

DIANE W. BOWEN

Financial and Student Services Administration Public and Private Higher Education

Motivated self starter with over 12 years higher education experience in event scheduling and planning, database implementation and management, financial administration, financial aid, loan collection, facilities assignments, and customer service.

- **Self Starter:** Implemented and built complex event scheduling software database for Indiana Wesleyan University. Continued to implement additional database components and processes to enhance the database for the organization.
 - **Process Oriented:** Developed and successfully implemented new procedures and processes for the effective scheduling and services of over 2,000 special events and conferences annually. Developed new processes to effectively integrate class schedules into the event calendar system to optimize utilization of campus space.
 - **Relationship Builder:** Worked collaboratively and conscientiously with multiple academic and administrative units on campus to achieve mutual objectives and outcomes.
 - **Deeply Committed to Customer Service:** Works successfully with faculty, staff, and students on event planning, facility reservations, and resource scheduling.
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Professional Experience

UNIVERSITY OF WEST GEORGIA (UWG) – Carrollton, GA

May 2012-Present

Assignments Coordinator –Housing and Residence Life

Provide support for housing assignment software and assist with planning for assignments related duties.

System Administrator for StarRez housing software, providing support and training for the department on StarRez software. Managing housing assignments, posting of charges, and reconciling housing charges to student accounts. Responsible for financial verification of student housing charges in Banner and StarRez systems. Managing housing notifications to students and providing customer service for parents and students. Assist in planning for special housing events.

Liaise between UWG partners on and off campus concerning housing assignments and software system. Provide training to staff and students for assignments and reporting assistance. Supervise students and staff. Responsible for Freshman Residency Waiver verification.

Key Results:

- ☑ **Continued migration of Star Rez housing software.** Provide leadership in the continued implementation of additional software modules, resulting in the streamlining of housing assignments, processes, and portal management.
- ☑ **Manage housing occupancy of on campus student housing.** Provide leadership in occupancy management for approximately 3000 Residence Hall beds to ensure higher occupancy levels resulting in greater revenue.
- ☑ **Coordinate planning for special housing related events.** Assist in special housing event planning for room sign up, Preview Days, Orientation, and Move In Days.

UNIVERSITY OF WEST GEORGIA (UWG) – Carrollton, GA

October 2011-April 2012

Assignments Coordinator – Full Time Temporary, Housing and Residence Life

Provide support for dual systems for housing assignment software and assist with new housing software implementation.

Assist with final implementation and database management processes for the StarRez housing scheduling software. Complete housing assignments and post financial charges to student accounts. Complete room assignment and financial verification in Banner and Star Rez systems. Send housing notifications and provide customer service to students and parents concerning housing application processes, residency waivers, room change requests, and other concerns as needed. Create instruction documentation, reports, and provide training to new StarRez users. Develop processes and assist with database management of the StarRez system.

INDIANA WESLEYAN UNIVERSITY (IWU) – Marion, IN

May 2007-July 2011

Conference Services Office Manager & Administrative Assistant, Conference Services

Provided support to a rapidly expanding events program moving toward a centralized scheduling program.

Implement and administer CollegeNet Resource 25 (R25) scheduling software database to maintain centralized facility and resource reservations for University events and conferences. Collaborate with IT personnel on database and event calendaring software. Download courses from SIS (Datatel) to Resource 25 for accurate facility reservations and to assist Provost's Office, Registrar, Campus Police, and Facilities Services offices with specialized reports. Implemented R25 Web Viewer allowing faculty, staff, or students to view available space for facility requests. Oversee digital signage for events in the Barnes Student Center.

Conference Services Office Manager & Administrative Assistant *continued...*

Met with clients to discuss event planning, room set-ups, catering, and resources for their programming needs. Verify or confirm event reservations (over 2,000 annually) to insure accurate space and resource allocation and utilization. Arrange for the availability of specialized resources as requested from clients. Maintain and promote excellent customer service throughout all aspects of the operation.

As Office Manager, provide direction for office staff and student employees. Maintain accurate records for expenses incurred and process invoices to accounts payable for each event client. Plan for the availability of resources to ensure the efficient function of the office. Verify and balance office accounts with university accounts and apply generally accepted accounting principles. Utilize the University's ERP (Datatel) on a frequent basis for reconciliation of financial data.

Responsible for daily operation of the I.D. Card center utilizing office staff and student employees. Work collaboratively with Facilities Services, Registrar's Office, and Residence Life to ensure accurate and secure operation of the card system. Ensure the timely availability of supplies and continuous operation of specialized equipment.

