



Federal Compliance Filing by Institutions

Effective September 1, 2022–August 31, 2023

Institutions should answer the questions below. The [Federal Compliance Overview](#) provides information about the applicable HLC policies and provides an explanation of each requirement. Please review the aforementioned Overview in its entirety prior to completing this Filing.

Note that some federal requirements are related to and accounted for in the Criteria for Accreditation or Assumed Practices. Those related Criteria and Assumed Practices have been identified for cross-referencing purposes. Cross-references are also provided to the Code of Federal Regulations. Because HLC may, in some cases, require more of its institutions than the federal regulations, it is important that institutions write to HLC's requirements to ensure their compliance not only with the federal regulations but also with HLC's expectations. Lastly, although cross-references to the Code of Federal Regulations are provided here, an institution is always responsible to ensure that it is familiar with the full and current text as well as the significance of those regulations, and that it is in compliance at all times with such regulations, as they may from time to time be updated.

Submission Instructions

This form, any required attachments and, if applicable, Appendix A should be uploaded to the Assurance System no later than the institution's lock date, unless otherwise noted. Instructions for uploading the documents are provided in the Assurance System. The necessary supporting documentation should be directly responsive to specific documentation requested. While there is no minimum expectation with respect to length, the completed Federal Compliance filing, including Appendix A (if applicable), should not exceed 300 pages.

Institution name: **St. Olaf College**

1. Assignment of Credits, Program Length and Tuition

Provide web addresses to the following:

- Policy (or set of policies) and procedures for assignment of Credit Hour for all **types** of courses, disciplines, programs, credential levels, formats, regardless of modality.

- Course or program credit assignment procedures. (Note: The Federal Compliance reviewer will contact the institution's Accreditation Liaison Officer after the Federal Compliance materials are received to request a sample of course and program materials. The purpose of the representative sample of materials is to enable the Federal Compliance reviewer to make a preliminary determination as to whether an institution ensures it is adhering to its credit hour policy.

Provide the web address to relevant policy/policies:

Link:

<https://catalog.stolaf.edu/academic-regulations-procedures/definition-credit-course-load/>

Provide the web address to relevant procedure(s):

Link:

<https://catalog.stolaf.edu/academic-regulations-procedures/definition-credit-course-load/>

Describe the process the institution utilizes to verify length of academic period and compliance with credit hour requirements through course scheduling.

For more information see Federal Regulations 34 CFR §§602.16(a)(1)(viii), 600.2, and 668.8(k) and (l).

Related HLC Requirements: Assignment of Credits, Program Length and Tuition (FDCR.A.10.020), Criteria for Accreditation Core Component 3.A. (CRRT.B.10.010), and Assumed Practice B.1. (CRRT.B.10.020)

2. Institutional Mechanisms for Handling Student Complaints

Provide the web address to the institution's complaint policy.

Link:

<https://wp.stolaf.edu/thebook/general/>

Provide the web address to the institution's complaint procedure.

Link:

<https://wp.stolaf.edu/generalcounsel/reporting-concerns/>

For more information see Federal Requirement 34 CFR §602.16(a)(1)(ix).

Related HLC Requirements: Institutional Records of Student Complaints (FDCR.A.10.030), Criteria for Accreditation Core Component 2.A (CRRT.B.10.010) and Assumed Practices A.3, A.4. (CRRT.B.10.020)

3. Publication of Transfer Policies

Provide the web address to the institution's transfer policies.

Link:

<https://wp.stolaf.edu/registrar/transferetc/>

Provide the web address where the public can access a list of all institutions with which the institution has established articulation agreements. Note that you do not need to provide the full articulation agreements themselves, only the list of agreements that you make public. This list should include the name and location of the agreement partner, the extent to which the institution accepts credit for courses offered by the partner or offers courses for which credits are accepted by the partner, and any credit limitations.

Link:

Not applicable

Provide the web address where current and prospective student can ascertain the institution's transfer requirements in addition to what will and will not transfer.

Link:

<https://wp.stolaf.edu/registrar/transferetc/>

For more information see Federal Regulations 34 CFR §§668.5, 668.8, 668.43(a)(11) and 668.43(a)(12).

Related HLC Requirements: Publication of Transfer Policies (FDCR.A.10.040), Criteria for Accreditation Core Component 2.A (CRRT.B.10.010) and Assumed Practice A.5.D. (CRRT.B.10.020)

4. Practices for Verification of Student Identity

Does the institution have students enrolled in distance or correspondence courses, as defined in federal definitions?

