

PROFESSIONAL EXPERIENCE

Wabash College, Crawfordsville, IN

04/2019-Current

A private college with an undergraduate enrollment of 900 students. \$45 million in aid disbursed annually

Associate Dean for Enrollment Management & Director of Financial Aid | 2023-Current

Director of Financial Aid | 2019-2023

- Currently leading a staff of 4 direct reports, with an additional 14 indirect reports from admissions making up the Enrollment Office.
- Lead the College in developing a strategy to leverage institutional aid to increase enrollment.
- Develop all institutional policies required either by government regulations or institutional priorities to administer federal, state and college student financial aid programs.
- Worked with legal, safety and security, and other campus partners to overhaul various consumer information requirements, including Clery Act compliance.
- Created cross departmental internal audit process that has led to clean audits year after year.
- Brought in the Loan Repayment Assistance Program that has resulted in record breaking Early Decision numbers.
- Developed electronic aid offer process to reduce the cost of mailing.
- Oversee the College's Financial Wellness program – Wally's Wallet.
- Maintain compliance with all federal and state laws and regulations and adherence to institutional policies.
- Developed process and managed all HEERF fund awarding.
- Created process to award under utilized emergency aid funding, and develop new emergency aid funds in partnership with the development office.
- Created SAP Outreach program that has resulted in an increase of submitted appeals and approvals.
- Develop strategic initiatives to support the College strategic planning objectives.

Ivy Tech Community College, Indianapolis, IN

02/2016-04/2019

A public 2-year community college with undergraduate enrollment up to 100,000 students. \$180 million in aid disbursed annually.

Director of Financial Aid Processing, Office of Student Financial Assistance

- Led a diverse staff of 9 direct reports.
- Developed the Financial Aid Processing team into the statewide processing center. This included working with the campus aid directors from throughout the state to develop process flows through central office.
- Provided leadership, evaluated, and monitored Financial Aid Processing team work performance.
- Ensured accuracy in all Financial Aid transactions including awarding, verification, loan disbursement, work-study assignments, scholarships, SAP appeals, and other functions related to the direct awarding of aid.
- Acted as the liaison to staff/faculty/administration outside of the Financial Aid Office.
- Lead the department through internal and external audits.
- Provided regular and on-going training to Financial Aid staff, faculty, and other Student Affairs departments.
- Cut processing times in half and drastically improved customer service through staff development.
- Provided training, guidance, and support to other Ivy Tech Financial Aid Directors throughout the state.
- Maintained relationships with external agencies and lenders.
- Represented and advocated for the Office of Student Financial Assistance in all campus leadership meetings.

Oakton Community College, Skokie, IL

11/2012-02/2016

A public 2-year community college with an undergraduate enrollment of 9,000 students.

Financial Assistance & Financial Literacy Coordinator, Enrollment Center

- Managed the overall operation of the student financial assistance application process for Oakton's Skokie campus.
- Responsible for training Enrollment Center staff and student employees who provide effective financial aid information and customer service for current and prospective Oakton students, parents, faculty, and staff.
- Supervised Enrollment Center staff and student employees on all financial aid subject matter.
- Created Oakton's Financial Literacy program, which includes coordinating all loan awarding functions, Financial Literacy programming, social media, and managing Oakton's student loan default rate.
- Helped lower Oakton's 3-year cohort student loan default rate to 7.6% from 16%.
- Established default prevention plan, which has resulted in Oakton awarding significantly less student loans.
- Created, hire, train, and supervise Financial Literacy student employees.
- Developed and organized the Financial Aid Offices spring semester classroom visit initiatives most recently visiting 64 classes reaching out to 1204 Oakton students in 3 weeks.
- Created a system that cross-trained the entire Student Affairs Division in all student services.
- Managed a caseload of 100 students a semester as a Student Success Coach using Oakton's Early Alert software.

Oakton Community College, Des Plaines, IL

01/2010-11/2012

A public 2-year community college with an undergraduate enrollment of 9,000 students.

Financial Aid Advisor & Foundation Scholarship Coordinator, Enrollment Center

- Coordinated scholarship activities including advertising, application processing, data entry, notification, verifying student information, and determining disbursement amounts. Maintain scholarship database and accurate fiscal records including check handling and reconciliation.
- Led College Advancement and the Financial Aid Office through the annual Foundation Scholarship audit with 100% accuracy leading to zero findings.
- Tracked student documents and calculated need analysis to determine eligibility of Title IV programs.
- Apply state, federal and campus regulations to a student's applications for financial aid. Informed students and parents on regulation changes and the effect on the financial aid process.
- Determined award eligibility of all institutional, state and federal aid programs. Performed verification on all required students as well as those with conflicting information.
- Advised students with special circumstances. Counseled students and parents with complex, extenuating, or unusual circumstances and preform professional judgments when necessary.

