



# CHEYNEY UNIVERSITY OF PENNSYLVANIA

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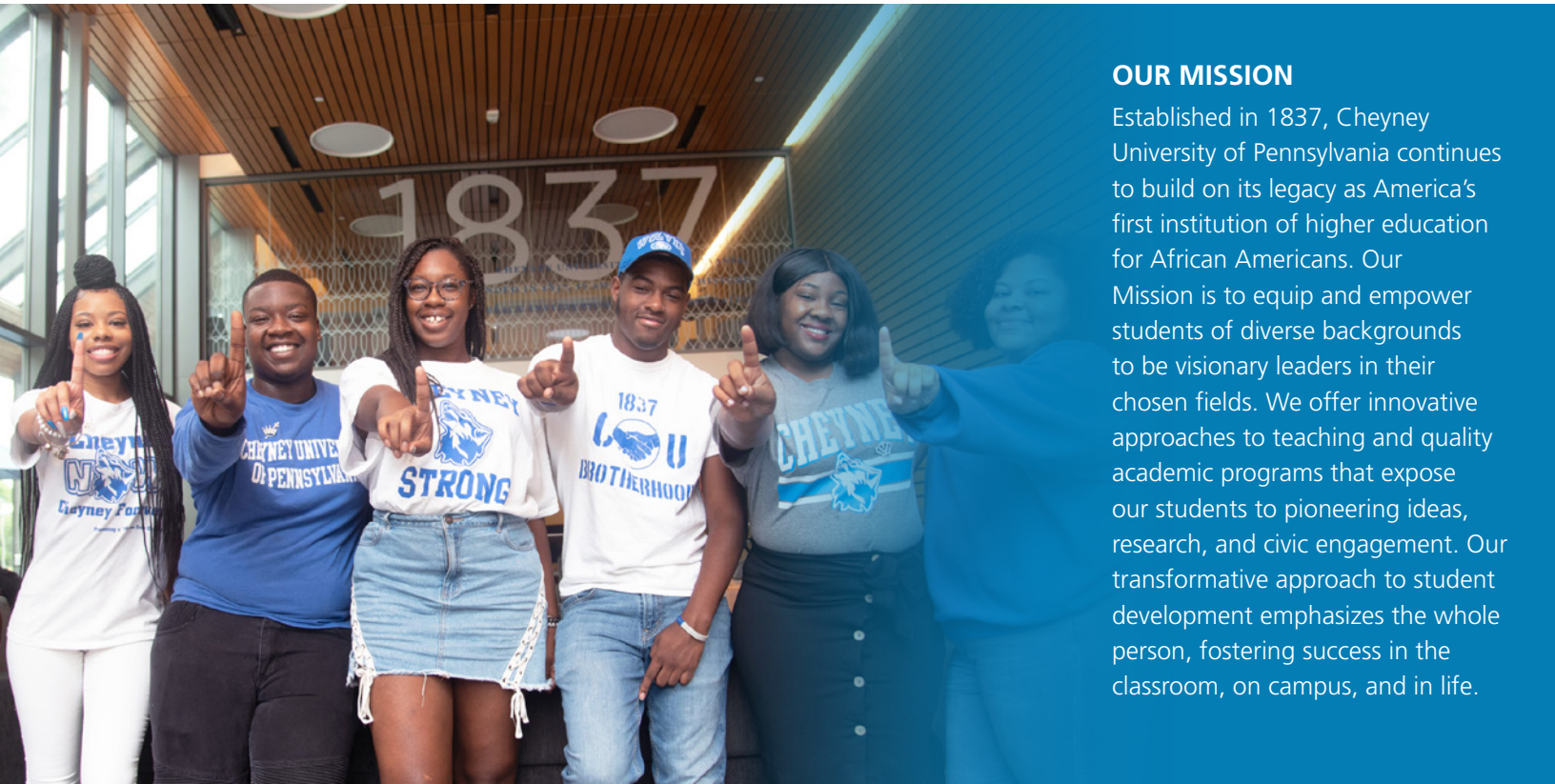


*Inviting Applications and Nominations for*

## Director of Student Financial Services



**Cheyney University of Pennsylvania**, a public, historically Black university in Pennsylvania, seeks a visionary leader with exceptional financial, strategic, operational, and interpersonal capabilities to serve as **Director of Student Financial Services**. This is an excellent opportunity for an experienced and accomplished assistant director, associate director, or director.