☒ Yes

☐ No (If no, please move on to the next section.)

How does the institution verify the identity of students enrolled in these courses?

Our campus Student Information System is the authoritative source of enrollment information. This system directly feeds enrolled students into our on-line course management system; it is updated nightly. Our course management system is protected via two factor authentication. We also allow faculty to add TAs to their courses through a secure, 2FA-protected self-service portal

How does the method of verification make reasonable efforts to protect student privacy?

Enrollment student information is securely and automatically transferred from our Student Information System to our course management system.

Are there any additional costs (e.g., fees associated with test proctoring) charged directly to the student because of this method?

☐ Yes

☒ No

If yes, how are the additional costs disclosed to students prior to enrollment in a distance or correspondence course?

Provide the web address where the public can access information regarding the additional costs.

Link:

For more information see Federal Regulations 34 CFR §§602.17(g) and 602.17(h).

Related HLC Requirement: Practices for Verification of Student Identity (FCDR.A.10.050), Criteria for Accreditation Core Component 2.A. (CRRT.B.10.010)*

5. Protection of Student Privacy

Provide the web address to the institution's policies governing student privacy and the privacy and security of student data, including student records.

Link:

<https://wp.stolaf.edu/privacy>

<https://wp.stolaf.edu/registrar/privacy/>

Provide the web address to the institution's disclosures about how any personal data collected, including personally identifiable information (PII), may be used.

Link:

<https://wp.stolaf.edu/it/securing-college-data/>

Provide a brief narrative below describing how the institution ensures timely training and adherence to the policies referenced in this section by its employees and any third-party contractors acting on its behalf:

St. Olaf College requires an online training, contracted through Vector Solutions, for all employees to learn legal terms related to the Family Educational Rights and Privacy Act (FERPA), the general responsibilities of employees under FERPA, FERPA's rules regarding confidentiality and disclosure, and the rights of students to access and inspect their own education records kept by the college. Faculty and

* HLC's Board of Trustees will consider [proposed revisions to this policy](#) on second reading at their June 2022 meeting. If adopted, the revised policy will be effective immediately.

staff viewing records in the Student Information System for students who have requested "no information" or "restricted information" will see the student's name and all information for them listed with a red background, white lettering, and displaying a FERPA icon. Clicking on the student name will give more information on the student's specific request regarding restrictions on disclosure. St. Olaf also ensures that third-party contractors acknowledge and comply with FERPA requirements when they are performing an institutional function and are provided with private, personally identifiable information for students.

For more information see Federal Regulations 34 CFR §602.17(h).

Related HLC Requirements: Recruiting, Admissions and Related Institutional Practices (CRRT.C.10.010), Practices for Verification of Student Identity (FDCR.A.10.050), Assumed Practice A.2. (CRRT.B.10.020)*

6. Publication of Student Outcome Data

The institution must disclose student outcome data in a manner that is easily accessible to the public. The institution's website includes a webpage containing (or linking to) data related to student achievement that addresses the broad variety of its student populations and programs, including at the undergraduate and graduate levels, as applicable. The information must include retention, completion, state licensure exam pass data (if applicable), and data about the institution's students after transfer or graduation (such as continuing education, job placement and earnings). The institution must also disclose which student populations are excluded from the data. If an institution uses student job placement data in any marketing or recruitment content, it must also publicly disclose these data on its website along with information necessary to substantiate the truthfulness of its marketing and recruitment materials. All student achievement information must be presented in plain language, with any technical terms defined and the institution's methodology for compiling data included.

Are student outcome data published on the institution's website following the specifications above?

☒ Yes

☐ No

Provide a link to the webpage(s) that contains the student outcome data.

Link(s):

<https://wp.stolaf.edu/iea/graduation-dashboards/>

<https://wp.stolaf.edu/iea/retention-dashboards/>

<https://wp.stolaf.edu/iea/graduates-alumni/first-destination/>

<https://wp.stolaf.edu/education/results/#PassRates>

For more information see Federal Regulations 34 CFR §§602.16(a)(1)(i) and 668.14(b)(10).

