

WORKING TO SERVE YOU BETTER

Financial Aid Counselor by Appointment

Rowan Success Network
Powered by Starfish®
www.rowan.edu/rsn

Beginning March 1, we implemented a new scheduling process. You can now schedule an appointment with the financial aid counselor of your choice, using Starfish. We are replacing the walk-in and wait model in favor of scheduled appointments. This new approach allows you to meet with the counselor of your choosing at a time that is convenient for you. Another benefit is that it will allow our office to prepare for your visit in advance. We expect this new procedure to reduce or eliminate wait-times and enhance your experience with our office.

To schedule an appointment:

- Login to [RSN](#).
- Click “Services” at the top of your RSN homepage.
- Scroll to and click on Financial Aid.
- Carefully choose the appropriate counselor with whom to make an appointment and click “Schedule Appointment” beside his/her name.
- Move through the calendar using the mini calendar tool located in the left column. All dates with availability will be bold.
- Available meeting times will have a “Sign Up” link. Click this link to make an appointment for that time and select a reason for the appointment from the drop---down menu.
- In the Detailed Description box, include your Banner I.D. and Cell Phone number, as well as details regarding your financial aid concerns.
- Click “Submit” to finalize your appointment.
- You will receive an email confirmation for your appointment.

To cancel an appointment:

- If you need to cancel an appointment, locate the appointment on your [RSN](#) dashboard and click the (X) icon to the right of your appointment. Enter the reason for your cancellation and click submit.



Available
Now!

