

# MONA L. LUCAS

11 Masons Brook Lane

East Windsor, Ct 06088

(860) 965-7552 Cell (860) 758-7809 Home (860) 465-0025 Work

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## EDUCATION

- 1989** Master of Education, Administrative and Policy Studies, University of Pittsburgh, Pittsburgh, PA  
**1983** Bachelor of Science, Social Work, Kansas State University, Manhattan, Kansas  
**2002** Certificate, Discovering Leadership Course, Cornell University Ithaca, NY  
**2003** Certificate, Supervisor Development Program, Cornell University Ithaca, NY

## WORK EXPERIENCE

### EASTERN CONNECTICUT STATE UNIVERSITY

Willimantic, CT

**2008 – Present** DIRECTOR OF FINANCIAL AID AND VETERANS AFFAIRS

- Lead and directed the financial aid, student employment and veterans benefits programs at the university.
- Served as the principle agent for federal, state and university student aid matters.
- Contributed to university initiatives related to strategic use of financial aid and the improvement of four year graduation rates for undergraduate students.
- Served as a member of the President's Extended Cabinet.
- Enhanced and revised federal and institutional student aid policies.
- Worked closely with the office employees to enhance and streamline processes in accordance with governing regulations; increase the use of technology; formalize, revise and document Standard Operating Procedures, and improve customer service as well as the office image on campus.

### COLUMBIA UNIVERSITY

New York, NY

**2008** UNIVERSITY DIRECTOR OF FINANCIAL AID

- Served as the principle administrator for the federal student aid at the university.
- Worked collaboratively with the individual school aid directors to centralize and standardize polices, procedures and practices related to the administration of federal student aid.
- Lead and directed the Student Financial Planning Office which provided support and/or complete federal student aid processing and counseling within the university.

### DOW LOHNES, PLLC

Washington, DC

**2005 – 2007** SENIOR MANAGER (Financial Aid Consultant), HIGHER EDUCATION SERVICES

- Provided client institutions and organizations guidance in the management and evaluation of student financial services, with a particular emphasis on the Title IV programs.
- Conducted on site audits and reviews of the administration of Title IV student financial assistance programs.
- Assisted clients in responding to federal program review and audit findings.
- Assisted clients in developing policies and procedures in compliance with Title IV requirements.
- Participated in due diligence reviews for client public offerings, school acquisitions and other student aid compliance transactions.
- Provided conference presentations on issues involving Title IV student financial assistance.

CORNELL UNIVERSITY

Ithaca, New York

**2001-2005** DEAN OF FINANCIAL AID

- Served as the principle financial aid representative for the University.
- Worked closely with the Office of Government Affairs on federal and state financial aid regulatory interpretations, projected impact of proposed changes and lobbying activities.
- Regularly assessed financial aid policies and procedures and made recommendations.
- Worked with the Director of Financial Aid and Student Employment to manage all aspects of undergraduate student financial aid programs.

UNIVERSITY OF CONNECTICUT

Storrs, Connecticut

**1994 – 2001** DIRECTOR OF STUDENT FINANCIAL AID SERVICES

- Managed all functions related to the overall administration of the Office of Student Financial Aid Services (financial aid, scholarships, student employment, and veterans administration).
- In a unionized environment, managed a staff of thirty-three professional and classified staff.
- Served as a liaison to the University administration, as well as state, regional and national financial aid organizations.

KENT STATE UNIVERSITY

Kent, Ohio

**1990 – 1994** ASSOCIATE DIRECTOR OF STUDENT FINANCIAL AID

- Assisted the Director in the management of the student aid programs
- Maintained and updated the Standard Operating Procedures Manual, and ensured staff adherence to those procedures.
- Developed training programs and facilitated staff training to ensure consistency in administering all financial aid programs.
- Served as the operational liaison with other University offices to ensure the timely awarding of financial aid and resolution of conflicts.
- Supervised administrative staff, hourly staff, graduate assistants, and student employees.

COMMUNITY COLLEGE OF ALLEGHENY COUNTY

Pittsburgh, Pennsylvania

**1987 – 1990** ACTING DIRECTOR OF FINANCIAL AID, BOYCE CAMPUS

- Administered the federal, state and institutional financial assistance programs.
- Designed forms, workshops and seminars to educate students, parents and the general public on financial aid programs.
- Supervised office staff, selected and trained new employees.

**1985 – 1987** ASSISTANT DIRECTOR OF FINANCIAL AID, ALLEGHENY CAMPUS

- Facilitated the administration of the state grant program (PHEAA) by certifying the eligibility of students and authorizing state grant disbursement of funds.
- Verified income information on federal financial aid applications selected for review.
- Managed office staff consisting of twelve employees. Organized and conducted monthly staff meetings.
- Researched and prepared statistical reports on all financial aid programs.

