessible communication
- Student-centered advocacy
- Ongoing learning and reflection

TECHNOLOGY, RESEARCH & DATA

- Digital communication
- Electronic processing
- Leveraging technology to find efficiencies without sacrificing quality service
- Apply data to inform decisions and improve outcomes
- Use research to guide policy and practice
- Translate data insights into service enhancements

LEADERSHIP

- Strategic thinking
- Planning
- Critical thinking
- Problem solving
- Decision making
- Compromise
- Change management
- Emotional intelligence
- Program management
- Stewardship

BUSINESS OF EDUCATION

- Institutional context
- Enrollment Management
- Interdepartmental practices
- Collaboration
- Relationship-building
- Exposure
- Risk assessment
- Advocacy
- Models of governance
- Models of accreditation

