

Nicole Mitchell

Student Services Center | 318-357-5961 | mitchelln@nsula.edu

Professional Summary

Over 7 years' higher education experience. Strong involvement in financial aid policy and procedures. Excellent skills in processing federal, state, institutional and private aid. Skilled in processing and evaluating resignations and cancellations while reducing and/or canceling financial aid where needed. Dedicated involvement when helping and assisting students and parents.

Education

BACHELOR OF GENERAL STUDIES, Northwestern State University, MAY 2008

Experience

FINANCIAL AID AWARDING OFFICER, Northwestern State University, February 2011 - Present

- Administer all federal, state and institutional policies and procedures relating to student financial aid and scholarships
- Determine eligibility for federal, state and institutional aid
- Counsel students and parents on all aspects of financial aid
- Determine student/parent eligibility and certify Graduate and Parent Plus loans
- Determine eligibility and certify Private loans
- Process reductions and/or cancellations for Return to Title IV and make adjustments accordingly

RECEPTIONIST, The Prism Center, SEPTEMBER 2010 – February 2011

- Answered telephone
- Scheduled patients for therapy
- Checked insurance benefits
- Assisted patients when needed

ADMINISTRATIVE COORDINATOR III | Northwestern State University Admissions, 2008 – 2010

- Answered telephone
- Assisted students and other office employees
- Performed daily deposit for Cashier's office
- Opened and entered incoming mail
- Faxed and copied appropriate documents
- Filed important documents
- Entered student information into SIS

STUDENT WORKER | Northwestern State University One Card, 2006 –2008

- Answered telephone
- Assisted students
- Captured identification cards
- Filed folders and documents