COMMUNITY COLLEGE OF ALLEGHENY COUNTY (Cont.)  
Pittsburgh, Pennsylvania

- 1984 – 1985**    ACTING DIRECTOR OF FINANCIAL AID, SOUTH CAMPUS
- Administered the federal, state and institutional financial aid programs.
  - Remained updated on current literature and regulations governing the financial aid programs.

- 1983 – 1984**    COORDINATOR OF FINANCIAL AID, SOUTH CAMPUS
- Assisted in the administration of the federal, state and institutional financial aid programs
  - Designed and conducted financial aid workshops and assisted students with the financial aid application process.

KANSAS STATE UNIVERSITY  
Manhattan, Kansas

- 1980 – 1983**    FINANCIAL AID PEER COUNSELOR
- Counseled undergraduate students regarding available financial assistance programs
  - Processed Federal Stafford Loan applications.

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## NATIONAL AND REGIONAL PROFESSIONAL AFFILIATIONS

- 2009 – Present** NASFAA Standards of Excellence Peer Reviewer
- 1980-Present** National Association of Student Financial Aid Administrators (NASFAA)
- Conference Interest Session Presenter 2001/02, 2005/06, 2006/07
  - Finance Committee 2001/02
  - Peer Reviewer, Standards of Excellence Review Program 2000/01 – 2004/05, 2009/10
  - Board of Directors, Representative-At-Large 1999/2000 - 2001/02
  - Multicultural Initiatives Committee 1992/93, 1994/95 - 1995/96
  - Co-Instructor, “Refining Reauthorization” Workshop Series 1993/94
- 1994 -Present and 1986-1990** Eastern Association of Student Financial Aid Administrators (EASFAA)
- Conference Interest session presenter 2005/06, 2006/07
  - Council Representative for Connecticut 1998/99
    - Minority Concerns Committee 1997/98, 1998/99
    - Newsletter Committee 1995/96
    - Training Committee 1994/95
- 1990-1994** Midwest Association of Student Financial Aid Administrators (MASFAA)
- 1996-2007** Council for Opportunity in Education (COE)  
(Formerly the National Council of Educational Opportunity Associations)
- Legislation and Regulations Training Faculty Member
  - Financial Aid Training Faculty Member 1996/97 – 2006/07
- 1992-2005** United States Department of Education, Student Financial Assistance
- Advisory Work Group for Computer-Based Financial Aid Training 1998/99 - 2004/05
  - Focus Group on Financial Aid Training 1996/97
    - Co-Instructor, Title IV Update Workshop Series 1996/97
  - Co-Instructor, Delivery System Workshop Series 1992/93 - 1995/96
- 2001-2005** Direct Loan Coalition
- Communications Committee 2002/03, 2003/04
- 1997-2005** The College Board
- New England Regional Assembly, Financial Aid Division Advisory Committee 1997/98 - 1998/99

## STATE PROFESSIONAL AFFILIATIONS

- 2008 – present  
& 1994 - 2001** Connecticut Association of Professional Financial Aid Administrators (CAPFAA)
- Federal and State Relations Committee, co-chairperson 2009/10
  - Past-President 1999/00
  - President 1998/99
  - President-elect 1997/98
  - Conference Committee 1995/96 - 1996/97
  - Training Committee 1996/97 - 1997/98
  - Connecticut Financial Aid Fair for Education Professionals
- 2005-2007** DC-DE-MD Association of Financial Aid Administrators (DC-DE-MD ASFAA)
- 2001-2005** New York State Financial Aid Administrators Association (NYSFAA)
- Committee 1994/95
- 1990-1994** Ohio Association of Student Financial Aid Administrators (OASFAA)
- Conference Program Planning Committee 1992/93
  - Conference Interest Session Presenter 1992/93
- 1984-1990** Pennsylvania Association of Student Financial Aid Administrators (PASFAA)
- Conference Balloting Committee 1989/90
  - “Financial Aid Hotline” Scheduling Coordinator 1988/89
- 1987-1990** Pennsylvania Aid Administrators Training Program (PAATP)
- Instructor, Advanced Support Staff Workshop Series 1989/90
  - Instructor, Basic Support Staff Workshop Series 1987/88 - 1988/89

## ADVISORY BOARDS, COUNCILS AND COMMITTEES

- 2004-2005** Key Education Resources Advisory Board
- 2000-2003** Sallie Mae Financial Aid Advisory Council
- 1998-2000** USA Group National Financial Aid Advisory Committee
- 2002-2005** Citibank Educational Financing Leadership Council
- 2000-2004** Fleet Bank Education Lending Division Advisory Committee
- 2000-2004** Citizens Bank Education Finance Advisory Board
- 1995-2001** Connecticut Student Loan Foundation Advisory Committee
- 1998-2001** Connecticut Talent Assistance Cooperative – EOC Board of Directors
- Finance Committee 1998/99 - 2000/01