

This is Our Future

CONTINUED

President Jordan has now made his way through three of our four town halls, each focused on a lens from **DCC's 2023-28 Strategic Plan**. The **Learning** and **Community** lens discussions, held on Oct. 25 and Nov. 15, offered valuable insights into the vision for the College's future.

During the town hall on **Learning**, Dr. Jordan polled the audience to gather input from faculty and staff on why they think people attend college. He then followed up by asking what type of technology and equipment the College should invest in to deliver on 21st-century instruction and learning at DCC.

Much of the presentation centered around key facets of learning, including outcomes, experiences and credentials. Dr. Jordan also discussed the Centers of Excellence model, which includes effective space planning and utilization, benefits to students, faculty and staff, as well as fundraising and community-building opportunities.

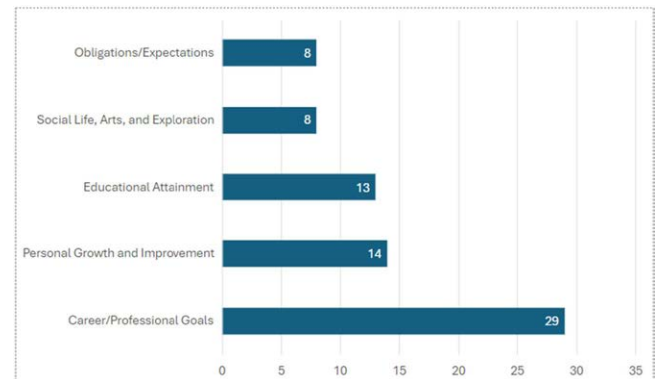
Rather than operating on a "boutique" level, it's clear that we must scale up our ability to provide educational opportunities and driven economic mobility for even greater impact. The audience was highly engaged and expressed enthusiasm about these new learning spaces and programs.

The **Community** town hall was just as dynamic as the previous two. Dr. Jordan built on insights from the **Students** lens conversation, which emphasized DCC's commitment to serving diverse populations and its cradle-to-care vision of fostering lifelong learning. He led faculty and staff through a dialogue on strengthening community connections, both within the College and externally, inviting input from the audience about their on- and off-campus involvement.

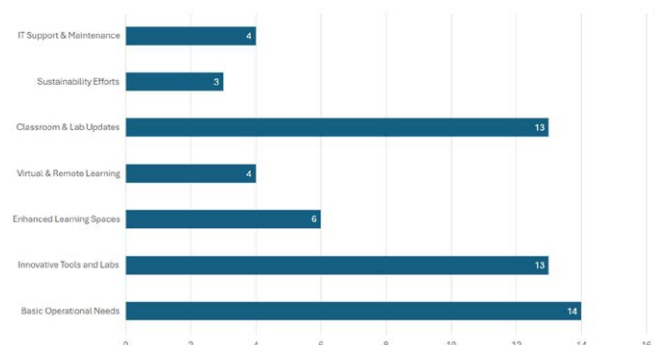
Participants also took part in a poll asking, "What community organizations do you know of that DCC works with?" The top responses were BOCES and the Family Partnership, followed by local school districts, the Art Effect, the Council of Industry, Day One Early Learning Center, Dutchess Outreach



Why People Attend College



What Technology Should DCC Invest in for 21st-Century Learning



DCC Concludes Six-Month Study with the National Institute for Student Success

On Oct. 30, DCC virtually welcomed National Institute for Student Success (NISS) Executive Director Dr. Timothy Renick to present findings and recommendations aimed at advancing the College's comprehensive student success, persistence and retention strategies. More than 60 DCC faculty and staff members attended the findings session, demonstrating a strong commitment to enhancing the student experience at DCC. This report marked the end of an in-depth six-month review that incorporated national and institutional student persistence data, surveys of DCC stakeholders, and interviews with faculty and staff. This initiative was made possible by a SUNY-led Heckscher Institute grant, focused on elevating student outcomes across the community college system.

Throughout his presentation, Dr. Renick praised DCC's proactive commitment to student success, noting that many essential systems are already in place at the College. The primary challenge now, he suggested, is to better integrate these systems to drive even stronger outcomes for students through data-informed decision-making. His recommendations included further standardizing and scaling academic pathways, enhancing academic advising with predictive analytics, optimizing course sequencing and program design through academic data, and strengthening financial literacy and support resources for students. These priorities align closely with the "Students" and "Learning" lenses of DCC's strategic plan.



Diagnostic & Playbook Prepared for

DUTCHESS
COMMUNITY COLLEGE

The leadership presentation, supporting slide deck, and diagnostic playbook are [available in myDCC](#) (in Confluence under Institutional Effectiveness). The DCC community looks forward to beginning this transformative NISS work in the spring 2025 term.

DI YOU KNOW **IT** **Catch a Phish**

The IT Department has partnered with KnowBe4, the world's leading security awareness training organization. The platform includes simulated phishing attacks that will help create a "human firewall" by training DCC employees to spot and report malicious emails.

This modern and engaging platform enhances our proactive approach to cybersecurity, making everyone part of the defense against cyber risks. Please keep an eye out for campus emails with additional information and updates.

Thank you for helping to keep our organization safe.

