

Responsible Department	Topic
Admissions	<ul style="list-style-type: none"> <li>• Admission Applications for Freshman/Transfer</li> <li>• Student Orientation and Registration (SOAR)</li> <li>• Transcripts-Incoming for Freshman/Transfer</li> <li>• Transfer Hours for Incoming Transfers</li> <li>• Western Commitment Scholarships: all inquiries, ACT/GPA calculation/conversion, eligibility letters, appeals</li> <li>• On campus open house programs</li> <li>• Individual and group visits</li> <li>• Community Outreach</li> <li>• Campus Tours</li> <li>• Special High School application and orientation</li> <li>• Coordination of Quad City Campus Admissions Office</li> <li>• Transfer Commitment responsibilities</li> <li>• Compact Agreements</li> <li>• OAS review</li> <li>• Recruitment visits to high schools and community colleges</li> <li>• Transfer guide creation</li> </ul>
Athletics	<ul style="list-style-type: none"> <li>• Athletic aid and scholarships</li> </ul>
Billing & Receivables	<ul style="list-style-type: none"> <li>• Billing &amp; Receivables</li> <li>• Payments to student account</li> <li>• Financial Aid Refunds</li> <li>• 529 Plans</li> <li>• Perkins Loan Repayments</li> <li>• Third Party Billing (Voc Rehab (Vocational Rehabilitation), Pre-Paid Tuition Plans, AmeriCorps Scholarship)</li> <li>• Credit Checks</li> <li>• Certifying Veterans Benefits (VA Administration, GI Bill®)</li> </ul>
Bookstore	<ul style="list-style-type: none"> <li>• Book Scholarship Charges: Athletics, Bookstore, Brad Wamser Educational Fund, Financial Aid Book Award (FABA), DCFS, DORS, Military, President's Book Awards, Project Head Start, Book Short Term Loans, TANF, Minority Achievement (formerly Underrepresented Book Award), Veterans/Voc. Rehab., WIA, Western Commitment Transfer Scholarship</li> <li>• Textbook Purchase and Rental</li> <li>• On-line Orders (textbooks, clothing, and gifts)</li> <li>• Graduation Apparel and Announcements</li> <li>• Faculty Textbook Adoptions</li> </ul>
CAGAS	<ul style="list-style-type: none"> <li>• Late Withdrawal Appeal for undergraduate for prior term/semester</li> </ul>
Cashier's Office, Union	<ul style="list-style-type: none"> <li>• In-person payments to student account</li> <li>• Cash personal checks, payroll checks, and money orders for a small fee</li> </ul>
Civil Service Scholarship Committee (CSEC)	<ul style="list-style-type: none"> <li>• Civil Service Dependent Scholarship (CSEC)</li> </ul>

Financial Aid	<ul style="list-style-type: none"> <li>• Alternative Loans (Private)</li> <li>• Bilingual Awards (build awards from notification by EIS)</li> <li>• Book Assistance</li> <li>• Carnes Loan</li> <li>• DCFS Tuition Waivers</li> <li>• Dependents of Police/ Fire/ Correctional Officers</li> <li>• Encumbrance Financial Assistance</li> <li>• Entrance Counseling (student loans)</li> <li>• FAFSA (Free Application for Federal Student Aid)</li> <li>• GRE Waivers</li> <li>• Golden Apple Scholarship for WIU Students</li> <li>• IFTC Scholarship (Illinois Future Teacher Corps)</li> <li>• Illinois National Guard (ING)</li> <li>• Illinois Veterans Grant (IVG)Johnston Loans</li> <li>• Loans (student and parent): Initiating, processing, and releasing disbursements MAP (Monetary Award Program)</li> <li>• Master Promissory Notes (MPNs)</li> <li>• McDonough County Housing (build award from notification from Billing and Receivables)</li> <li>• MIA/POW</li> <li>• Minority Teacher of Illinois (MTI)</li> <li>• MPNs (Master Promissory Notes)</li> <li>• Parent PLUS Loans</li> <li>• Pell Grant</li> <li>• Perkins Loan</li> <li>• President’s Tuition Waivers</li> <li>• President’s Book Award (need-based)</li> <li>• Private Alternative Loans</li> <li>• ROTC Tuition Waivers</li> <li>• Senior Citizen Tuition Waiver</li> <li>• SEOG</li> <li>• SGA Scholarship</li> <li>• Short-Term Loans for book and cash for students with pending financial aid refund</li> <li>• SP- Financial Aid Satisfactory Progress Review &amp; Appeals</li> <li>• Special Education Teacher Tuition Waiver</li> <li>• Talent Grant</li> <li>• TANF</li> <li>• TEACH</li> <li>• Tuition Waivers</li> <li>• WEOG</li> <li>• Western Commitment Scholarships: all inquiries and building of award on student record</li> </ul>
Graduate Office	<ul style="list-style-type: none"> <li>• Graduate Admission</li> <li>• Graduate Assistant Tuition Waiver</li> <li>• Graduate Late Withdrawal Appeal</li> </ul>

