

# Lauren Jackson

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Student Services Center | 318-357-5961 | potterl@nsula.ed

## Professional Summary

Motivated professional with demonstrated expertise in Federal Student Aid regulations and practices. Process and administer financial aid to eligible students within the 9,000-student body at Northwestern State University. Highly skilled in the resolution of complaints and issues, with the ability to clearly explain procedures to a diverse student base. Accurate and organized, with a record of consistently meeting aggressive deadlines and achieving significant results rapidly.

## Education

**GENERAL STUDIES, BGS | MAY 2002 | NORTHWESTERN STATE UNIVERSITY**

- Major: General Studies

## Experience

**DIRECTOR OF FINANCIAL AID AND SCHOLARSHIPS | NORTHWESTERN STATE UNIVERSITY | APRIL 2013 - CURRENT**

- Prepare annual FISAP report and any other reports requested by the Federal and/or State Government
- Coordinate audits of records
- Developmental implementation of short and long range goals and objectives for the financial aid office
- Prepare annual FISAP report and any other reports requested by the Federal and/or State Government
- Administering the Title IV student financial aid programs: PELL GRANTS, SEOG, LEAP, CWSP, PERKINS LOANS, STAFFORD LOANS, PLUS LOANS, and other loans and programs that may be establishes

**ASSISTANT DIRECTOR FOR VERIFICATION AND STATE SCHOLARSHIPS | NORTHWESTERN STATE UNIVERSITY | MAY 2005-APRIL 2013**

- Supervise and assist three verification officers on site and one Officer off site
- Research Federal and State Regulations regarding the disbursement of Title IV assistance and State Scholarships and incorporate into our day to day operations.
- Review relevant income and tax documents for accuracy to determine Title IV eligibility.
- Serve as Committee Chair for the Professional Judgment committee
- Transmit and receive Electronic Data Entry (EDE) transactions daily

**VERIFICATION OFFICER | NORTHWESTERN STATE UNIVERSITY | OCTOBER 2002- MAY 2005**

- Counsel students and parents regarding federal, state and institutional financial aid, such as grants, loans, scholarships and campus student employment.
- Determine student eligibility for all types of Title IV financial assistance, including independent analysis and determination of benefits based on special circumstances.
- Review and verify data reported on the Free Application for Federal Student Aid, encompassing both earned and unearned income as reported on tax forms and other earnings statements.

## Accomplishments/Honors

[President] [ Louisiana Association of Student Financial Aid Administrators] [January 2016 - current]