



FAS Sets Financial Aid Team Up for Success at UTPB



Challenge

The only university named after a geological formation, the University of Texas Permian Basin (UTPB) in Odessa, TX, is surrounded by one of the largest oilfields in the country. UTPB is home to 6,000 students and 250 teaching faculty in the center of a region whose economic growth and technological advantages have global significance. After losing its financial aid director in 2017, UTPB turned to FAS for help.

Solution

“We have a history of turnover in the financial aid office at the director level,” said Interim Vice President of Enrollment Management Mj Huebner. “The decision was made to hire a talented interim director while we searched for a new one.” When FAS Senior Consultant Gary Byers arrived on campus in September 2017, he began training staff, increasing morale and team cohesiveness. He updated policies and procedures and suggested ways to streamline operations. “Gary used his 30 years of experience to move our people, procedures and policies forward,” said Huebner.

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Mj Huebner
Interim Vice President of
Enrollment Management

Results

Huebner noted that Gary has a smart, calm, solutions-oriented manner. “He knows so much about what’s going on under the hood of financial aid that he could quickly find solutions to problems,” she said. As a result of Gary’s efforts, processing and wait times have gone down and the office is receiving high marks for customer service and student focus. After a permanent director was hired, the university asked FAS for a one-month overlap to ensure the momentum gained under Gary’s leadership would continue. “The FAS consultants I’ve worked with over the years at other institutions have been highly experienced, learned systems easily and integrated regularly with the campus community, which makes their work invaluable,” said Huebner.

+ For additional information about services provided by FAS, call our Client Relations Team at 770.988.9447 or email us at info@FinancialAidServices.Org

180 Interstate North Parkway, Suite 550 | Atlanta, GA 30339 | 770.988.9447 | www.FinancialAidServices.org