Graduate Office	<ul style="list-style-type: none"> <li>• Transcripts-Incoming Graduates</li> <li>• Graduate Degree Plans</li> <li>• Graduate Degree Conferral</li> <li>• Graduate School Appeals/Petitions</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Civil Service Tuition Waiver</li> <li>• 50% Dependent Tuition Waiver for Children of University Employees</li> <li>• Civil Service Employee Book Awards (CSEC)</li> <li>• Tuition Waiver for Spouse/Child of a Deceased University Employee</li> </ul>
Illinois Student Assistance Commission	<ul style="list-style-type: none"> <li>• BIG (Bonus Incentive Grant)</li> <li>• Merit Recognition Scholarship (MRS) Program</li> <li>• Minority Teachers of Illinois (MTI) Scholarship Program</li> <li>• Illinois Future Teacher Corps (IFTC) Program</li> <li>• Robert C. Byrd Honors Scholarship Program</li> <li>• Illinois Special Education Teacher Tuition Waiver Program</li> <li>• Grant Program for Dependents of Police or Fire Officers</li> <li>• Grant Program for Dependents of Correctional Officers</li> <li>• Silas Purnell Illinois Incentive for Access (IIA) Program</li> <li>• Monetary Award Program (MAP)</li> </ul>
Non-Traditional Programs (Department for Bachelor of General Studies)	<ul style="list-style-type: none"> <li>• Admission Applications for BGS</li> <li>• Transcripts-Incoming BGS</li> <li>• Honors Tuition Waiver</li> </ul>
Provost Office	<ul style="list-style-type: none"> <li>• Faculty Tuition Waivers</li> </ul>
Registrar's Office	<ul style="list-style-type: none"> <li>• Applications for Re-admission</li> <li>• Athletic Academic Eligibility/Certification</li> <li>• CAGAS Appeals</li> <li>• Enrollment Verification</li> <li>• Grade Changes</li> <li>• Undergraduate Late Withdrawal Appeal for prior term/semester</li> <li>• Residency</li> <li>• Incoming Transcripts for Readmission or Current Students</li> <li>• Transfer Hours for Currently Enrolled Students</li> <li>• Transcripts-Outgoing</li> <li>• Withdrawals Initiated by STARS</li> <li>• Withdrawals Due to Military Activation</li> </ul>
Scholarship Office	<ul style="list-style-type: none"> <li>• Foundation Scholarships, including department scholarships</li> <li>• Academic scholarships at WIU</li> <li>• Minority Book Award</li> <li>• PMGAP Scholarship (President's Minority Graduate Access Program)</li> <li>• President's Scholarship (full ride—formerly Trustee Scholarship)</li> <li>• Summer Foundation Scholarships</li> <li>• Trustee Scholarship—now called President's Scholarship</li> </ul>

Scholarship Office	<ul style="list-style-type: none"> <li>• Underrepresented Book Scholarship (formerly MAP)</li> <li>• Private Scholarship Check Receipt and Disbursement</li> </ul>
Student Development Office	<ul style="list-style-type: none"> <li>• Initiating a Withdrawal in Person</li> <li>• Undergraduate Late Withdrawal Appeal for current term/semester</li> </ul>
University Housing & Dining Service	<ul style="list-style-type: none"> <li>• Graduate/Undergraduate Residence Hall and GFH Application</li> <li>• Live-on Housing Requirement and Assignments</li> <li>• Residence Hall Meal Plans</li> <li>• Campus ID Cards &amp; Rocky Dollars</li> <li>• Graduate and Family Housing Room Waiver</li> <li>• Assistant Complex Director Room/Board Waiver</li> <li>• Resident Assistant (RA) Room/Board</li> <li>• Res-net Room/ Board Waiver</li> <li>• Other Room/Board Waivers</li> </ul>
Veterans Resource Center	<ul style="list-style-type: none"> <li>• Assists veterans, service members and family members with applying for GI Bill®, Credit for Military Training, Illinois National Guard (ING), Illinois Veterans Grant (IVG), MIA/POW Scholarship and FAFSA</li> </ul>