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PROFESSIONAL PROFILE

- An accomplished professional with extensive experience as a Director of Student Financial Assistance in public universities and other diverse higher education settings.
- Proven expertise in advancing the department and the university by cultivating a work culture that is collaborative, forward-thinking, and innovative with the success of students in mind.
- Strong personal and professional desire to be in a progressively responsible student financial aid leadership role using my education, experience, skills, and expertise to advance the operational unit, the university, and the student financial aid profession.

CAREER HIGHLIGHTS

Marshall University, Huntington, WV
Director, Student Financial Assistance

August 2008 – present

Reporting to the Provost & Senior Vice President of Academic Affairs, provide leadership to a staff of 16 financial aid professionals serving 17,000 undergraduate, graduate, and professional students in the administration and delivery of student financial assistance totaling \$151 million.

- In pursuit of quality assurance, excellent student service, improved performance, and staff satisfaction routinely develop prudent policies and procedures, implement automated business processes, and provide staff care, attention, and professional development opportunities.
- Utilize human resources effectively by recognizing and leveraging individuals' strengths, evaluating and redesigning the organizational structure and classification of positions as needed to meet the increased size, scope, and work complexity of the department and the university.
- Making decisions grounded on sound research and current trends, develop, implement, and analyze scholarship awarding policies that effectively leverage enrollments, meet student financial needs, increase diversity, and meet tuition net revenue goals.
- Serve as the University Athletic (NCAA Division I – Conference USA) Scholarship Appeals Committee Chair; serve as the University Financial Aid Satisfactory Academic Progress Appeals Committee Chair; and serve as an active member of the University Enrollment Management Committee.
- Practice exemplary stewardship of endowed and annual scholarships ensuring appropriate awarding of these scholarships to students, as well as timely notifications to students and scholarship donors.

Mercyhurst University, Erie, PA
Director, Student Financial Services

July 2006 – August 2008

Reported to the Vice President of Finance & Treasurer. Led and supervised an integrated group of 13 financial aid and student account professionals in providing student financial services to more than 4,200 students attending three campuses. Responsible for student billing and revenue collection services in excess of \$90 million and the management and administration of student financial aid programs totaling \$70 million.

- Developed and implemented plans to integrate and redesign the structure and processes of student financial aid and student account services, resulting in improved services to students, accountability, compliance, efficiency and productivity.
- Successfully led the transition from administering the Federal Stafford Loan Program to the Federal Direct Loan Program two years prior to the required U.S. Department of Education mandate.

New Jersey Institute of Technology (NJIT), Newark, NJ
Director, Student Financial Aid Services

May 1997 – July 2006

Reported to the Assistant Vice President of Academic & Enrollment Services. Administered and managed the University's student financial aid, scholarship and student employment programs, totaling \$48 million annually serving 8,500 undergraduate and graduate students; led and supervised 13 staff persons.

- Served as an active strategic member of the Enrollment Services Division; developed policies, and implemented financial aid packing procedures that complemented enrollment objectives.
- Conceptualized and led the implementation of NJIT web-based Student Employment Management System, which earned the EDUCAUSE Award for Excellence in Administrative Systems for 2005.
- Served as departmental leader and university core member in systems management, maintenance, software installations and conversions maximizing the use of Student Information System (SCT SIS PLUS) Financial Aid Module and other university computerized information systems.
- Overhauled and automated numerous processes and procedures that significantly improved efficiency, enhanced student recruitment and student services, strengthened compliance and improved cash flow to the university.
- Served as a key member of a team that successfully transitioned the University from an NCAA Division II to Division I-AA.

Union County College, Cranford, NJ
Assistant Dean, Student Administrative Services
Director, Financial Aid

October 1995 – April 1997
July 1993 – October 1995

Reported to the Dean of Students. Oversaw and managed the operational departments of recruitment, admissions, registration and records, academic placement testing and financial aid for four campuses serving 9,000 students; provided leadership for 40 staff persons.

