



Rachel Brinkley Smith

Senior Consultant

Rachel is a charismatic and results-driven leader with an impressive record of success in financial aid administration and management. Her background in higher education and student financing spans almost two decades. Prior to joining FA Experts, Rachel served as Assistant Vice President for Wachovia's Education Finance Division. The targeted business solutions she provided resulted in streamlined processes and greatly improved customer service for her clients. Rachel also has direct experience in building efficient and compliant operations as the Director of Financial Aid and Scholarships at Howard Community College and the University of Maryland, Baltimore County. Rachel has served as Chair-Elect and Maryland President for the DE/DC/MD Association of Student Financial Aid Administrators and on the board of the EASFAA.

Areas of Expertise:

Regulatory Compliance and Campus-Wide Administration

- Program Integrity Regulations/Gainful Employment (Implementation and Monitoring)
- Federal and State Program Review and Accounting (A-133) Audits
- Federal Cash Management and Disbursement Compliance
- FISAP, IPEDS, and Program Participation Agreement Completion and Submission
- Title IV, State, and Institutional Budget Management
- Private Education Loans and "Regulation Z"
- Public University Administration

Effective Customer Service and Process Flow Efficiency

- Statistical Analysis for Operational Synergies and Efficiency
- Application Delivery Process Flow Re-Engineering
- New Student Financing Process Design and Implementation
- Financial Aid Management in Community College/Open Enrollment Environments

Staff Training and Professional Development

- Staff Evaluation, Training and Development (Admissions, Financial Aid, and Bursar)
- Professional Association Training Seminars

Technology and Systems

- Federal Reporting Systems - Data Collection and Report Submission
- Student Information Systems (particularly Datatel/Colleague)

Program Administration and Aid Processing

- Strategic Aid Packaging Philosophies and Formulas (Yield Maximization)
- Financial Aid Packaging, Awarding and Eligibility (Awarding, Refunds, R2T4)
- Campus-Based Program Administration
- Verification and Professional Judgment

FA Experts

Financial Aid Training and Consulting