## OUR MISSION

Established in 1837, Cheyney University of Pennsylvania continues to build on its legacy as America's first institution of higher education for African Americans. Our Mission is to equip and empower students of diverse backgrounds to be visionary leaders in their chosen fields. We offer innovative approaches to teaching and quality academic programs that expose our students to pioneering ideas, research, and civic engagement. Our transformative approach to student development emphasizes the whole person, fostering success in the classroom, on campus, and in life.

# ABOUT THE UNIVERSITY

Founded in 1837, Cheyney University of Pennsylvania (CU) is the nation's first Historically Black College and University (HBCU), and a charter member of the Pennsylvania State System of Higher Education (PASSHE). Historically recognized as an institution of higher learning for African Americans, the university offers baccalaureate degrees in an array of disciplines to students from a variety of races, cultures, and nationalities.

Nestled in a scenic suburban setting 25 miles west of Philadelphia, Cheyney University serves approximately 1,284 students annually, and provides 24 distinct undergraduate classes within 16 broad fields of study. Using innovative approaches to teaching and quality academic programs, Cheyney University exposes students to pioneering ideas, research, and civic engagement.

President Aaron Walton has served as Cheyney's President since November 2017. Prior to this appointment, Mr. Walton served as Vice Chair of

Pennsylvania's State System of Higher Education (PASSHE) Board of Governors, and co-chair of the Cheyney Task Force, which assisted in forming Cheyney's new Institute for the Contemporary African American Experience (ICAAE), and the New Cheyney initiative. President Walton has transformed Cheyney into a modern, dynamic institution that produces students who excel in academics, character, and social responsibility.

Perennially ranked by *U.S. News & World Report* as one of the top public schools in the nation, CU offers students a high-quality education at an affordable price. The university retains its foundation in the liberal arts, along with select professional studies programs, which are divided into two academic schools: the School of Arts and Sciences and the School of Education and Professional Studies. With a student faculty ratio of 15:1, students are more engaged, focused, and disciplined. Annually, Cheyney



generates a regional economic impact of over \$70 million and supports 721 jobs.

With the development of the ICAAE institute, the university is partnering with leaders in industry and in education to enhance research and applied learning on campus. Cheyney's vision is to become a premier model for academic excellence, character development, and social responsibility. The university is proud of its historic past and continues to build on its legacy to provide innovations in education, research and business practices that will secure a strong future.



## Our Values

**Scholarship** Cheyney University is committed to maintaining a vibrant educational community that is dedicated to promoting scholarship and lifelong learning for its students. The University values the close relationship between scholarship, teaching, and research and strongly supports academic programs which integrate research and teaching. Scholarship at Cheyney University is focused on preparing students to excel in their chosen fields of study and to become leaders.

**Diversity** The University demonstrates its commitment to diversity by offering wide student access to resources to ensure an opportunity for all to acquire an education. Diversity and multiculturalism are integral to the University and are reflected through our academic programs and curriculum. Our diverse alumni, faculty, and staff reflect the local, national and international community and help prepare Cheyney University students for success in the global community. Cheyney University recognizes how valuable its unique diversity is in contributing to the Pennsylvania State System of Higher Education.

**Integrity** In order to demonstrate the highest ethical standards for personal and professional accountability, University faculty and staff encourage students to take responsibility and accountability for their actions and to act with integrity at all times.

**Respect** Respect for all individuals is at the heart of Cheyney University. The University demonstrates its continued commitment to freedom of thought and freedom from discrimination by ensuring a respectful environment for its entire family. In the spirit of free and open discourse, the University recognizes shared governance as the means for the voices and opinions of the faculty, staff, and students to be heard.