Related HLC Requirements: Public Information (FDCR.A.10.070), Review of Student Outcome Data (FDCR.A.10.080), Assumed Practice A.6. (CRRT.B.10.020)

7. Standing With State and Other Accreditors

List any relationships the institution has with any specialized, professional accreditor (e.g. Accreditation Commission for Education in Nursing; Council for the Accreditation of Educator Preparation) or institutional accreditor (e.g. Distance Education Accrediting Commission) or with any governing or coordinating bodies in states (e.g. Illinois Board of Higher Education; Arizona State Board for Private Postsecondary Education) in which the institution has a presence.

Note whether the institution or any of its programs is on a sanction, is provisionally approved or has lost status with any state agency or accrediting body.

Registered with the Minnesota Office of Higher Education

Currently accredited with each of the following:

- Commission on Collegiate Nursing Education (CCNE)
- Council on Social Work Education
- Minnesota Board of Nursing
- Minnesota Board of Teaching
- National Association of Schools of Art and Design
- National Association of Schools of Dance
- National Association of Schools of Music
- National Association of Schools of Theater

Provide the web address(es) where students and the public can find information about the institution's current standing with state agencies and accrediting bodies.

Link:

<https://catalog.stolaf.edu/>

<https://catalog.stolaf.edu/memberships-accreditations-program-approvals-organizations/>

For more information see Federal Regulations 34 CFR §§602.28, 668.41 and 668.43.

Related HLC Requirements: HLC Policy FDCR.A.10.090, Core Component 2.B; Assumed Practices A.7, C.4.

8. Recruiting, Admissions and Related Institutional Practices

Upload as part of this filing the institution's (i) training materials and (ii) code of conduct (or its equivalent) devised for its recruiters, admissions counselors, marketing or advertising staff, financial aid advisors, and any other personnel engaged in direct communications with prospective students prior to their matriculation, as required by HLC policy.

Provide a brief narrative below describing how the institution ensures timely training and adherence to its procedures by employees and any third-party contractors acting on its behalf.

- In addition to following the College's Code of Conduct (as referenced in the Assurance Argument, Core Component 2.A), the Admissions office is a member of the National Association for College Admission Counseling (NACAC) and follows NACAC's [Guide to Ethical Practice in College Admission](#). The Financial Aid office is a member of the National Association for Student Financial Aid Administrators (NASFAA) and follows NASFAA's [Statement of Ethical Principles](#).
- Enrollment Staff (Admissions Officers, Financial Aid Counselors, and Operations staff) all go through training at the start of employment. Recent training schedules are provided
 - Admissions Officer Training Schedule (attached pdf)
 - Financial Aid Training Goals (attached pdf)
 - Operations Training Schedule (attached pdf)
- The St. Olaf Admissions website (<https://wp.stolaf.edu/admissions/>) and St. Olaf Financial Aid website (<https://wp.stolaf.edu/financialaid/>) are the primary sources of information for prospective students. Our two printed publications Discover and Apply are made available to students who visit us in person or on the road at a high school visit or college fair (hard copies available for reviewers upon request).
- St Olaf privacy policy is found at: <https://wp.stolaf.edu/privacy>. When a student requests removal from our contact lists, the information is shared with our two Enrollment Information and Research team members who remove the information from our enrollment database (Slate). Emails sent to students provide the ability to opt-out of further communication with a single click of "Unsubscribe".
- Most data regarding post-graduate outcomes comes from the Piper Center for Vocation and Career and the Office of Institutional Effectiveness and Assessment. Data from outside sources is cited in our publications.
- Students apply to St. Olaf College through the Common Application or Coalition Application.
- Enrolling students are required to make a non-refundable enrollment deposit of \$50 to \$300 (amount varies based on family income) to secure their place in the upcoming class. A small number of students with exceptional financial need may have the enrollment deposit waived provided they indicate an intention (via email/letter) to enroll at St. Olaf.
- Registration information is published in the college catalog: <https://catalog.stolaf.edu/academic-regulations-procedures/registration-course-enrollment/>
- Application deadlines along with admission and financial aid dates are posted on our website at: <https://wp.stolaf.edu/admissions/checklist/> and published in our annual Apply brochure. Students who apply Early Action or Regular Decision and are admitted to the college have until May 1 to make their enrollment deposit. Students applying under early decision have 3-4 weeks to make their enrollment deposit.
- Withdrawal Policies regarding institutional and Title IV funds can be found on our website: <https://wp.stolaf.edu/financialaid/financial-aid-withdrawal-policies/>

