

# PRAIRIE VIEW A&M UNIVERSITY

Calendar | Directory | Giving to PVAMU

Search:

Home Student Portal Panther Email Printable Version

Home » Financial Aid » General Information » Announcements » Details

## Financial Aid Reorganization Announcement

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# PRAIRIE VIEW A&M UNIVERSITY

A Member of the Texas A&M University System

### Memorandum

TO: University Faculty and Staff  
 FROM: Carlos Clark, Ph.D.  
 Assistant Provost for Student Financial Aid  
 DATE: July 20, 2007  
 RE: Financial Aid Reorganization Announcement

In order to better meet the financial needs of our students, the Prairie View Office of Student Financial Aid has been reorganized. In addition to better meeting the financial needs of our students, the reorganization will yield the following results:

- Improve customer service and student satisfaction
  - Number of counselors increased to assist students with their college financing needs
  - Less processing time required to evaluate financial aid documents
  - Assist with recruitment function. As recruiters discuss the admissions process with prospective students, financial aid staff, on the other hand, will discuss education financing (i.e. scholarships, grants, work-study, loans, etc.).
  - More counselors enable students to form lasting relationships, as well as, assist with retention and graduation efforts.
  - Enhance services provided by branch campuses (e.g. College of Nursing, Northwest Center, and Dallas).
- Improve efficiency and effectiveness
  - Acquire staff that can assist with improving technology usage within the office (e.g. Document Imaging, Banner, etc.) improve response times and accuracy of information. (Streamline financial aid process)
  - Improve accountability.

The new organization chart is available via our web page at [www.pvamu.edu/faid](http://www.pvamu.edu/faid) select "Financial Aid Organizational Chart" on the left-hand side of the page.

[www.pvamu.edu](http://www.pvamu.edu)

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