To: Dr. Leona Rubin

From: Business Support Analyst II

RE: Job assessment

Date: April 24, 2014

My job falls into 3 large categories: 1) tuition waivers; 2) insurance; 3) data analysis. I will address each one separately.

Tuition waivers

1. I keep in contact on a regular basis with one person in each department – I notify departments of changes in tuition waiver program policy, updates to deadlines, questions regarding specific students.
2. After receiving tuition waiver information from departments, I verify the information in terms of:
   a. Is the student in graduate degree program?
   b. Is the student in good academic standing?
   c. How many semesters of tuition waiver support has the student had?
   Assuming all the answers are good, I then enter the tuition waiver code in the student’s account and then I either save the form to my public folder or I scan in the paper copy and save it to the public folder. Janet Bradshaw then uploads the form to the ImageNow system and enters the information into the Access database.
3. If I have any questions concerning the tuition waiver information I received, I contact the department to clarify/verify the information.
4. I run a check on student earnings monthly within the semester, and I contact the department about any discrepancies.
5. I also run a course check to check the courses that students are taking to make sure they meet the applicability requirement. If I have any questions, I contact the departments.
6. Within the semester, I try to run a tuition waiver report by department, so that the departments have a list of who I have information on for a tuition waiver in their department. This allows us to catch any discrepancies.
7. At the end of the semester, I run a chargeback program that finds all the students with tuition waivers and goes out to find all the earnings they received for the semester. I then look at the source of the funding, and those that are funded on grants, I check to see if I can charge the grant for the resident tuition and insurance. Those that I am unsure of I contact the departments to verify whether the grant can be charged or if there is a cost-share request in place.
Insurance

1. The insurance subsidy program is similar to the tuition waiver program in the sense that the eligibility requirements are similar. One difference is that if the student has a 0.25 FTE assistantship, they are eligible for a 50% subsidy and if they have a 0.50 FTE assistantship (cumulative), then they are eligible for a 100% subsidy. The subsidy amount is calculated using the highest cost plan and applied to whichever plan the student is enrolled in – either the international insurance or the domestic insurance. While the plans are the same, the costs are different, due to the fact that the international insurance is mandatory and therefore there is a discount in the cost because there is a steady pool. So the checks and balances I do are very similar to the ones I do for the tuition waiver program, but I have to do some additional checks for the insurance:
   a. Check to see which plan they enrolled in;
   b. Make sure it is the correct plan for the student;
   c. Enter the correct subsidy amount

2. I am also an advocate for the students, in terms of attending the meetings every year where the student insurance plan benefits and costs are discussed with Lockton, our liaison company. We have been with the Aetna insurance company for a number of years, but we go out to bid every 3-5 years.

3. The insurance subsidy is also charged back to grants so that is part of the tuition waiver chargeback process as explained under the tuition waiver program objectives above.

Data Analysis

I provide data analysis on a yearly basis for specific institutional programs:

1. NSF-NIH Survey of Graduate Students and Postdoctorates in Science and Engineering – I pull enrollment and financial support data for all graduate students enrolled in the fall semester, as well as pulling data on the post-docs and their support and demographics, and non-faculty researchers with doctorates.

2. CGS/GRE Survey of Graduate Enrollment and Degrees – This survey asks for information on applications, enrollment and degrees awarded, by academic program and by demographic data.

3. CGS International Graduate Admissions Survey, phases I-III – This survey is for information gathering on international students, asking for the applications, admissions and enrollment of international students each fall, by country of origin as well as field of study.

4. Peterson’s Annual Survey of Graduate and Professional Institutions – This survey asks for department website information, department contact information, student enrollment/applications/degrees awarded, faculty numbers in the department by
demographics, cost of application fees, financial support, and research areas within the department.
5. Ad-hoc data requests from departments
6. Ad-hoc data requests under the sunshine law – I do not get many of these but I work with the Office of Institutional Research when dealing with this type of request.

Student Services

I meet with students to discuss assistantships (what it means to have one, or how to find one), tuition waivers (what it covers, what it does not), billing (in terms of tuition waivers/fellowships/etc.), and insurance (how to enroll, how to get the subsidy, in general, what the insurance covers).