For more information see Federal Regulations 34 CFR §§668.14 and 668.82

Related HLC Requirements: Recruiting, Admissions and Related Institutional Practices (CRRT.C.10.010), Fraud and Abuse (FDCR.A.20.010), Criteria for Accreditation Core Components 2.A and 2.B (CRRT.B.10.010), Assumed Practice A.2. (CRRT.B.10.020)

Additional Documents

Please attach the following documents as applicable: (not applicable)

Appendix A..... With respect to an institution's ongoing responsibilities under federal regulations, provide any action letters issued by the U.S. Department of Education that articulate a rationale for any negative actions (including limitation, suspension or termination actions by the Department; letter of credit requirements, fines or heightened cash monitoring imposed by the Department; or other negative findings on the basis of any Single Audit or its equivalent submitted by the institution) and any reports issued by the institution, if applicable, demonstrating the institution's improvement efforts in response to such communications.

Admissions Officer Training Schedule

Welcome! We're so excited to welcome you to the St. Olaf Admissions team.

Friday, October 1

8:30 am Welcome w/ Director of Admission (Director's Office)

9:00 am [Enrollment Team Norms and Flexwork Plan](#) w/ Director of Enrollment Operations

9:45 am HR

10:30 am Break!

10:45 am St. Olaf Information Session (Buntrock - Ballrooms)

12:00 - 12:45 pm Lunch with Admissions Staff (The Cage)

1:00-2:00 pm Benefits and Compensation w/ HR (Virtual)

2:30 - 3:15 pm Office Expectations w/supervisor (Associate Dean) (Virtual)

3:30 - 4:30 pm [Travel Management/Territory Management](#) (Director of Admission's Office)

Monday, October 4

8:30 - 9:00 am Welcome/Division Overview w/ VP for Enrollment & College Relations (Virtual)

9:00 - 9:45 am Search/Enrollment Funnel w/ Dean of Admissions & Financial Aid (Virtual)

10:00 - 11:00 am Marketing/Communications w/ Associate Director of Admissions Marketing (Virtual)

11:00 - 12:00 pm Review print publications/website

12:00 pm Lunch break

1:00 - 2:00 pm Music at St. Olaf Information Session (Virtual)

2:00 - 2:30 pm Debrief Music at St. Olaf Info Session w/ Associate Dean of Admissions - Fine Arts Recruitment (Virtual)

3:15 - 4:00 pm International recruitment w/ Director of International Recruitment (Virtual)

Tuesday, October 5

9:00 - 10:15 am Division Meeting (Virtual)

10:30 - 11:30 am Student Work/Events/Texting w/ Associate Director of Enrollment Operations (Virtual)

12:00 - 1:00 pm Lunch

1:00-2:00 pm Weekly Staff Meeting (Virtual)

2:30 - 3:30 pm Interview/Interview Notes Training w/ supervisor (Associate Dean) (Virtual)

3:45 - 5:00 pm Competitor Knowledge Research (Self-guided research)

Wednesday, October 6

9:00 - 10:00 am Slate Basics w/ Director Enrollment Information and Research (Virtual)

10:15 - 11:15 am Financial Aid w/ Director of Financial Aid (Virtual)

12:00 - 1:00 pm Lunch

1:00 - 2:00 pm Athletics w/ Associate Dean of Admissions - Athletics Recruiting (Virtual)

2:00 - 5:00 pm Travel Planning

Thursday, October 7

8:30 - 10:00 am: All-Staff Meeting

10:15 - 11:15 am: Data/Slate w/ Enrollment Operations Coordinator (Virtual)

12:00 - 1:00 pm Lunch

1:00 - 2:00 pm Reading Training Overview w/ supervisor (Associate Dean) (Virtual)

Friday, October 8

Friday Morning on the Hill - Information Sessions

8:30 am Your First Year in Admissions at St. Olaf w/ admissions officers (colleagues) (Virtual)

Monday, October 11

9:00 - 10:00 am Campus Visit Program w/ Campus Visit Coordinator (Virtual)

10:00 - 11:00 am Multicultural Recruitment w/ Director of Multicultural Recruitment(Virtual)

Tuesday, October 12

9:00 - 10:00 am Travel Check-in w/ Associate Dean (travel) (Virtual)

10:30 - 11:30 am [Info Session](#) Updates w/ Associate Dean (staff training) (Virtual)

1:00 pm Admissions Weekly Meeting

Wednesday, October 13

1:00 - 2:00 pm Transfers w/ Assistant Dean - Transfers (Virtual)