**Service** Service permeates the Cheyney University campus community. Our faculty and staff demonstrate their commitment to students by providing timely and high-quality support to meet their needs. Similarly, faculty, staff, and students provide outreach and service to external and constituent communities, demonstrating their understanding of the importance and value of service.



# THE OPPORTUNITY

Cheyney University of Pennsylvania invites applications for the position of **Director of Student Financial Services**. Under the general direction of the Executive Director of Enrollment Management, this position provides leadership and oversight of all financial aid operations and processes for the University including federal, state, institutional, veterans benefit programs, private and external aid, while ensuring excellent customer service toward increasing student access, persistence, and graduation. The Director of Student Financial Services is responsible for the distribution and delivery of student financial assistance, leadership of the financial aid department, ensuring compliance with federal, state, and institutional financial aid guidelines, and implementing financial aid policies, procedures, and goals of Cheyney University of Pennsylvania. This position is a full-time, in-person, 12-month, administrative position, eligible for all employee benefits.

## Responsibilities

- Promote an efficient and high-quality student-centered approach.
- Provide leadership and manage a staff fostering cooperation and alignment of operations with customer satisfaction. Hire, train, and empower financial aid staff; coordinate and oversee daily assignments and workflow. Oversee and assist in the training, professional development, and ongoing management of staff, including timely feedback and annual performance reviews.
- Develop and maintain effective and supportive student-centered financial aid communications. Ensure communications reflect compliance with federal and state regulations, including but not limited to, accuracy of policies and processes and the integrity of consumer information.
- Coordinate and manage all financial aid programs: interpret, develop, implement, and revise policies and procedures to ensure compliance with federal and state laws, regulations and college policies related to financial aid and scholarships.
- With the Executive Director for Enrollment Management, develop strategies, priorities, and goals for the financial aid office and use of institutional aid funds in support of strategic enrollment objectives and the academic mission of the university.
- Develop and maintain a policies and procedures ("P&P") manual for the Financial Aid office.
- Develop and coordinate programming related to financial aid and financing options, including orientation sessions, entrance and exit counseling. Provide a full range of financial aid counseling and affordability advice to prospective and current students and parents.



- Administer Satisfactory Academic Progress requirements and Title IV refunds for withdrawn students. Use professional judgment and problem-solving skills in the administration of financial aid programs as appropriate to the student's circumstances.
- Develop financial aid content for online and other materials (e.g., brochures, information sheets, etc.) for currently enrolled and prospective students and their families.
- Coordinate with Student Billing to resolve matters regarding student bills and financial aid.
- Coordinate with Advancement and other departments to award scholarships in accordance with university policies and scholarship protocols.
- Prepare and submit reports related to state and federal programs (including FISAP); prepare all responses to federal, state, and independent auditing agencies; act as liaison with all outside agencies related to financial aid. Complete all required survey instruments.
- Prepare for annual compliance audit of financial aid; work closely with auditing staff to provide access to records and other information as needed.
- Manage the coordination, set-up, and process improvement for all of the department's financial aid modules and systems for students and staff.
- Continuously improve the efficiency and ease of the financial aid process for students and staff.
- Represent the Financial Aid office on internal and external committees.
- Carry out other responsibilities as delegated or assigned by the Executive Director for Enrollment Management.

## Qualifications

### Required Qualifications

- Master's degree from an accredited institution
- Minimum of seven years of experience in financial aid management and at least five years of supervisory experience including substantial experience in financial aid counseling, packaging award offers, budgeting and financial aid accounting, reporting processes and financial aid computer systems (e.g., BANNER, PowerFAIDS), and extensive knowledge of federal and state financial aid programs and regulations
- Strong customer/student relationship management skills
- Demonstrated ability to provide vision, training, supervision, and leadership to a team
- Ability to demonstrate cultural consciousness and support underrepresented students
- Strong communication skills, both verbal and written
- Problem solving ability
- Demonstrated experience in maximizing utility of systems and digital/paperless environments
- Demonstrated experience with institutional tuition discounting
- Strong leadership skills and ability to work effectively in a fast-paced, deadline driven environment
- Excellent written and verbal communication and customer service skills
- Must be authorized to work in the United States

### Preferred Qualifications

- Five years or more experience as a proficient end-user of the Ellucian BANNER Financial Aid Module







## Aaron A. Walton

### President of Cheyney University

President Aaron A. Walton was appointed as Cheyney University of Pennsylvania's Interim President on May 31, 2017, and was elected as permanent President by the Board of Governors of Pennsylvania's State System of Higher Education (PASSHE) in November 2017.

