



TEXAS WOMAN'S UNIVERSITY™

EXECUTIVE DIRECTOR OF
FINANCIAL AID





THE OPPORTUNITY

Texas Woman's University in Denton, Texas, invites applications, nominations, and inquiries for the position of Executive Director of Financial Aid. Reporting to the Vice President for Enrollment Management, the Executive Director of Financial Aid is chief administrator for the Office of Student Financial Aid and administers a student financial aid program consisting of federal, state, and local funds exceeding \$150 million annually. The university seeks a strong leader with expertise in university financial aid operations with a proven track record of instituting process improvements through the use of technological advancements as well as being a strong advocate for change management principles within an office.

ABOUT TEXAS WOMAN'S UNIVERSITY

An act of the 27th Legislature in 1901 founded the Girls Industrial College as a public institution that would become Texas Woman's University in 1957. Today, Texas Woman's University is the nation's largest public university primarily for women with nearly 16,000 students at its three locations in Denton, Dallas, and Houston. Texas Woman's is especially well known for its contributions and leadership in the fields of nursing and health care professions, education, nutrition, business, as well as within the arts and sciences. Accredited by the Southern Association of Colleges and Schools Commission on Colleges, the university offers the student support, class sizes, and campus esthetics more typically found at a private university.

Committed to transformational learning, discovery, and service in an inclusive environment that embraces diversity, Texas Woman's inspires excellence and a pioneering spirit. The University prides itself on providing students with a well-rounded educational experience in one of the nation's safest campus environments. Through its varied array of program offerings, Texas Woman's University empowers students, many of whom come from traditionally underrepresented populations, to succeed in all facets of life to include career, leadership, service, health, and happiness.

Programs

The University offers more than 60 programs of study with a total of 110 undergraduate and graduate degrees (bachelor's: 43, master's: 47 and doctoral: 20) in traditional, online, and hybrid formats. Nearly 60% of Texas Woman's University students take at least one online course, and one-fourth of its graduate students only take online courses.

Student Body

In fall of 2018, the total enrollment was 15,520 students with 58% enrolled full-time and an average age of 26. Men accounted for 12% of the student population, while ethnic minorities accounted for 55.6% of the student body (26% Hispanic and 18% African American). Of the total enrollment, 71% of students received some form of financial aid. *U.S. News & World Report* ranks the University among the top 10 in the nation for diversity. Furthermore, Texas Woman's University, which serves nearly 300 veterans and over 400 veteran dependents, was recognized in 2019 by Military Friendly Schools and the Military Times for Best Colleges.

Purpose, Mission, Vision and Values

Purpose. Educate a woman, empower the world.

Mission. Texas Woman's University cultivates engaged leaders and global citizens by leveraging its historical strengths in health, liberal arts, and education and its standing as the nation's largest public university primarily for women. Committed to transformational learning, discovery, and service in an inclusive environment that embraces diversity, Texas Woman's inspires excellence and a pioneering spirit.

Vision. Texas Woman's will be known as the premier public university for a woman-focused education and leadership development, graduating thriving citizens who have a strong sense of community, health, prosperity, and a sense of purpose.

Values. Fundamental to who we are and what drives our actions: Opportunity, collaboration, excellence, creativity, well-being, caring, and diversity.

Chancellor and President Carine M. Feyten



Carine M. Feyten became the eleventh president and second chancellor of Texas Woman's University in July 2014. Dr. Feyten oversees a university with an annual operating budget that exceeds \$256 million and has an annual economic impact in the North Texas region of more than \$721 million. Under her leadership, the institution's endowment rose to \$54.9 million with over \$15 million in scholarships awarded annually.

View [video](#) to learn more about Texas Woman's University.

ABOUT DENTON, TEXAS

TWU's main campus is located in the historic North Texas town of Denton, just 40 miles from the Dallas-Fort Worth Metroplex which is experiencing unprecedented population growth and economic expansion. Consistently named one of Texas' and the nation's best college towns, Denton offers a variety of cultural, professional, and educational opportunities. The 2016 Census population estimate was 133,808 with a median family income of \$68,189.

Click [here](#) to learn more about Denton, Texas.

DIVISION & DEPARTMENT OF FINANCIAL AID OVERVIEW

Enrollment Management Division

The Division of **Enrollment Management** seeks to advance the tradition of academic excellence at Texas Woman's University by recruiting and retaining academic scholars from Texas, across the country, and from around the world.