Key Results:

- ☑ **Migrated IWU to an automated centralized scheduling system.** Provided project leadership in the rapid implementation and configuration of R25 software, resulting in the streamlining of event workflow and the elimination of redundant processes.
- ☑ **Integrated central event calendar with the course schedule.** Initiated dialog with the Registrar's Office and IT to map a data path for integration of class data into R25. This procedure had an immediate positive impact on optimization of classroom and auxiliary space, allowing more effective use of space.
- ☑ **Developed training and communication protocols for event scheduling:** Identified training needs for system users, event planners, and facility services and responded to these needs through the development of training modules and communication processes, resulting in a reduction of scheduling errors and more efficient event planning and scheduling.
- ☑ **Called upon to provide expertise on a number of university committees.** Provided technical expertise on the CAS Technology Committee, Digital Signage Task Force, and Homecoming Committee.

SWAYZEE ELEMENTARY SCHOOL (Oak Hill School Corporation)– Swayzee, IN 1999-2007.

Instructional Assistant

Provided assistance to students with reading, math, and writing skills remediation.

Assisted students with reading remediation using a computerized reading program to enhance reading proficiency, and assisted students with math and writing skills. Generated reading progress reports for teachers and principal. Tested and assessed students as requested by teachers and the administration. Collaborated with teachers on process and best course of remediation for students. Implemented and administered software-based reading efficiency and assessment tool. Maintained program participation and assessment records in compliance with state requirements. Served on school improvement committee.

Key Results:

- ☑ **Identified need to improve reading speed and comprehension:** Applied technical and administrative skills in the development of programs to improve students' reading skills and maintain school's Blue Ribbon status.
- ☑ **Provided training to other district schools:** Following successful pilot program, developed training program to train other instructional assistants in the successful implementation of reading program throughout district.

INDIANA WESLEYAN UNIVERSITY (IWU) – Marion, IN

Summer 2005

Adult Program – Financial Aid Department

Audited bank loan disbursements and verified student enrollment status for the adult student program.

Verified current student enrollment status against daily Stafford loan disbursements and notified department of any disbursement issues. Audited past student enrollment status against bank loan disbursements to students and created list of any student loans issues for the department.

WESTERN KENTUCKY UNIVERSITY – Bowling Green, KY

1985 to 1993

Student Loan Manager (1989-1993)

Data Entry Operator in Financial Aid Department (1985 – 1988)

Disbursed grants, scholarship, and federal loans to students.

Verified enrollment status of students prior to financial aid disbursement of grants, scholarships, and Perkins loans. Dealt with any status issues per university policy. Supervised completion of promissory notes, entrance, and exit interview forms per federal regulations.

Managed the Perkins student loan program.

Completed daily loan deposits as well as daily and month balancing reports per university policy. Prepared monthly loan billing for bulk mailing. Completed annual loan Federal Financial Aid Report (FISAP). Supervised several full-time employees in the deposit and collection of NDSL, Perkins, and local bank loans.

Generated loan collection projections for Financial Aid Office to award Perkins loans to students. Processed teaching grant/loan paperwork per federal regulations. Tested and trained on new conversion loan software.

Processed Financial Aid awards from award counselors.

Data entry of financial aid awards after award counselors prepared the award letters and verified data entry daily. Assisted with Financial Aid disbursement.

Key Results:

- ☑ **Maintained low NDSL/Perkins loan default rate:** Effectively supervised loan collection team, developing processes to assist loan recipients in the repayment process and maintain clear communication of repayment options and responsibilities. Collected approximately \$500,000 per year to regenerate available loan funds and completed drawdown of funds for Financial Aid awards.
- ☑ **Upgraded Loan Management System (LMS):** Collaborated with IT in migration, testing, and implementation of new system, resulting in improved and more accurate accounting processes and procedures. This assisted with daily, monthly, and annual account balances.

Education

WESTERN KENTUCKY UNIVERSITY – Bowling Green, KY
Bachelor of Science, Information Systems (1984)

Organizational Leadership and Training

Star Rez User Conference (Summer 2012)
ACUHO-I Conference (Fall 2012)
CAS Information Technology Committee, IWU (2010-2011)
CollegeNet R25 Implementation Course, Portland, OR (Summer 2008)
School Improvement Committee, Swayzee Elementary School (2004 – 2007)