

**EASTERN ILLINOIS UNIVERSITY
CANDIDATE TELEPHONE INTERVIEW FOR FINANCIAL AID DIRECTOR**

1. What interests you about this position and Eastern Illinois University

2. How many years have you had managerial responsibilities in a department of Financial Aid?
 - i. number of students served (campus)

 - ii. number of staff directed or supervised by you, and their level within the Office of Financial Aid

3. Describe your experience in the following areas:
 - i. Title IV financial aid programs

 - ii. Federal Direct Loan Program

 - iii. NCAA policy implementation

 - iv. Interacting with other areas/offices (eg.:Admissions, Bursars Office)

 - v. Mainframe financial aid software packages

4. Tell us how you have developed organizational loyalty within your area of supervision.

5. What kind of experience have you had with implementing new systems? What did you learn from this experience?

6. How do you maintain your continuing professional education and what professional networks do you belong to?

7. What are the most difficult aspects of your current job and how have you handled them?

8. What are your aspirations for the Office of Financial Aid and how do you propose to get there?

9. What do you think your greatest challenge would be in assuming the role of the Director of Financial Aid?

10. How can advances in technology be applied to the Financial Aid process?

11. What areas do you feel you need more experience in and what plans do you have to gain that experience?

12. May we ask your references if there are other people we should contact regarding your candidacy for this position, and may we then contact these other people concerning your qualifications?

13. Is there anything else you would like to add that would help us in our selection process?

14. Do you have any questions for us?