Leadership. Dr. Randall Langston, Vice President for Enrollment Management, joined Texas Woman's University in 2017 and serves as a senior administrative officer and cabinet member, providing leadership over the offices of Admissions, Registrar, Financial Aid, Admissions Processing, and Scholarships. Prior to Texas Woman's, Dr. Langston worked at The College at Brockport – State University of New York as Assistant Vice President for Enrollment Management. He has also worked in leadership roles at the University of Northern Colorado, the University



of Colorado – Colorado Springs, The University of Findlay, and at the University of Denver. Dr. Langston is a 2015 and 2017 National Student Clearinghouse Research Center Award recipient for excellence for sessions presented at the national AACRAO SEM Conference. He earned a Ph.D. degree in Higher Education Studies from The University of The Free State (Republic of South Africa), a Master’s degree in Higher Education Administration with a specialization in College Administration from Texas Tech University, and a Bachelor of Science degree from Sam Houston State University (TX).

Division Organizational Structure

Division Strategic Plan

FINANCIAL AID DEPARTMENT

The Office of Student Financial Aid packages, awards, and disburses approximately \$150 million annually in federal, state, and institutional funds. The 2017-2018 breakdown of the financial budget is as follows:

Institutional Aid: \$21,198,250

Pell Grants: \$19,077,784

Texas State Grants: \$10,421,180

Federal Loans: \$76,319,631

State Loans: \$669,783

Private Loans (Non-federal): \$2,058,527

Federal Work Study: \$422,773

Athletics: \$725,736

The Executive Director of Financial Aid leads a team of 17 full-time staff members as indicated below in the current organizational structure for the department.

ROLE OF THE EXECUTIVE DIRECTOR OF FINANCIAL AID

The Executive Director is responsible for the administration of all financial aid programs throughout the University while ensuring the University is 100% compliant with federal, state, and institutional regulations on the Denton and extended campuses in Dallas and Houston. The institution seeks a strategic thinker who is flexible, nimble, and can work well with employees and students alike. This individual provides leadership and support for all student financial aid operations, including, but not limited to, funds management, NCAA athletic financial aid compliance, university financial aid compliance, policy analysis/planning, processing operations, financial aid counseling and information to students, maintenance of federal and state financial aid interfaces and processes, and advisory support for

scholarship awarding and donor stewardship. Work is performed under minimal supervision with a broad latitude for initiative and independent judgment. Performance is based on the effective operation of the administrative function.

POSITION DUTIES & RESPONSIBILITIES

Management & Operations

- Provides day-to-day supervision of the Office of Financial Aid.
- Directs the awarding of federal, state, institutional, and private student financial aid.
- Plans, supervises, and evaluates the financial aid operations for the department.
- Establishes job standards for subordinate staff, and effectively evaluates staff as directed through the performance evaluation system, in accordance with University Policies & Procedures.
- Works collaboratively with finance related offices in an effort to more effectively award aid to students. This includes championing cross-departmental and cross-divisional organizational change which permits the most efficient awarding of financial aid in a seamless and clear manner.
- Possesses a strong commitment to student-focused processes and procedures with a focus on outstanding customer service.
- Develops and provides training on identification of funding sources for financial aid and related audit and budget procedures.
- Develops and maintains a Default Aversion Program and directs the federal, state, and institutional student loan collections program for the department.
- Establishes and maintains policies and procedures for the effective delivery of financial aid to students.
- Maintains an office environment that promotes development of high quality customer service.



Regulatory & Compliance

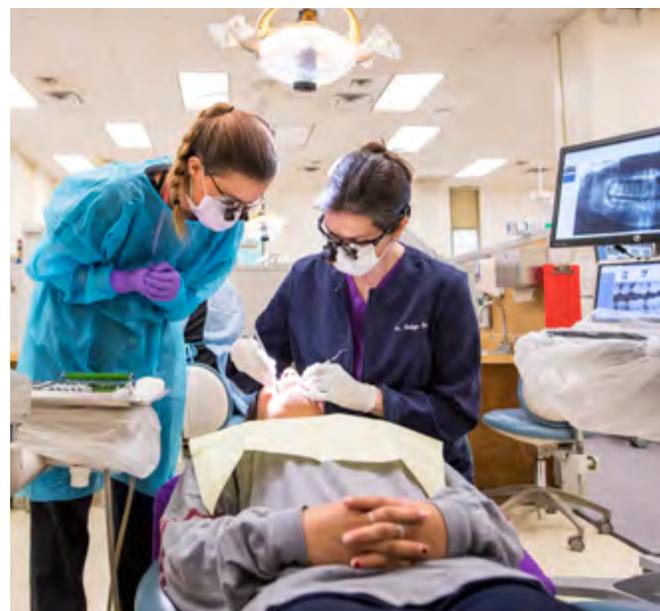
- Directs the completion of federal, state, and institutional reports concerning funding requests, financial aid expenditures, and the distribution of financial aid.
- Maintains compliance with federal, state, institutional, and NCAA policies, procedures, and regulations.
- Prepares fiscal reports, funding requests, and demographic studies.
- Serves as the resident expert on funding agency rules and regulations.
- Prepares, reviews, and approves a variety of multifaceted information, including data, forms, schedules, calendars, and reports; makes programmatic decisions based on findings.
- Recommends institutional policy changes to campus administration as needed.
- Researches federal or state regulations where applicable.
- Drafts responses to external agencies concerning financial aid programs.

