



**Office of Academic & Student Affairs
Financial Aid Services**

Introduction:

As we near the end of the first award year using the SCT Banner Financial Aid System, we have developed an organizational strategy to move the Banner Financial Aid Team from its implementation focus of the past 3 years to a more stable environment where management of the SCT Banner system is just one aspect of a comprehensive approach to student financial aid administration in the Connecticut Community Colleges. Effective July 1, 2001, we embark upon the development of a “financial aid presence” in the System Office with the establishment of a Financial Aid Services function within the Office of Academic & Student Affairs.

Mission:

The mission of the Financial Aid Services staff is to provide leadership and direction in all areas of financial aid administration including policy analysis and development, research, legislative and regulatory analysis, program management, and the SCT Banner Financial Aid System.

Scope:

- **Program Development & Administration.** Designing, developing and adapting the System’s financial aid information system to meet the needs of the System and the colleges; ensuring the System and the colleges maintain and develop innovative technical solutions to financial aid delivery and administration. Researching, developing, and publishing policies and procedures for the consistent administration of financial aid programs and services. Assuring compliance with government regulations and policies pertaining to state and federal financial aid programs. Analyzing the resources needed to meet the needs of the financial aid system and the potential funds available, including the long-range forecasts of needs and resources.
- **System Leadership.** Providing substantial support to the System Office and the colleges in the areas of policies and procedures, business practices, and compliance issues. Providing guidance, advice, and research assistance to the Chancellor and the System Office staff in support of policy recommendations in student financial aid on both the state and federal level. Providing consulting

- services to college management in the proper administration of student financial aid programs including matters regarding program participation, compliance audits and reviews. Acting as an advocate for community college students and the effective administration of comprehensive financial aid delivery and management practices, incorporating technology to assist the System Office and the colleges in this effort.
- **Liaison Activity.** Liaison between the System Office, the colleges, and federal, state, and other agencies, as appropriate, in matters regarding financial aid programs and the impact of legislation and regulations on the manner in which programs and information systems are utilized. Working cooperatively with and as liaison between the System Data Center staff, Finance staff, and functional end users in the administration and support of the integrated management system. Serving as the primary contact for the colleges in the use of the SCT Banner Financial Aid System.
 - **Training and Development.** Providing technical services to the colleges' financial aid offices in the use of the automated information system, college business practices, and the delivery of student financial aid. Providing training and materials to college staff in the use of the automated financial aid information system. Providing functional user support to college financial aid end users via a comprehensive system of user support services.

Staff:

- **Director of Financial Aid Services.** Serves as the chief System designee for student financial aid providing leadership and direction in all areas of financial aid administration. Serves as the lead contact for the SCT Banner Financial Aid System project. Tom Bradham will occupy this position.
- **Assistant Director of Financial Aid Services.** Serves as the primary contact for the 12 community colleges relative to the use of the SCT Banner Financial Aid System. Charged with the day-to-day responsibility of providing functional user support to the financial aid staffs. Consults regularly with the System Data Center staff in ensuring the proper operation of the SCT Banner Financial Aid System. Claudia Chafee will occupy this position.
- **SCT Banner User Support Services.** Provide daily support to users of the SCT Banner Financial Aid System. Assist in the testing of new product releases and development initiatives. Provide campus perspective and guidance to professional and technical staff. Cathy Hardy (Naugatuck), Dave Welsh (Tunxis), and Dennis Williams (Northwestern) will occupy these part-time positions.
- **Information Technology Staff.** In collaboration with the System Data Center, Joe McAuliffe serves as the IT Project Manager for Financial Aid Services. Ron Correll is the Senior Programmer/Analyst.

For More Information: Please contact Tom Bradham at tbradham @commnet.edu or by telephone at 860.987.4848.