2:00 - 3:00 pm Data w/ Data Coordinator (Virtual)

Thursday, October 14

Hold: Virtual High School Visits

Friday, October 15

Hold: Virtual High School Visits

Things to do:

Review [Admissions Website](#)

Get to know StO through Virtual Events

Read Admissions Materials

Read St. Olaf Magazine

[Colleges That Change Lives](#)

[Associated Colleges of the Midwest](#)

A Few Things to Note:

You'll be added to a number of google groups:

officers@stolaf.edu = recruitment staff

admstaff@stolaf.edu = recruitment and operations staff

enrollment@stolaf.edu = all of admissions and financial aid

ecr@stolaf.edu = our full division

sharingandcaring@stolaf.edu = made up of current and past admissions staff members, this is a place where we can share more personal things, celebrate personal accomplishments, etc.

happyhour@stolaf.edu = also made up of current and past admissions staff members, we have an optional monthly happy hour

We have a weekly staff meeting on Tuesdays at 1:00pm. This includes all recruitment and operations staff members. All of these meetings will be virtual.

The Enrollment and College Relations division will meet periodically throughout the year.

You will have a weekly one-on-one meeting with your supervisor throughout the year.

Whenever you are in the office or meeting virtually with outside constituents, the dress code is business casual. Most of us are pretty casual when working from home. Of course, if we have meetings with constituents outside of our office (interviews, info sessions etc), we are expected to dress accordingly.

Here is a document that references [general office expectations](#) around calendaring, vacation time, email, phone, purchase cards, etc.

We are so excited to welcome you to our team! Please don't hesitate to reach out if you have any questions!

Nadiya Learning Goals & Training Plan

Week	Nadiya's goals
March 30 - April 2	<ul style="list-style-type: none"> <input type="checkbox"/> Learn names of colleagues in FA <input type="checkbox"/> Understand Enrollment Org Chart <input type="checkbox"/> Understand Business Office Org Chart <input type="checkbox"/> What is a PLT? <input type="checkbox"/> St. Olaf Org Chart <input type="checkbox"/> Understand Steve's expectations <input type="checkbox"/> Navigate calendar, email(2), google drive, shared drives <p>Scheduled Training</p> <ul style="list-style-type: none"> <input type="checkbox"/> HR Required Trainings <ul style="list-style-type: none"> <input type="checkbox"/> Diversity, Equity and Inclusion <input type="checkbox"/> Cybersecurity <input type="checkbox"/> Understanding and Preventing Sexual Violence <input type="checkbox"/> Sexual Abuse Awareness and FERPA <input type="checkbox"/> Covid-19 Safety Training <input type="checkbox"/> Sign up for Ole Alert <input type="checkbox"/> Document intake process (how they come in through a secure portal, are uploaded into imaging software and how you can save emails to the imaging software) <p>Access + Software Areas</p> <ul style="list-style-type: none"> <input type="checkbox"/> PowerFAIDS <input type="checkbox"/> ImageNow/Perceptive Content <input type="checkbox"/> Shared Drives <input type="checkbox"/> Google Drive <input type="checkbox"/> Colleague Google Calendars <input type="checkbox"/> Fin Aid Printer (dept-finaid) <input type="checkbox"/> VPN <input type="checkbox"/> Campus Wifi <p>Federal Systems</p> <ul style="list-style-type: none"> <input type="checkbox"/> Do you have an FSA ID? <ul style="list-style-type: none"> <input type="checkbox"/> Can it access NSLDS, COD, SAIG, CPS? <input type="checkbox"/> Federal Token <input type="checkbox"/> EdConnect installed on the computer <input type="checkbox"/> FAA Access to CPS Online <p>Meet and Greets</p> <ul style="list-style-type: none"> <input type="checkbox"/> Financial Aid Staff <ul style="list-style-type: none"> <input type="checkbox"/> Sean <input type="checkbox"/> Charles