- Developed and implemented plans to reorganize and redesign the structure and processes of student administrative services to enhance accountability and efficiency resulting in improved productivity and student services, as well as significant cost savings.
- Applied for and selected as one of only two NJ colleges to participate in the United States Department of Education Quality Assurance Program, which embodies the principles of continuous improvement, self-assessing management of student aid, annual measurement, and institution quality improvement strategies.
- Served on the College's management negotiating team to formulate an Agreement between the Board of Trustees and the New Jersey Employee Association (NJEA).

Rider University, Lawrenceville, NJ
Director, Financial Aid
Assistant Director, Financial Aid

February 1989 – July 1993
May 1987 – February 1989

Reported to the Dean of Admissions & Financial Aid. Managed and administered the University's student financial aid, scholarship and student employment programs totaling \$23 million serving 5,000 students on two campuses; supervised nine staff persons.

- Successfully merged Westminster Choir College Financial Aid Office with the Rider University Financial Aid Office.
- As a member of the Enrollment Management Department, recommended policy and implemented financial aid packing procedures that complemented enrollment objectives.

DeVry University, North Brunswick, NJ
Senior Financial Aid Advisor
Financial Aid Advisor

October 1986 – May 1987
July 1986 – October 1986

Reported to the Director of Student Finance. Handled the processing and awarding of financial aid for 1,000 new students. Coordinated and conducted Financial Aid Workshops.

Alliance College, Cambridge Springs, PA
Financial Aid Officer
Residence Life Director

June 1985 – July 1986
August 1984 – December 1985

Reported to the Dean of Student Affairs. Provided counseling and administered student financial assistance for 150 students. Managed student residential housing and coordinated student activities and programming; supervised a staff of two residence hall counselors and nine student residence hall advisors; and served as the summer events coordinator.

EDUCATION

Marshall University, South Charleston, WV

Candidate for Doctor of Education Degree

May 2016

(Major: Higher Education Leadership; Area of Emphasis: Program Evaluation)

Rider University, Lawrenceville, NJ

Master of Arts Degree

May 1994

(Human Services Administration)

Jagiellonian University, Center of Polish Language and Culture in the World, Krakow, Poland
(Polish Language and Culture Studies Program)

1983-1984

Alliance College, Cambridge Springs, PA

Bachelor of Science Degree

May 1983

(Business Management and International Business)

Bachelor of Arts Degree

May 1983

(Polish)

AWARDS AND RECOGNITION

- WVASFAA Neil E. Bolyard Meritorious Service Award, April 2015
- Nominated and selected as a College Board Enrollment Leadership Academy (ELA) participant, 2014-15
- Farrell High School Alumni Hall of Fame Honoree, Farrell, PA, 2007
- NJASFAA Lifetime Membership Award, NJ, 2006
- EDUCAUSE Award for Excellence in Administrative Systems recipient (for the Student Employment Management System – SEMS – innovation) representing NJIT, Orlando, FL, 2005
- Kosciuszko Foundation Year Abroad Full-Scholarship Recipient, Center of Polish Language and Culture in the World, Jagiellonian University, Krakow, Poland, 1983-1984

PUBLICATIONS

Book Review: “The Art and Science of Student Aid Administration in the 21st Century,” Journal of Student Financial Aid, Volume 42, Number 1, 2012

“How Satisfactory is your Satisfactory Academic Progress Policy at Engaging Your Students to Succeed?” National Association of Student Financial Aid Administrators Training Video, 2011

PROFESSIONAL AFFILIATIONS & SERVICE

National Association of Student Financial Aid Administrators, 1988 – present

Journal of Student Financial Aid Editorial Board Reviewer, July 2015 - present

Midwest Association of Student Financial Aid Administrators, 2009 – present

Executive Council – West Virginia Representative, 2015-16

Nominations & Elections Committee, 2014-15 & 2015-16

Conference Program Committee, 2013-14

Conference Local Arrangements Committee, 2013-14

Government Relations Committee, 2013-14

West Virginia Association of Student Financial Aid Administrators, 2008 – present

