

FAS Helps Marymount University's Financial Aid Office Keep Performance at a High Level

Challenge

Marymount is a comprehensive Catholic university that offers a wide array of undergraduate and graduate degrees through the Schools of Design, Arts, Humanities, Business and Technology, Sciences, Mathematics, Education, and the Malek School of Health Professions. With its Arlington, Va., location, students have a wide variety of internship opportunities in Washington, D.C., from Capitol Hill and the Smithsonian to the National Institute for Health and international corporations. When the school's financial aid director's position became available, Dr. William Bissett, Vice President for Enrollment and Student Affairs, reached out to FAS.

Solution

"I knew about FAS because I had a good experience working with them at another institution," said Dr. Bissett. "We had an inexperienced team at Marymount, and I knew they needed guidance while we searched for a new director." FAS Consultant Ron Elmore, who was familiar with Marymount's software system, stepped in for three months to direct and oversee day-to-day operations and mentor the staff. When a new financial aid director was hired, his engagement was extended so he could help with her orientation.

Results

"FAS has the reputation for hiring very experienced, competent financial aid professionals who deal with a variety of situations, size up the issues and make an immediate impact," said Dr. Bissett. He noted that Elmore's recommendations and support kept operations running smoothly and helped improve student satisfaction. "In Ron, we not only found a good financial aid professional, but also were fortunate enough to find a good person who mentored and trained our staff with empathy."



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Dr. William Bissett
Vice President of
Enrollment and Student Affairs

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