

THE EXPERTS



Stephen J. Clemente sclemente@amsa.com

Manager of Implementation & Solution Services

Prior to joining ASA, Stephen served in the role of Technology Products Specialist for Chase Bank, where he was responsible for the analysis and integration of school-based technologies with industry-wide products and services. In addition to his experience at Chase, Stephen has served as Associate Director of Financial Aid for James Madison University; Director of Technical Support and Training for

Academic Software, Inc.; and Director of Electronic Student Services for Appalachian State University.

With degrees in Systems Management and Higher Education Administration, Stephen excels at providing institutions with a technical framework from which to operate both today and well into the future. Considered a person of vision and a change agent, Stephen works with schools that are interested in redesigning their business processes, to accommodate for emerging technologies and services that streamline the method of data exchange and the overall delivery of counseling services.



Ken Garrett kgarrett@amsa.com

Consultant

Prior to ASA, Ken worked for Education First LLC (a JP Morgan Chase Company) as a Technology Product Specialist in an e-commerce venture. In that capacity, Ken assisted schools with mapping their business processes and applying current technologies to financial aid functions. Before joining Education First, Ken was Assistant Director of Financial Aid

at Emory University. His primary responsibilities were managing the University's loan operations. Additionally, he served on two system implementation projects as well as automated several processes using internal and vendor-supported technologies.

Ken has worked independently as a consultant and has also contracted his services through two higher education outsourcing firms. His consulting services have included workflow evaluation, change management, staff structuring and processing assistance.



Nancy MacNeil nmacneil@amsa.com

Consultant

Before joining ASA, Nancy spent several years working at Nellie Mae, most recently as its Technical Solutions Manager. In this capacity, she provided specialized training and consulting to clients by analyzing their process flows and technological needs, leading process re-design efforts, and implementing successful technological solutions. Nancy also has several years experience managing teams responsible for

successful implementation of industry-wide initiatives.

Nancy graduated with a Management Bachelor of Science in Business Administration from Northeastern University.

THE SERVICES

ASA Implementation & Solution Services

Designed as a complementary service for new and prospective school clients, the Implementation & Solution Services Team focuses its efforts on examining and redesigning business processes and/or technologies, to maximize the overall financial aid experience for students, parents, and campus staff. Whether it is assisting clients with the transition from a lender flow to guarantor flow processing model; the incorporation of interactive forms to a client's Web site; the delivery of customized content through wireless devices; or simply an overall workflow analysis of the financial aid office, ASA's Implementation & Solution Services Team has the expertise and experience to help you accomplish your goals.

Specializing in student loan technologies, such as CommonLine® and Common Origination and Disbursement (COD), members of the Implementation & Solution Services Team have the ability to provide schools with multiple solution opportunities through non-technical jargon. We embrace a common goal of the industry —an informed and educated student. We pride ourselves on our ability to serve as a trusted agent for our school clients.

Financial aid is much more than student loans, which is why Implementation & Solution Services Team members are steeped in higher education theory and technical innovation. With the ability to consult and provide understandable guidance on an array of topics, ranging from virtual counseling to extensible markup language (XML), team members are consistently asked to present at various conferences and locations within the industry. If there is a topic that needs clarification, a technology that needs simplification, or a process that needs maximization, the members of the Implementation & Solution Services Team are just an e-mail or phone call away.

Collectively, with over 25 years of financial aid experience, ASA's Implementation & Solution Services Team welcomes the opportunity to visit with you and your institution. We'll work with you to ensure your processing models and technical service offerings become more efficient and effective, year after year.