President, 2015-16

President-elect, 2014-15

Conference Program Chair, 2013 & 2015

College Goal Sunday Volunteer, 2010, 2013, 2014 & 2015

Coalition of State University Aid Administrators (COSUAA), 2015 – present

Appalachian Studies Association, 2014 – present

Pennsylvania Association of Student Financial Aid Administrators, 2006 - 2008

New Jersey Association of Student Financial Aid Administrators, 1988 – lifetime

Board of Directors – 1996 – present

College Goal Sunday Steering Committee Member & Site Chair, 2005-2006

Past-President, 1996-1997

President, 1995-1996

President-elect, 1994-1995

Co-chair Training and Staff Development Committee, 1991-1992 & 2002-2003

Committee Memberships, 1988 - 2006

Federal Relations

Conference

Constitution and By-Laws

Newsletter

Elections

Nominations & Audit

Eastern Association of Student Financial Aid Administrators, 1994 - 2008

Training and Staff Development Committee, 1991-1992

SCT Education Technology Association (SETA), 1997 - 2006

SunGard SCT Summit Program Conference PLUS SIS/FAM Product Line Chair, 2004-2006

PUBLIC TESTIMONIES

- Presented as a panel member at the Education Forum addressing U.S. Senator Joseph Manchin on “Federal Financial Aid Issues Affecting WV Students,” 2011
- Prepared written testimony and publicly addressed the NJ Commission on Higher Education in “Response to NJ Proposed Master Plan for Higher Education,” 1996
- Prepared written testimony and publicly addressed the NJ Commission on Higher Education in “Response to NJ Proposed Master Plan for Higher Education Financing,” 1995

PROFESSIONAL TRAINING, CONSULTING AND ADVISORY WORK

- Serve as a member of the WV Higher Education Policy Commission Student Financial Aid Advisory Board, 2015 - present
- Serve as a Financial Aid Trainer for WV high school counselors and other mentors, 2009 - present
- Representing Marshall University Co-partnered with Intuit, Inc., makers of Quicken® and TurboTax® to offer TurboTax® FAFSA, which automatically transfers information from Turbo Tax® software directly onto the FAFSA Form, 2009
- PA Higher Education Assistance Authority Grants & Programs Advisory Board Member, 2006 – 2008
- NJ Student Assistance Advisory Committee on Student Aid, 1997 – 2006
- Representing NJIT co-partnered with Ellucian (formerly SunGard SCT) to develop a comprehensive web-based student financial aid self-service product (Student Requirements), 2004
- Representing NJIT served as a beta site with Ellucian (formerly SunGard SCT) for the implementation of various financial aid web applications and system processes, e.g., Electronic Award Letter Notification, Direct Lending, 2000 - 2006
- Served as consultant for NJ Higher Education Student Assistance Authority in the training of NJ High School Guidance Counselors on student financial aid delivery, 1998, 1995 & 1991
- Provided consulting services for Raritan Valley Community College: Evaluated Financial Aid Office operations and systems, organizational structure, and policies and procedures, 1995

