



## **Cynthia (Cindy) K. Kohlman**

### **Associate Vice President of Client Services**

Cindy is a highly-experienced financial aid administrator with a history of creating efficient, customer-focused operations. Her twenty-four years of experience in higher education administration most recently included serving as Assistant Vice Provost and Director of Financial Aid at the University at Buffalo. Cindy has also held leadership positions at St. John Fisher College and SUNY Brockport, and worked in education lending with Chase Education First. Cindy is known throughout New York State for her leadership and her creative skills, and has been recognized by her peers through several professional association awards. Cindy places a high value on teamwork, innovation, effectiveness, and quality of interpersonal and written communication.

#### **Areas of Expertise:**

##### **Regulatory Compliance and Campus-Wide Administration**

- Consumer Information and Disclosures
- Administrative Capability and Academic Program Eligibility
- Program Integrity Regulations - Implementation and Monitoring
- Public and Private University Administration
- Title IV, State, and Institutional Budget Management
- Website Regulatory Compliance

##### **Effective Customer Service and Process Flow Efficiency**

- New Student Financing Process - Design and Implementation
- Application Delivery, Process Flow - Design and Re-engineering
- Student and Family Counseling
- Customer Experience Redesign
- Financial Literacy Program Development

##### **Staff Training and Professional Development**

- Staff Evaluation, Training, and Development (Financial Aid)
- New Financial Aid Administrator Training

##### **Technology and Systems**

- Website Revision/Creation (including .html design)
- Student Information Systems (particularly Banner and PeopleSoft)

##### **Program Administration and Aid Processing**

- Policy and Procedure Development
- Strategic Aid Packaging Philosophies and Formulas (Yield Maximization)
- Financial Aid Packaging, Awarding and Eligibility
- Verification and Professional Judgment
- Federal Satisfactory Academic Progress

# **FA Experts**

*Financial Aid Training and Consulting*

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