

FAS Helps Maintain, Enhance Operations at UT Tyler

Challenge

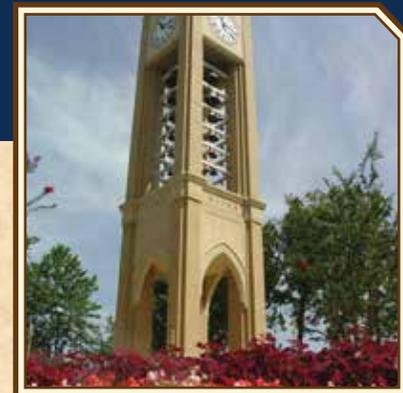
The University of Texas at Tyler (UT Tyler) is a centerpiece for learning and culture located in East Texas, midway between Dallas and Shreveport, LA. With nearly 10,000 students, UT Tyler is one of the fastest growing universities in the University of Texas System. In October 2015, when the university's financial aid director of 19 years resigned with two weeks' notice, deadlines were looming and reports were due. At the recommendation of a colleague, UT Tyler turned to FAS for expert leadership and interim staffing.

Solution

"We did not have the breadth of leadership knowledge needed to maintain the office and compile the federal reports," said Assistant Vice President for Enrollment Management Sarah Bowdin. "FAS Consultant Peggy McLendon arrived very quickly to serve as interim financial aid director. She assessed the situation, determined the needs for improvement, delegated tasks, began implementation and got us on the right path." Ray Ceo, a second FAS consultant, joined McLendon and helped with the Fiscal Operations Report and Application to Participate (FISAP) and reconciling the Federal Work Study Program. During her six-month stay at UT Tyler, McLendon worked with the university's budget and business offices on reconciliation and implementation of new processes related to the university's Oracle PeopleSoft conversion. She also helped interview candidates for the financial director position and offered useful feedback before the final selection.

Results

Bowdin noted how FAS listened to UT Tyler's needs and sent an experienced, professional who was the right person for the job. "Peggy provided the leadership direction we needed during these difficult times," said Bowdin. "She kept the employee morale high and trained our staff to provide excellent customer service. As a result, we were able to comply with all reporting deadlines, and successfully administered financial aid for our students with positive survey results during spring registration. She not only helped maintain our office, but also enhanced our overall operation."



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Sarah Bowdin
V.P. for Enrollment Management
University of Texas at Tyler

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