William Rainey Harper College, Palatine, IL

07/2008-01/2010

A public 2-year community college with an undergraduate enrollment of 16,000 students

Information Receptionist, Center for New Student Programs and Orientation

- Answered multiple phone lines, assisted and directed students as appropriate.
- Managed appointment system, entered data, copied and filed documents.
- Served as a new student orientation leader each summer giving 3-6 presentations a week to incoming freshman.
- Presented information to students and parents at information sessions.

William Rainey Harper College, Palatine, IL

06/2006-07/2008

A public 2-year community college with an undergraduate enrollment of 16,000 students

Student Employee, Office of Scholarships and Financial Assistance

- Assisted students with questions related to their financial aid and performed subsequent follow-up for any issues.
- Answered multiple phone lines while also assisting students in person.
- Helped to determine when student files were ready for processing.
- Acted as the evening Financial Aid Advisor when necessary.

EDUCATION

McKendree University, Lebanon, IL (12/2013)

Master of Arts in Education, Higher Education Administrative Services

Northeastern Illinois University, Chicago, IL (05/2011)

Bachelor of Arts, Psychology

William Rainey Harper College, Palatine, IL (05/2008)

Associate of Arts

PROFESSIONAL ORGANIZATIONS & COMMITTEES

National Association of Student Financial Aid Administrators (NASFAA)

- 2023-2025 – Board of Directors – Treasurer
- 2023-2025 – Blue Icon Board of Directors
- 2023-2024 – FAFSA Simplification Community Influencer
- 2022-2023 – Board of Directors – Vice Treasurer
- 2022-2023 – Paying for College Transparency Initiative – <https://www.collegeprice.org/>
- 2021-2023 – FAFSA Simplification Implementation Working Group
- 2021 – NASFAA Advocacy Pipeline Participant
- 2020-2021 – Class of NASFAA's Diversity Leadership Program

Midwest Association of Student Financial Aid Administrators (MASFAA)

- 2023-2024 Indiana State Representative
- 2022-2023 Conference Local Arrangements Co-Chair
- 2021-2022 Executive Board – Treasurer
- 2020-2021 Executive Board – Treasurer-Elect
- 2019-2020 Archives Taskforce Chair
- 2018-2020 Executive Board Delegate-at-Large
- 2018-2019 Strategic Planning Taskforce Member
- 2017-2018 Conference Program Co-Chair
- 2016-2017 Professional Development Committee Co-Chair
- 2015-2016 Summer Institute Faculty

Indiana Student Financial Aid Association (ISFAA)

- 2023-2024 Executive Board – President-Elect
- 2022-2023 Executive Board – Commissioner
- 2022-2023 Archives Committee Co-Chair
- 2020-2023 Access, Equity, & Diversity Committee Co-Chair
- 2021-2022 Executive Board – Past Treasurer/Finance Committee Chair
- 2020-2021 Executive Board – Treasurer
- 2017-2021 Professional Development Committee Member/Trainer
- 2018-2020 Executive Board – Treasurer-Elect
- 2017-2018 Executive Board – Treasurer-Elect
- 2016-2017 Conference Program Co-Chair

Illinois Association of Student Financial Aid Administrators (ILASFAA)

- 2015-2016 Conference Facilities Co-Chair (ILASFAA).
- 2012-2015 Diversity Issues Committee Member (ILASFAA).
- 2014-2015 Executive Board Member -- Northern Regional Coordinator (ILASFAA).
- 2013-2014 Diversity Issues Committee Chair (ILASFAA).

AWARDS & CREDENTIALS

- 2022-2023 State Leadership Award (MASFAA)
- 2022-2023 Committee of the Year – Access, Equity & Diversity (ISFAA)
- 2019-2020 Distinguished Service Award (ISFAA)
- 2015-2016 MASFAA Conference Scholarship Recipient
- 2014-2015 Nominated to attend the MASFAA Leadership Symposium
- 2012-2013 New Professional Award recipient presented at annual conference (ILASFAA).
- 2012-2013 Nominated to attend the ILASFAA Leadership Retreat
- 2012-2013 Committee of the year award as Diversity Issues Committee member (ILASFAA).
- 2010-2011 ILASFAA Conference Scholarship Award winner
- NASFAA Credentials: Application Process, Need Analysis, SAP, PJ, Student Eligibility, Direct Loans, Verification, Packaging, Student Eligibility and Campus-Based Programs
- NASFAA Certified Financial Aid Administrator *September 24, 2021 – September 24, 2024*