



Margaret E. (Peggy) O'Donnell

Director of Business Operations

In her role as Director of Business Operations for FA Experts, Peggy utilizes her extensive operational and financial management experience to keep FA Experts running smoothly. However, she is also considered an authority in Admissions and Enrollment Management, specializing in its relationship to financial aid and regulatory compliance. In her thirteen years with Bryant and Stratton College, Peggy held progressive leadership positions including Business Director, Director of Admissions, and Campus Director. She also served as team leader for college-wide initiatives for sales execution & reinvention, information systems conversion to SCT Banner, and regional accreditation. Peggy's broad range of expertise and experience make her an invaluable resource to FA Experts' clients.

Areas of Expertise:

Regulatory Compliance and Campus-Wide Administration

- Strategic Planning (Metrics and Data Analysis)
- Due Diligence (School Acquisition) and Change of Ownership
- Accreditation (Applications, Self-Study and Management)
- Proprietary/Career School Administration
- Tactical Cash Flow Management
- Financial Statement Strategic Analysis

Effective Customer Service and Process Flow Efficiency

- Customer Service Training, Development, and Evaluation
- New Student Financing Process Design and Implementation
- Financial Aid and Business Office - Process, Structure and Work Flow

Staff Training and Professional Development

- Consultative Sales Process Development
- Staff Evaluation, Training and Development (Admissions, Financial Aid, and Bursar)
- Customer Service Training, Development, and Evaluation

Technology and Systems

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

Program Administration and Aid Processing

- Strategic Aid Packaging Philosophies and Formulas (Yield Maximization)
- SIS System Programming/ Report Creation
- Strategic Awarding Strategies and Leveraging
- Title IV Originations and Reconciliation

FA Experts

Financial Aid Training and Consulting