In his subsequent retirement from serving as Senior Vice President of Highmark, Inc., one of the nation's leading healthcare providers, President Walton served as Vice Chair of the PASSHE Board of Governors, where he was also Chair of Academic & Student Affairs, and Chair of Human Resources. President Walton was also a longtime member of California University of Pennsylvania's Council of Trustees, and chair from 1999 to 2003.

Prior to leading Cheyney University, President Walton served as co-chair of the Cheyney Task Force appointed by the Board of Governors. The Task Force developed and approved, a "conceptual framework" for a new business model for Cheyney which included the creation of the Institute for the Contemporary African American Experiences (ICAAE).

President Walton has also held leadership and advisory roles on more than 35 community boards. His affiliations include the August Wilson Center for African American Culture (Chair), Polemarch Pittsburgh Alumni Chapter, the Kappa Scholarship Endowment Fund (Founding Board Member), and NEED (Negro Emergency Educational Drive).

President Walton earned a Bachelor of Science degree in Speech Pathology and Audiology from California University of Pennsylvania and a Master of Public Management (MPM) from the Heinz College of Information Systems and Public Policy at Carnegie Mellon University.



**Equal Employment Opportunity:** Cheyney University is an Equal Opportunity/Affirmative Action Employer.

**Conditions of Employment:** Prior to a final offer of employment, the selected candidate will be required to submit to a background check including, but not limited to, employment verification, educational and other credential verification and criminal background check per Pennsylvania State System of Higher Education policy.





## Cheyney and West Chester, Pennsylvania

Located just outside the charming town of West Chester, Cheyney is an unincorporated community that sits astride Chester and Delaware counties and is only 25 miles from Philadelphia. With a rich history, scenic countryside, and tranquil atmosphere, Cheyney and West Chester are perfect for those seeking a peaceful community. Despite its small size, there are plenty of things to do and explore in and around the area.

Nature enthusiasts will appreciate the beauty of the surrounding landscapes, including nearby Cheyney University Arboretum and Valley Forge National

Historical Park. These destinations provide ample opportunities for hiking, biking, and picnicking, and allow residents to connect with nature, and enjoy outdoor activities.

One of the advantages to living in West Chester area is its proximity to the vibrant city of Philadelphia, which provides residents with convenient access to a wide range of entertainment, dining, and shopping options. From visiting world-class museums and historical landmarks to enjoying diverse dining experiences and attending events, games and festivals, living in Cheyney offers the advantage of a peaceful suburban lifestyle while being close to urban amenities.

## Application & Nomination Process

*Confidential inquiries are welcomed, and nominations are invited.*



### Applications

#### 1) Application packet must include:

- a) A letter of application that addresses the responsibilities and qualifications of the position
- b) Current résumé
- c) At least four references with full contact and e-mail information. (*References will not be contacted without applicant's consent.*)

#### 2) Submit application packet, preferably as PDFs, by October 6, 2023 to [Cheyney@myersmcrare.com](mailto:Cheyney@myersmcrare.com) for best consideration. Additional information will be requested upon receipt of application.

### Nominations

Submit nominations to [Cheyney-nominate@myersmcrare.com](mailto:Cheyney-nominate@myersmcrare.com) with complete contact and e-mail information for the individual being nominated.

### Consultants

Kenny Daugherty, President, and Brianna Douglas, Senior Consultant, of Myers McRae Executive Search, are assisting Cheyney University with this search. For a conversation regarding this search, contact Brianna at [BriannaDouglas@myersmcrare.com](mailto:BriannaDouglas@myersmcrare.com).