Financial Aid Counselor Reassignment

11/19/2007 11:21:11 AM

Memorandum

TO: University Students, Faculty, and Staff

FROM: Carlos Clark, Ph.D.
Assistant Provost for Student Financial Aid

DATE: November 17, 2007

RE: Financial Aid Counselor Reassignment

In order to continue to improve customer service, the financial aid office has reassigned its counselors into Customer Service Teams. Hence, counselors are no longer assigned by alpha cluster (i.e. A-C) and should one be away, the other team member continues to provide support. The new assignments are as follows:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Lead Counselor</th>
<th>Counselor</th>
</tr>
</thead>
<tbody>
<tr>
<td>PVID Number Ending: 00-24</td>
<td>Ms. Glenda Williams</td>
<td>Ms. Tameka Robinson</td>
</tr>
<tr>
<td>PVID Number Ending: 25-49</td>
<td>Ms. Gloria Armstrong</td>
<td>Vacant</td>
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<tr>
<td>PVID Number Ending: 50-74</td>
<td>Mr. Clarence Wolfe</td>
<td>Mr. Austro Kizzee</td>
</tr>
<tr>
<td>PVID Number Ending: 75-99</td>
<td>Ms. Janetta Gilliam</td>
<td>Ms. Alisa Haywood</td>
</tr>
</tbody>
</table>

Students calling or visiting the financial aid office should make every effort to ensure that they provide their student ID number to the attendant. This practice will ensure that their questions are routed to the appropriate personnel.

www.pvamu.edu

Office of Student Financial Aid
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