	<ul style="list-style-type: none"> <input type="checkbox"/> Jennifer <input type="checkbox"/> Student Accounts Staff <ul style="list-style-type: none"> <input type="checkbox"/> Paula <input type="checkbox"/> Sara <input type="checkbox"/> Other Offices <ul style="list-style-type: none"> <input type="checkbox"/> Nate Engle, Controller, Business Office <input type="checkbox"/> Theresa Heath, International and Off-Campus Study (IOS) <p>Independent work</p> <ul style="list-style-type: none"> <input type="checkbox"/> Subscribe to powerfaids listserv <input type="checkbox"/> Subscribe to FSA Tech Newsletter <input type="checkbox"/> Record voicemail message for phone <input type="checkbox"/> Powerfaids Training Videos: <ul style="list-style-type: none"> <input type="checkbox"/> PowerFAIDS Searches (<i>Video Doesn't work</i>) <input type="checkbox"/> Advanced Searches and Selection Sets <input type="checkbox"/> Batch Wizard <input type="checkbox"/> Creating Custom Data <input type="checkbox"/> Start to review our Policies and Procedures Manuals <ul style="list-style-type: none"> <input type="checkbox"/> S/SFS/Procedures - Financial Aid <input type="checkbox"/> Are we all good with the Clery Act? <input type="checkbox"/> Read emails that come into finaid@stolaf.edu
April 5-9	<p>Scheduled Training</p> <ul style="list-style-type: none"> <input type="checkbox"/> MN State Grant overview with Sean <input type="checkbox"/> Where does St. Olaf sit in the marketplace? <input type="checkbox"/> Operational Calendar <p>Shadow</p> <ul style="list-style-type: none"> <input type="checkbox"/> Shadow 2 Steve appointments <input type="checkbox"/> Shadow 2 Sean appointments <input type="checkbox"/> Shadow 2 Charles appointment <input type="checkbox"/> Shadow 1 Jennifer appointment <p>Meet and Greet</p> <ul style="list-style-type: none"> <input type="checkbox"/> Megan Carmes (Taylor Center) - INTL students <input type="checkbox"/> Chang Dao Vang - SSS-Disability <input type="checkbox"/> Steve Fenster - Admissions (Slate expert) <p>Independent Work</p> <ul style="list-style-type: none"> <input type="checkbox"/> What trainings/conferences make the most sense for you to attend? <input type="checkbox"/> International and Off Campus Studies Overview <ul style="list-style-type: none"> <input type="checkbox"/> The Finances of Study Abroad <input type="checkbox"/> Raitt Endowed Scholarship research/project <input type="checkbox"/> Continued work on Policies and Procedures <input type="checkbox"/> Powerfaids Training Videos:

	<ul style="list-style-type: none"> <input type="checkbox"/> Communication Basics and Merge Fields <input type="checkbox"/> Direct Loan Maintenance <input type="checkbox"/> Year Round Pell <input type="checkbox"/> Anticipated Aid Extract <p>Big Goals</p> <ul style="list-style-type: none"> <input type="checkbox"/> Able to answer general questions via finaid@stolaf.edu on scholarships
April 12-16	<p>Big Goals</p> <ul style="list-style-type: none"> <input type="checkbox"/> Final decisions on Raitt Funding made + awards placed on student packaging screens <p>Shadow</p> <ul style="list-style-type: none"> <input type="checkbox"/> Shadow 1 Jennifer appointment <p>Meet and Greet</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sarah Morean - Marcomm <input type="checkbox"/> Jill Sauber - Admissions <input type="checkbox"/> Brandon Cash - Office of Student Activities
April 19 - 23	<p>Meet and Greet</p> <ul style="list-style-type: none"> <input type="checkbox"/> Kristi Kehrwald Adair - Piper Center (Career Center) <input type="checkbox"/> Melody Geiger - CAAS (Academic Advising) <input type="checkbox"/> Amanda Robbins Butcher - Admissions <p>Independent Training Topics - during down time</p> <ul style="list-style-type: none"> <input type="checkbox"/> Begin watching powerfaids training videos <input type="checkbox"/> Start reading NASFAA News (at least weekly) <input type="checkbox"/> CSS Profile - complete one on your own <input type="checkbox"/> Review handouts from Powerfaids annual conference <input type="checkbox"/> Reveiw handouts from NASFAA annual conference

Operations Training Schedule

To Do:

- Sign up for [Ole Alert](#) Notifications
- Read the [staff handbook](#)
- Apply for your [Parking Permit](#)
- [Campus Conduct Hotline](#) and [Employee Assistance Program \(EAP\)](#)

Monday, August 1

It's your First Day! We're so excited to welcome you to the St. Olaf Admissions team.

