

# Creative Solutions to Operations, Compliance and Staffing

## FINANCIAL AID WARRIORS

TRANSFORMING STUDENT LIVES ONE AT A TIME  
SPRING 2026



# Today's Panel:

## Leigh Ann Hussey

*Associate Vice President  
Strategic Enrollment Management  
West Georgia University*

## Cecil Outlaw

*Assistant Director, Financial Aid  
Duke University School of Nursing*

## Derrick Everhart

*Director Student Financial Services  
Queens University of Charlotte*



## Institutional Profiles:

Student Body Size

How many students receive aid

Office Size

Financial Aid System

Enrollment Management, Student Affairs, Finance



# NASFAA 2025 Administrative Burden Survey Report

- 52% Lack of Admin Staff
- 62% Lack of Pay
- 55% Experience Burnout
- 56% Leave Profession in Year



## Resource Needs

- Training Support 86%
- Automation 83%
- Support Staff 82%

# Staffing and Team Management

## Building the Team

- Staffing shortages
- Team Culture Shifts
- Reduced Operational Budgets

**How do you build and sustain a positive team culture in your office?**

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**What strategies do you use in your own leadership to support your team?**



# Staffing and Team Management

## Office Strategy

- Staffing shortages
- Limited resources
- Reduced Operational Budgets

**What creative strategies has your office implemented to sustain operations while maintaining customer service to students and families?**

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# Staffing and Team Management

## Training

- One person processing
- Institutional Knowledge
- Succession Planning

**Cross-training can be a powerful tool for compliance and staff development.  
What strategies or innovative tools have you used to cross-train your team?**

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THE CHRONICLE  
*of* HIGHER EDUCATION



National Association of Student  
Financial Aid Administrators



National Association of  
College & University Business Officers

# Operations and Technology

## Manual Versus Automation

- Manual Processes
- System Issues
- Documentation of Processes

**What is one process you redesigned or streamlined to improve efficiency ?**

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# Operations and Technology

## AI is taking over my job!

- Which tools to use
- Trusting the Data
- Various comfort level



**As AI is beginning to emerge in higher education.**

**How is your office approaching the use of AI in the Financial Aid Office?**

**How does your staff utilize AI and their comfort level?**



# Compliance and Regulatory Changes

## Common Challenges

- OB3
- Pro-ration of loans
- Plus Loan Borrowers

Federal Student Aid

**How are your teams talking, training, and implementing the changes coming with OB3?**

**How are you talking with your administration about the upcoming changes?**



# Your Future Office

## Thinking Outside the Box

- Creative Solutions
- Sky is the Limit
- No Budgetary Restraints

**If you could implement one major change in your office, what would it be?**

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# Tips and Tricks

**If you could share one tip or trick that you have learned that you want to share with your colleagues, what would it be?**

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# Questions

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THANK YOU!

