

FAS Gives Oakwood University Best Fit Plan for Success

Challenge

Oakwood University, located in the heart of the scenic Tennessee Valley, is the only Seventh-day Adventist Historically Black College and University (HBCU) in the world. The mission of Oakwood University (OU) is to transform students through biblically-based education for service to God and humanity. OU offers over 58 majors across five schools and challenges every student to “enter to learn and depart to serve.” With one of the best retention and graduation rates among HBCUs in the nation, Oakwood has a legacy of developing students into leaders around the world. In 2019, when the financial aid director left the University, Assistant Vice President for Enrollment Services, Tamara Young, turned to Financial Aid Services (FAS).

Solution

“Other consultants had highly recommended FAS,” said Young, who visited the FAS corporate headquarters during a recruiting trip to Atlanta. “From the President down, their staff took time to listen to our needs and develop a plan that would be the best fit for our institution,” she said. Once arriving at Oakwood, a team of FAS consultants, including an interim director of financial aid, helped backfill several vacancies. FAS consultants Kathryn Tuman, Frances King and Peggy McLendon assisted with critical processing, administrative reporting and training new staff. Seeing the value of working with FAS, Young asked the consultants to assist with back-office functions such as reconciling federal loan and grant fund accounts.

Results

“FAS consultants are knowledgeable experts,” said Young. “They first assessed our staff’s strengths and weaknesses and then developed a plan we are still using related to different duties. Our financial aid team appreciated their assessment and embraced the lessons the consultants were teaching. The team jelled with them in a cooperative way because they showed a high level of care and desire to help them increase their skills and improve customer service.” She noted that offloading back-office work gave the staff more time to focus on delivering a “one-stop-shop” financial clearance experience for students. “I would tell other institutions who are thinking of working with consultants that FAS offers highly skilled, qualified consultants with great personalities who come in and hit the ground running. Their number one goal is to leave you in a better position than when they arrived,” she said.



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Tamara Young
Assistant Vice President of
Enrollment Services

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