

President's Corner



Weather-related issues captured national attention this fall. Colleges and universities in the affected

areas are still recovering. Several institutions were forced to postpone fall term; others are dealing with structural damage to their campuses. Times such as these remind us how important it is to be prepared.

Some events, like weather, are unavoidable. However, other urgencies are much more manageable if you have a plan. Being prepared is a common theme in this newsletter. Backfilling an extended vacancy, reaching students early to impact enrollment, maintaining effective policies and procedures, responding to audits or program reviews in a timely manner all can be challenging but not insurmountable with the right plan in place.

Our Client Case History is Clarkson College, in Omaha, Nebraska. Clarkson's story is a landmark example of being prepared for the unexpected and quickly taking the right action. I appreciate the thoughtful remarks from Megan Wickless-Mulder, the College's Controller. FAS Consultant, Kim Driggers worked with Clarkson, serving as the College's interim Director of Financial Aid for several months.

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FAS Puts Pieces of Puzzle Together at Clarkson College

Challenge

Founded in 1888 as Bishop Clarkson Memorial School of Nursing, Clarkson College is now one of the most thriving allied health care colleges in the region. Located in Omaha, NE, the College has doubled its enrollment over the past decade. When the College needed an interim financial aid director, Controller Megan Wickless-Mulder called on FAS after meeting company representatives at a conference.

Solution

With her strength in financial aid operations and regulatory compliance, as well as knowledge of the College's PowerFAIDS system, FAS Consultant Kim Driggers was the perfect fit for her four-month assignment at Clarkson College. "Kim came in and was unafraid to dig down and find the answers if there was not a lot of documentation," said Wickless-Mulder. "She was not afraid of any task or challenge given to her." Driggers kept operations running smoothly by packaging and awarding financial aid for the upcoming year on time and ahead of schedule. She also helped with special projects, such as a grant application and provided assistance with obtaining Title IV funding for certificate programs, and offered recommendations for streamlining processes and procedures.



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We are pleased to feature Kim in our Consultant Spotlight.

We also want to give a special mention to some of our newest clients. It is a pleasure to welcome them to the FAS family and we look forward to working with them.

Also, several new consultants have recently joined us. Their experience and passion for the financial aid profession make a great contribution to FAS and our clients.

Our Compliance Team compiled some recent policy and regulatory updates you don't want to miss. Much is changing in how federal programs are administered. It is essential to stay current and keep your policies, procedures and staff updated. Contact the Compliance Team if you have a regulatory question or need policy guidance.

This edition of FAS Compass is especially exciting for us. You will notice it has a different format. Earlier this year, we launched our new website (still at www.FinancialAidServices.org) and decided it was a great time to give FAS Compass a slightly fresher look and feel.

As always, we hope you find the information useful and enjoyable to read. I am eager to hear your thoughts about this edition, either the content or the new design. Feel free to send your feedback directly to me. If you have topics you want addressed, send me those, too. They are likely to appear in an upcoming edition!

David Gray
President

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Results

"Financial aid is a very important part of college operations," said Wickless-Mulder. "We had peace of mind knowing that someone with Kim's expertise was here." She noted that Driggers was positive, personable and pleasant, and a supportive ear for the staff. "Kim was willing to do everything from verification to special projects to talking with students. She was a problem solver for the office. It was fun to watch her put the pieces of the puzzle together."

Compliance Corner

The U.S. Department of Education recently released several important updates. We encourage you to review these and share them with your colleagues whose areas may be impacted. FAS would like to remind all administrators that compliance is an institutional responsibility. Campus-wide efforts and cooperation are necessary to reduce risks and liabilities.

Latest News on the Perkins Loan Program

(<http://www.aacrao.org/resources/resources-detail-view/bipartisan-senate-bill-to-extend-perkins-loans>)

Interim Title IX Guidance

(<https://www.ed.gov/news/press-releases/department-education-issues-new-interim-guidance-campus-sexual-misconduct>)

Updated College Scorecard

(<http://www.aacrao.org/resources/resources-detail-view/college-scorecard-updated>)

In light of the recent natural disasters impacting several regions of the country, FAS has created a compilation of Resources and Guidance After Major Disasters.

(http://www.financialaidservices.org/images/articles/FAS_article_Disaster.pdf)

Consultant Profile

Kimberly Driggers is a veteran financial aid administrator with nearly 20 years of experience. She began her financial aid career as an office assistant in 1999. Over the years she ascended through the ranks, taking on increasing levels of responsibility and gaining extensive knowledge of the Title IV Federal Student Aid (FSA) Program. At St. Andrews College, she held positions of assistant director and director of financial aid. Kimberly is known for her ability to translate complex federal regulations into policies and procedures which staff can easily understand.

Upon taking the director position at St. Andrews, she enhanced the financial aid office's day to day operations and the way it served students. The office's focus on timely awarding and topnotch customer service were consistently recognized by the administration as well as students and families.

Kimberly is well-versed in the College Board's PowerFAIDS system as well as the U.S. Department of Education's FSA platforms, such as the Common Origination and Disbursement (COD) System, the National Student Loan Data System (NSLDS), Direct Loan Tools and FAA-Access.

Kimberly has been actively involved in financial aid professional associations at the state, regional and national levels. In the past two decades, she has held a number of elected and volunteer roles with the North Carolina Association of Student Financial Aid Administrators (NCASFAA). In 2011-2012, Driggers served as NCASFAA President.



Driggers holds a Bachelor of Arts in Business Administration from St. Andrews College and a Master of Public Administration from the University of North Carolina at Pembroke.

Welcome to Consultants

We are excited to welcome several new consultants. Each one brings a unique background as well as exceptional experience.

Their insights will help our clients make the right decisions about financial aid policies, maintain strong compliance measures, utilize technology efficiently to streamline operations and deliver excellent service.

[America Bryant](#)

[Joseph Gilchrist](#)

[Michael Shields](#)

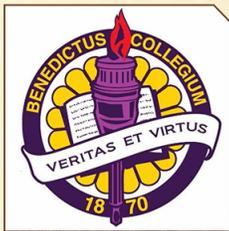
[Christopher Steckmann](#)

The FAS Compass

November 2017

Welcome New Clients

We warmly welcome some of our newest clients. Our entire staff looks forward to working with them and being part of their successes.



Benedict College



Central Connecticut State University



Erskine College



Lake Michigan College



Montgomery County Community College



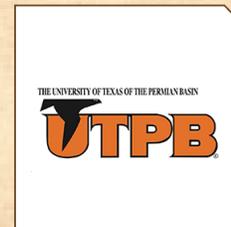
Peru State College



Quinsigamond Community College



SUNY Maritime



The University of Texas of the Permian Basin



Wharton County Junior College

The FAS Verification Compliance Checklist

The 2017-2018 Verification Checklist is available. Click below to request your copy free of charge.

<http://financialaidservices.org/resources/request-information>



The 2018-2019 Verification Checklist will be released shortly. Look for a special announcement to request one.