

Maria K. Juravic

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Experience

Associate Director of Financial Aid

May 2016 - May 2022

Academy of Art University

Remote

- Manages a financial aid team of up fourteen Financial Aid Representatives and one Supervisor.
- Financial aid subject matter expert, maintaining current knowledge of Federal, State and Institutional regulations governing student financial aid.
- Identify inefficiencies in daily operational activities and work with developers to customize software in order to enhance productivity.
- Leads team to provide quality counseling to students and parents on applying for Veteran Education Benefits, Federal/State/Institutional financial aid, explaining individual eligibility, and assisting in completion of all required documents.
- Leads weekly department meetings to enhance day to day operations, discuss weekly priorities, training topics, and open discussions on improving productivity and the student experience.
- Conduct weekly one-on-one check in meetings with team members to review productivity, establish priorities/deadlines, provide individual training as needed, and discuss resolution of challenging or escalated student issues.
- Responsible for ensuring that all student financial aid inquiries are responded to in a timely manner.
- Frequent collaboration with the Admissions department on fine tuning the student enrollment process to optimize productivity and the student enrollment experience.
- Train and coach team on customer service best practices, exhausting all available financial resources for students, and on every aspect of financial aid compliance and requirements.
- Monitors and reports on student enrollment metrics that include timeliness through the enrollment process, new student registration, quality of student consultations, timelines of paid aid, phone log activity, and document collection/accuracy of completion.
- Responsible for department scheduling to ensure adequate coverage for student appointments, campus Open House events, customer service hotline inbound calls, and the departmental general email box.

Student Financial Services Regional Specialist

August 2010 - May 2016

The Art Institutes/Education Management Corporation

USA and Canada

- Responsible for financial aid administration and operations of seventeen campuses in the US and Canada.
- Monitor and manage campus key financial aid metrics to determine best practices, inefficiencies, training opportunities, and assist with building improvement plans where necessary. Key metrics included timeliness and quality of student financial planning

consultations, accounts receivables, rate and timeliness of file completion, and file accuracy and compliance.

- Collaborate with other Regional Department Specialists to manage and enhance interdepartmental processes such as new student enrollment, continuing student registration, student persistence, and timely accounts payable collections.
- Hire, train, and coach the Directors of Financial Aid in the operations of the Financial Aid Department. Responsible for the professional development of Directors of Financial Aid.
- Fill in for Directors in the event of turnover.
- Conducted nationwide remote trainings for Directors of Financial Aid, financial aid staff, and interdepartmental trainings regarding regulation/policy updates, metric/goal expectations, as well as initiatives to improve the overall student experience.
- Review operations of the Student Financial Services department via on site visits, in regard to but not limited to financial aid awarding and processing, new student financial planning, disbursement of financial aid funds, enrollment management, and personnel matters.
- Responsible for compliant results of audits to meet the standards of both internal and Federal/State regulations for all campuses.
- Managed campus based funds for Federal Work-Study and SEOG.

Director of Student Financial Services

May 2005 - July 2010

The Art Institute of CA- San Francisco

San Francisco, CA

- Hire, train, manage, and lead financial aid staff in accordance with institutional philosophy: quality services to clients; development, growth, involvement and recognition of employees; sound economic principles; and an environment which is conducive to innovation, positive thinking and expansion.
- Coordinate inter-office functions between Financial Aid and other departments including Admissions, Academic Affairs, Student Affairs, Registrar, and Accounts Receivables.
- Develop objectives to achieve long range goals within the Financial Aid departmental budget, scholarships, and institutional grant funds.
- Ensure that all financial aid programs including Federal, State, Veteran, and Institutional are in compliance with all applicable regulations.

Associate Director of Student Financial Services

November 2004 - May 2005

The Art Institute of CA- San Francisco

San Francisco, CA

- Maintained a planning load of over 500 students including loan certification, repackaging, and file maintenance according to Federal, State, Veteran, and Institutional regulations.
- Assisted the Director of Student Financial Services in providing direction and leadership for financial aid staff, and manage the Financial Aid Office with a special emphasis on compliance with Federal regulations, institutional policy and service to the students.
- Assist with quarterly compliance file review of Financial Aid Officers.
- Managed office reports and monitored processes such as accounts receivables and new student financial planning.

- Evaluated Financial Aid Officer planning presentations and took part in various inter-departmental committees.

Assistant Director of Student Financial Services
The Art Institute of CA- San Francisco

November 2003 - November 2004
San Francisco, CA

- Department resource for training and development of new Financial Aid Officers.
- Work cohesively with Admissions Representatives and Admissions Coordinators to facilitate outstanding service to prospective students and their parents.
- Maintain consistently clean files shown through training assessments for compliance with Federal/State regulations and school policies and procedures.
- Utilize reports to monitor and track unpaid aid, loan certification, Verification, and C flag requirements.

Financial Aid Officer
The Art Institute of CA- Los Angeles

September 2001 - November 2003
Santa Monica, CA

- Budget, develop, and present financial aid plans to students and parents. Create and negotiate payment plans.
- Assisted students/parents with completion of the FAFSA and all required financial aid documents.
- Coordinate with Accounting and other departments to ensure timely and accurate disbursements of funds.

Education

Loyola Marymount University, 2001
Bachelors of Business Administration with honors: Cum Laude
Emphasis in Finance and Marketing

Computer Software/Applications

Peoplesoft, Salesforce, CARS, Campus Vue, MS Word, MS Excel, MS PowerPoint