8:00 - 9:00 am	Welcome and Operations Overview w/ Marie New <ul style="list-style-type: none">- College Org Chart- Enrollment Division Org- St. Olaf Connect page- St. Olaf Operations page- St. Olaf Fin Aid page- Email Aliases- Operations Calendar- Officers IN/OUT Calendar- ECR Phone List- Enrollment (Admissions/Fin Aid Teams) Norms and Flexwork Plan- On-boarding list:<ul style="list-style-type: none">- Business cards and name badge % Liz- St. Olaf shirt and pullover- Office key and ID card access- ID Card information- Mainline: 507-786-3025/Phone ext. 3994
9:00 -10:00 am	Operations Assistant Role Overview and Campus Visit Program and Events Overview <ul style="list-style-type: none">- Operations Assistant Tasks- Admissions Visit Program Schedule- OTD Schedule- Slate- Operations Task List- Operations Google Drive

10:00-10:30 am	Welcome and Intro w/ Director of Admission
10:30-11:00 am	Intro + Office Role w/Asst Dean (student work focus) (In-person)
11:00-11:30 am	Intro + Office Role w/Assoc. Dean (staff training focus) (In-person)
11:30-12:45 pm	Lunch at The Cage with staff in the office
1:00-1:30 pm	Intro + Office Role w/Asst. Dean (travel focus)
1:30-2:00 pm	Intro + Office Role w/Campus Visit Assistant (In-person)
2:00-2:30 pm	Intro + Office Role w/ Director of Multicultural Recruiting (In-person)
2:30-3:00 pm	Intro + Office Role w/Enrollment Info & Research Coordinator (Virtual)
3:00-4:00 pm	Intro and Slate Introduction w/ Director of Enrollment Info & Research
4:00-4:30 pm	End-of-day check-in with supervisor (Director of Enrollment Operations)

Tuesday, August 2

7:30 am	Office Arrival
8:00 - 8:30 am	Introduction to summer fellows (morning meeting)
9:00-11:30 am	Attend Campus Tour and Information Session
12:30-1:00 pm	Lunch Break
1:00-2:00 pm	Attend Admissions Staff Meeting
2:00-4:00 pm	Communications, Mailings, and Data Training with Campus Visit Asst <ul style="list-style-type: none"> - Slate Inbox Training Manual - Admissions Main Line - 3025 Voice Message - Phone and Inbox Tips - Zulu Phone System
4:00-4:30 pm	End-of-day check-in with Supervisor

Wednesday, August 3

7:30 am	Office arrival
7:30-8:30 am	Intro + Office Role w/Admissions Operations Coordinator *Start Communications and mailings work. Claudia to stop covering phones and Admissions Inbox.
9:30-10:00 am	Intro + Office Role w/Asst Dean (virtual visit focus)
10:00-12:00 pm	Communications and mailings work
12:00-12:30 pm	Lunch Break
3:30-4:00 pm	Intro + Office Role w/ Asst Dean (Transfer focus)
4:00-4:30 pm	End-of-day check-in with supervisor *Check emails and voicemails in between appointments.

Thursday, August 4

7:30 am	Office arrival
8:00-9:00 am	Intro + Office Role w/Campus Visit Coordinator *Campus Visit Process introduction
10:30-11:00 am	Intro + Office Role w/Assoc Dean - Fine Arts
12:00-12:30 pm	Lunch
12:30-1:00 pm	Intro + Office Role w/Director of Intl Recruitment
1:00-3:30 pm	Attend 2nd Campus Tour and Information Session
4:00-4:30 pm	End-of-day check-in with supervisor *Check emails and voicemails in between appointments.

Friday, August 5

7:30 am	Office arrival
7:45-10:30 am	Front Desk Shadow with Campus Visit Assistant
11:30-12:00 am	End-of-day check-in with Supervisor *Check emails and voicemails in between appointments.

Monday, August 8

7:30 am Office arrival
7:45-10:30 am Front Desk Training with Campus Visit Asst.
- [Step by Step Guide for the Front Desk](#)

10:30-11:00 pm Welcome and Intro w/Dean of Admissions & Financial Aid (Virtual)

11:30-12:00 pm Intro + Office Role w/ Assoc Dean (Athletics focus) (Virtual)

12:00-1:00 pm Lunch

4:00-4:30 pm End-of-day check-in with supervisor
*Check emails and voicemails in between appointments.

Tuesday, August 9

7:30 am Office arrival

8:00-10:00 am Communications, Mailings, and Data Training with Campus Visit Asst.

