



ACADEMIC STUDENT SERVICES

Enrollment Services Intern

The Enrollment Services Intern will support Southern Connecticut State University's enrollment and retention goals by providing outstanding customer service and student support in the One-Stop Student Service Center. Reporting to the Associate Vice President for Academic Student Services, the Enrollment Services Intern will understand and communicate to students the process for admission, registration, financial aid, academic advising, student life and other student services. The Enrollment Services Intern will provide students with accurate information about applicable regulations, policies, and process requirements in accordance with established procedures.

Position Responsibilities

- Train and consult with appropriate University offices regarding advice/resolution to problems that students, faculty and staff are having concerning admissions, records, registration, certification, financial aid, residence life and billing.
- Provide academic advisement and training for specialized groups of students.
- Participate in the development and implementation of student retention programs.
- Research and resolve student problems in a timely manner according to the policies, practices and procedures established by Federal, State, Local and University guidelines.
- Participate in process development and design for student services.
- Actively participate in training activities in the Enrollment Services units by taking a lead role in integrating the information and procedures gathered from the various offices in the enrollment areas.
- Assist in the collection, evaluation and reporting of student services data.
- Serve as a liaison between current and prospective students and university departments.
- Prepare, collect and/or issue enrollment service documents (i.e., forms related to Bursar, Financial Aid, Undergraduate and Graduate Admissions, Academic Advisement, Residence Life, and Registrar).
- Assist the Associate Vice President for Academic Student Services in the organization and development of a strategic enrollment management plan for the university.
- Participate in assessment of student services programs and functions as they relate to established student learning outcomes and performance indicators.

Other Duties as Assigned

At times, a supervisor, department administrator, and/or University staff may request assignments outside the purview of this position description.