PROFESSIONAL PRESENTATIONS

- Co-presented “Happy Staff – Happy Students,” West Virginia Association of Student Financial Aid Administrators Conference, Daniels, WV, 2015
- “Presidents’ Panel” Session Facilitator, Midwest Association of Student Financial Aid Administrators Conference, Charleston, WV, 2014
- Co-presented “The Rural Student Experience: Understanding and Empowering a Forgotten Population,” Midwest Association of Student Financial Aid Administrators Conference, Charleston, WV, 2014
- Co-presented “The Role of Financial Aid in Academic Advising,” College Foundation of West Virginia Student Success Summit, 2013
- Co-presented “Campus-Wide Collaboration to Meet Financial Aid Satisfactory Academic Progress Requirements,” College Foundation of West Virginia Student Success Summit, 2012
- Co-presented “How Satisfactory is your Satisfactory Academic Progress Policy at Engaging Your Students to Succeed?” National Association of Student Financial Aid Administrators Annual Conference, Boston, MA, 2011
- Co-presented “Factors Affecting Timing to Student Loan Default,” National Association of Student Financial Aid Administrators Annual Conference, Boston, MA, 2011
- “Stretching Resources Human and Otherwise in Today’s Financial Aid Office,” WV Association of Student Financial Aid Administrators Spring Conference, 2011
- “Managing Federal Work-study Funds Effectively and Efficiently,” WV Association of Student Financial Aid Administrators Spring Conference, 2009
- Co-presented “TurboTax FAFSA,” National Association of Student Financial Aid Administrators Annual Conference, San Antonio, TX, 2009
- “NJIT Student Employment Management System,” EDUCAUSE, Orlando, FL, 2005
- “Financial Aid Packaging,” NJ Association of Student Financial Aid Administrators Summer Novice Training Institute, 2005
- “Managing Financial Aid Systems,” SunGard SCT Summit Conference, Honolulu, HI, 2005
- “E-Perkins”, SunGard SCT Summit Conference, Honolulu, HI, 2005
- “Satisfactory Academic Progress,” NJ Association of Student Financial Aid Administrators Novice Training Workshop, 2004
- “Self-Service Financial Aid Tracking,” SunGard SCT Summit, Philadelphia, PA, 2004

- “Self-Service Student Employment via SEMS – Administrative Module,” SCT SunGard Summit, Philadelphia, PA, 2004
- “Scholarship Renewals Made Easy With Focus,” SCT Summit Conference, New Orleans, LA, 2003
- “Enhancing Student Recruitment Using Automated Scholarship Packaging,” SCT Summit Conference, New Orleans, LA, 2003
- Co-presented “Managing Student Employment Through SEMS - Web-Based Student Employment Management System,” SCT Summit Conference, New Orleans, LA, 2003
- “Consortium Agreement, Community Service Work-study and Debt Counseling,” National Association of Student Financial Aid Administrators Spring Training Series for WVASFAA, 2003
- “Student Financial Aid Cost of Attendance Budget Development,” NJ Association of Student Financial Aid Administrators Summer Novice Training Institute, 2000
- Co-presented “A Friendly President and an Unfriendly Congress: An Update on Federal Student aid Funding Legislation and Appropriations,” NJ Educational Opportunity Fund Program Annual Conference, 1995
- “Reauthorization Regulatory Update,” NJ Association of Student Financial Aid Administrators Training Workshop, 1994
- Co-presented “Federal Funds Management and Fiscal Reporting,” NJ Association of Student Financial Aid Administrators Training Workshop, 1992
- “Pell Grant Methodology, Program Requirements and Fiscal Reporting,” NJ Association of Student Financial Aid Administrators Summer Institute, 1991
- Co-presented “Admissions and Financial Aid: Making the Partnership Work,” Middle States Association of Collegiate Registrars and Admissions Annual Meeting, 1990
- “Professional Judgment,” NJ Association of Student Financial Aid Administrators Fall Conference, 1990
- Co-presented “Admissions and Financial Aid: Establishing Détente,” NJ Association of College Admissions Counselors Spring Conference, 1990

TEACHING EXPERIENCE

Freshmen First Class (UNI 100) Instructor

Fall 2014

A one-credit hour introductory course offered to freshmen providing the opportunity to learn about Marshall University, college-level expectations, and student success.

Writing for Publication (CI 677) Co-instructor with L. Eric Lassiter, Ph. D.

Spring 2014

A three-credit hour doctoral-level seminar that explores writing and publication from a variety of perspectives and scholarly assumptions preparing students to study and practice writing articles (manuscripts) for publication in scholarly venues.

New Student Seminar (UNI 101) Instructor

Fall 2009

A one-credit hour introductory course that provides freshmen and new transfer students with an opportunity to adjust the academic and social environment of college.