

Financial Aid Representative

Test Preparation Material

Category Breakdown

- Conflict Management – Knowledge of resolving disputes and/or handling complaints in a professional manner
- Customer Service – Attentiveness and communication
- Financial Aid Calculation – Calculating tuition, room and board, and financial aid need
- Grammar/Word Usage – Syntax, inflection, structure, and the way words are used in the English language
- Math – Calculations using addition, subtraction, multiplication, division, percentages, and fractions
- Prioritizing Tasks – Deciding what order tasks should be completed based on their importance
- Proofreading – Reviewing a document to ensure corrections were made or no errors in content (i.e. numbers, dates, names, capitalization, punctuation, grammar)
- Reading Comprehension – Reading a document to recall, predict, and/or infer
- Vocabulary – Definitions of words, antonyms, synonyms