

University of Dallas Found FAS Consultant a "Great Fit"

Challenge

The University of Dallas in Irving, Texas, is a Catholic co-educational university with an enrollment of nearly 3,000 students from 49 states and 43 countries. With a rigorous academic program that includes a semester of study in Rome, the university has been consistently ranked as one of America's best colleges by Forbes, U.S. News & World Report, the Princeton Review and others. When its financial aid director left last spring just before the peak season, the university needed professional help to keep financial operations running at peak performance during the busiest times.

Solution

The university called on FAS to provide immediate assistance to the five-member financial aid office. Senior FAS consultant Charlene Ervin, who has more than 11 years experience in the financial aid profession, worked on site as interim financial director. During that time, Ms. Ervin assisted with training the new director, reviewed office processes, provided guidance through a financial aid audit, and helped implement practices for a more efficient work flow.

Results

With Ervin's assistance, the office delivered financial aid awards in a timely, accurate manner, and learned to work more efficiently by maximizing the capabilities of Banner software. "It all comes back not only to Charlene's excellent skill set and knowledge, but also how she was able to navigate the landscape here," said Dr. John Plotts, the university's vice president for enrollment. "Her personality was a great fit for our school. I rarely see somebody come in and build bridges across departments and within the office as well as she did. Charlene had a way of asking for information that made people feel part of her team. I could not be happier with the way our financial aid office is functioning now."



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Dr. John Plotts
V.P. for Enrollment
University of Dallas

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