



Karen T. Taylor

Vice President of Quality Assurance

Karen's experience and success in financial aid administration are truly remarkable. Over the past twenty-two years, Karen has gained a reputation for excellence in both customer service and professional training. She has worked the last fourteen years at SUNY Cortland, where she was instrumental in the creation of one of the most effective, efficient, and customer-friendly financial aid offices in the region. She has also served the past four years as Vice-President of the SUNY Financial Aid Professionals association, and on numerous advisory boards and professional association committees. She has served as an instructor at professional training sessions many times and has presented at a host of conferences, and her talents have been thrice recognized by her peers through professional association awards.

Areas of Expertise:

Regulatory Compliance and Campus-Wide Administration

- Federal Title IV Funds Management and Reconciliation
- Website Regulatory Compliance
- FERPA and Gramm, Leach, Bliley Compliance
- Public University Administration
- Policy and Procedure Development

Effective Customer Service and Process Flow Efficiency

- Federal Direct Lending Process Flow
- Customer Experience Redesign
- Financial Aid Office Process, Structure, and Work Flow

Staff Training and Professional Development

- Staff Evaluation, Training and Development (Financial Aid)
- Student and Family Counseling
- New Financial Aid Administrator Training
- Professional Association Training Seminars

Technology and Systems

- Website Revision/Creation (including .html design)
- Student Information Systems (particularly Banner)
- Common Origination and Disbursement (COD) Data Transmission/Error Resolution

Program Administration and Aid Processing

- Financial Aid Packaging, Awarding and Eligibility (Awarding, Refunds, R2T4)
- Verification and Professional Judgment
- Graduate-Level Financial Aid Programs and Eligibility
- Consortium Agreements, Joint Enrollment, and Study Abroad
- Cohort Default Management

FA Experts

Financial Aid Training and Consulting