Information Technology

- Champions new technological approaches including full support of self-service and On-Base document imaging initiatives collaboratively with IT and other departments on campus.
- Works collaboratively with IT staff to make programming changes to meet regulatory requirements and to provide constant improvements to decrease manual processing and reduce processing time.

Cross-Divisional Collaboration

- Provides cross-training to Division of Enrollment Management staff on financial aid regulations, processes, and issues.
- Develops and maintains internal and external relationships; participates in/on a variety of meetings, committees, task forces, and/or other related groups which serve to communicate information regarding services, programs, areas of opportunity, and/or other information.
- Provides support and counsel for stewardship to Institutional Advancement where applicable.
- Serves on the One-Stop leadership team to enhance enrollment and timely services.
- Provides advisory level support to merit/endowment scholarship awarding, assists with the development of scholarship system efficiency and timely services, and serves on the TWU General Scholarship Committee.
- Represents Financial Aid on committees, advocacy groups, and other related groups both internally and externally.





Additional Duties

- Undertakes special projects as may be assigned by the Vice President for Enrollment Management.
- Performs other duties as requested.

STRENGTHS & OPPORTUNITIES

The strengths of the department in which the next executive director can build upon include a group of knowledgeable staff with longevity at Texas Woman's University, technological support from the Office of Technology, and acknowledgement from staff and leadership that automation and streamlining of processes is essential to providing exceptional service to students.

A visionary, change agent is needed to strategically lead the department in assessing operations and organizational structure, identifying efficiencies, implementing process improvements, and instituting system optimization and automation, resulting in improved student service and satisfaction. This will require a leader who is able to work collaboratively with stakeholders and build a cohesive team to advance the department in meeting the goals of the strategic plan.

QUALIFICATIONS & CHARACTERISTICS

Education

Bachelor's degree in Business Administration or a related area. Master's degree preferred in an area related to higher education administration, student personnel administration, or other closely related major.

Experience

Ten or more years of progressively responsible experience in student financial aid with significant management experience. Experience within a four year institution of higher education in Texas. Demonstrated record of leadership, management and awarding of federal, state and other external and institutional financial aid program funds. Effective communication and interpersonal skills. Commitment to the mission and vision of the University.



Requirement

Regular and reliable attendance at the University during regularly scheduled days and work hours is an essential function of this position. Occasional work outside of normal business hours and weekends can be expected.

Knowledge, skills, & abilities

- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within the area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives, and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to allocate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively - orally, by phone, in person, and in writing.
- Ability to use a personal computer and other office equipment, including university related software and email.

Preferred skill sets:

- Working background with Ellucian Colleague ERP
- Knowledge of SEM principles
- Understanding of Financial Aid leveraging within a university setting

BENEFITS OVERVIEW

Texas Woman's University comprehensive benefits package is a valuable part of employment. As a state employee, benefits are offered under a group program administered by the Employees Retirement System of Texas, Teacher Retirement System of Texas, Optional Retirement Program and Texas Woman's University. For a full listing of benefits, [click here](#). A relocation package is also available.

APPLICATIONS AND NOMINATIONS

Texas Woman's University has secured Capstone HigherEd Services, LLC to assist with the search for the next Executive Director of Financial Aid. As such, inquiries, nominations, and application materials should be directed to the following contact:

Dr. Diana Pino

Capstone HigherEd Services, LLC.

TWU@CapstoneHigherEd.com

713-955-2122 ext. 1000

Inquiries, nominations, and applications are now being accepted. For best consideration, please submit application materials by June 7, 2019, however the position will remain open until filled. Application materials should be submitted via email to TWU@CapstoneHigherEd.com in PDF format and consist of the following:

- A letter of interest/cover letter
- A current CV or resume
- Contact information for at least three professional references (name, phone number, email address, and relationship to applicant). References will not be contacted without prior approval from the candidate.

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive; background checks are conducted on applicants considered for employment. TWU is a Tobacco Free Campus.