12:00-12:30 pm Lunch

1:00-2:00 pm Admissions Staff Meeting

2:00-2:30 pm Intro + [Financial Aid](#) Overview w/ Director of Financial Aid (Virtual)

2:30-3:00 pm Intro + Office Role w/Asst Director of Fin Aid (Compliance) (Virtual)

3:00-3:30 pm Intro + Office Role w/Asst Director of Fin Aid (Loans) (Virtual)

3:30-4:00 pm Intro + Office Role w/Assoc Director of Fin Aid (Virtual)

4:00- 4:30 pm Check-in with supervisor
*Check emails and voicemails in between appointments.

Things to do:

Review [Admissions Website](#)
Get to know [SLATE](#)
-- [Slate Inbox](#)
-- [Slate Knowledge Base](#)
-- [Slate Community Forums](#)
Read Admissions Materials
Read St. Olaf Magazine
[Colleges That Change Lives](#)

Associated Colleges of the Midwest

Things to Note:

You'll be added to a number of google groups:

- officers@stolaf.edu = recruitment staff
- admstaff@stolaf.edu = recruitment and operations staff
- enrollment@stolaf.edu = all of the admissions and financial aid
- ecr@stolaf.edu = our full division
- sharingandcaring@stolaf.edu = is made up of current and past admissions staff members, this is a place where we can share more personal things, celebrate personal accomplishments, etc.
- happyhour@stolaf.edu = is also made up of current and past admissions staff members, we have an optional monthly happy hour

We have a weekly staff meeting on Tuesdays at 1:00 pm. This includes all recruitment and operations staff members. Most of these meetings are Google Meets. If they are changed to a Zoom meeting, it will be reflected in the calendar information.

We have a bi-weekly operations staff meeting on Thursdays at 2 pm. This meeting is to further break down issues discussed or answer any relevant questions team members may have.

The Enrollment and College Relations division will meet periodically throughout the year. This has changed some during the pandemic, but you can expect the entire division to meet more regularly this fall.

We will have Enrollment (Admissions and Financial Aid) meetings during the academic year.

You will have a weekly one-on-one meeting with your supervisor throughout the year.

Here is a document that references [general office expectations](#) around calendaring, vacation time, email, phone, purchase cards, etc.

We are so excited to welcome you to our team! Please don't hesitate to reach out if you have any questions!

BT reviewed the below and notes that there are no areas that would increase risk over the SFA cluster.

SFA Program and Compliance Requirements Memo

SFA.2

Completed by: [Steve Lindley, Director of Financial Aid](#)

Entity Level Controls

1. How long has the Financial Aid Director and Assistant Financial Aid Director (as applicable) been at the Institution?

Steve Lindley has been at St. Olaf since July 2012. Jennifer Skluzacek and Charles Mathison (both Assistant Director) have been at St. Olaf since 2018. Sean Lauderbaugh (also Assistant Director) joined in June 2019. Nadiya Safonova (Associate Director) was hired in March 2021.

2. Please list the financial aid associations that the institution is a member of. Please provide proof of active membership in these associations.

MAFAA + NASFAA.

3. Have the personnel in the financial aid office received training during the year pertaining to changes to the administration of the FSA programs implemented during the year by the Department of Education? If yes, please describe the training attended (sponsor, dates, etc.) and provide support for a few of the trainings attended.

Yes. We subscribe the the NASFAA webinar series and make sure that someone from the office attends each webinar.

4. How often does the Financial Aid Office hold internal meetings?

We have a formal weekly staff meeting. We also have a weekly meeting to review student appeals for more aid. Steve also does 1:1 check in's with each staff member every other week.

5. Please provide a brief description of the skills, knowledge and experience of the following individuals: Financial Aid Director, Assistant Financial Aid Director (as applicable), individual who oversees the drawdown process, individual who oversees the information security program as it relates to Student Financial Aid, individual who oversees accreditation.

Financial Aid Director – Steve Lindley – oversees all awarding programs, oversees information security program, sets up PowerFAIDS every year

Associate Director – Nadiya Safonova – oversees all international students + consortium agreements

Assistant Director – Jennifer Skluzacek - oversees all loan programs (federal, private + institutional)

Assistant Director – Charles Mathison – oversees all endowed scholarships + manages outside scholarship program

Assistant Director – Sean Lauderbaugh – oversees all Pell + MN State Grant disbursements. Runs the federal verification program.

Accountant – John Arndt – located in Business Office but oversees all G5 drawdowns.

Vice President of Mission – Jo Beld – oversees the accreditation process.