Remember, the Help Desk can be reached at helpdesk@sunydutchess.edu.

Can't email? Call x4357 or (845) 431-8005.

If you get voicemail, please leave your contact information and a description of your troubles.

All voicemails are automatically generated into tickets.

Edwin Rivadeneyra

Director of Secondary and Post-Secondary School Initiatives and Partnerships



"A community college should be a hub that helps students straight out of high school or HSE programs find their careers, while also supporting the parents of these students who may be looking for a career change. I'm excited to be working at an institution that authentically engages both students and the community, offering broad and inclusive access to higher education."

Edwin Rivadeneyra brings over a decade of experience in higher education to his new role as director of secondary and post-secondary school initiatives and partnerships at DCC. Most recently, he spent four years at Rockland Community College, initially serving as financial literacy coordinator before advancing to director of first year experience and grant administration. Throughout his career, which spans public and private two-year and four-year institutions, Rivadeneyra has been dedicated to supporting students and their families through the college onboarding process, with a particular focus on empowering first-generation and underserved communities.

A former first-generation college student himself, Rivadeneyra came to the US from Venezuela at age five. His family settled in Florida, where he later began his post-secondary education at a community college before transferring to Florida State University. There, as a history major completing his "second senior year," Rivadeneyra took on a position mentoring first-generation college students—an experience that would significantly impact his career trajectory. He went on to work as an enrollment specialist at Full Sail University, where he also earned a master's in new media communications, before accepting a position at NYU as senior global financial support advisor.

At DCC, Rivadeneyra looks forward to strengthening pathways for high school students, inspiring those in our College Connections program to view us as the next major step in their educational and career journey. With his extensive background in financial literacy, student support and college leadership, fluency in Spanish and proven track record of building community connections, he is well-positioned to foster strategic partnerships and initiatives that will increase enrollment and create lasting benefits for both our students and the surrounding community.

Fun facts about Edwin: He met his wife in college, and together they've lived in the Bronx, Washington Heights and Brooklyn before settling in Cornwall in 2021. They now have a three-year-old daughter and a four-month-old son. After completing his master's, Edwin spent five months backpacking through Southeast Asia and pursuing a career in journalism. His family aims to travel internationally each year—their next trip is to Mexico. If you want to start a conversation with Edwin, just ask him about soccer!

Fall Family Festival a Spirited Success!

Our third annual Fall Family Festival on Sunday, Oct. 27 was a spirited success that brought together nearly 350 staff, students, alumni and their families for a day of fun, games and prizes at the Poughkeepsie campus.

"Events like these remind us of the vibrant and engaging community we strive to grow and sustain here at DCC," said Chief of Staff and Vice President for Institutional Effectiveness Dr. Susan Rogers. "It was wonderful to watch our community come together and enjoy each other's company."

She offered special thanks to Director of Student Activities Matt Hanlon, Assistant Director of Student Activities Sarah Wheeler, Residence Hall Director Kaina Rivera, the many students who volunteered to make sure everything ran smoothly, and to our security, housekeeping and grounds staff, whose behind-the-scenes work ensured our campus was clean, safe and beautifully presented for the event.

"Your dedication and hard work made all the difference in creating a festive atmosphere that everyone enjoyed," Dr. Rogers added. We hope to see you again next year!



100 Flags and Counting

On Nov. 15, DCC celebrated the ribbon-cutting for the International Flag Display in the lobby outside the James and Betty Hall Theatre. The event drew more than 150 attendees, including members of the Dutchess County Legislature and DCC leadership, faculty, staff and students.

Dr. Melissa Carlo, who has served as DCC's interim chief diversity officer since September of last year, played a pivotal role in bringing the project to fruition, alongside the Diversity Council and co-chairs Tomasine Oliphant and Steven Posada. She led the event, starting with an overview of how the flag display came to be.

The project, which began in early 2023, involved gathering information from faculty, staff and students about their countries of origin. It culminated in the display of 100 flags, with plans for the collection to expand each year. Two student photographs—capturing scenes of Poughkeepsie—were also selected and arranged by Associate Professor of Art Margaret Craig to complement the display and reflect the diversity of the region DCC serves.

"These colorful emblems offer a warm welcome to everyone who comes to our campus," Dr. Jordan said. "The display highlights the global and cultural traditions that enrich teaching and learning at DCC—and even beyond our classrooms and labs." He thanked the College community for their collaborative efforts, acknowledging the Institutional Effectiveness team, led by Dr. Susan Rogers, and the DCC Foundation staff, for their support, along with the facilities team, who prepped, restored and painted the walls, in addition to carefully installing each flag.

As the Diversity Council plans to add new flags each summer, they ask that the community email the chief diversity officer at ChiefDiversityOfficer@sunydutchess.edu with any requests.



Diversity Council Student Reps Lead Open Forum

DCC's Diversity Council includes three student representatives—Jamaal Duarte, Aida Hernandez and Brianelly Munoz—who regularly attend meetings, adding valuable perspectives and insights. On Nov. 7, these leaders organized the second student-driven Diversity Council event, featuring a panel of six students: the three representatives, Student Government Association Trustee Bobby Biersack, Latin American Student Association Vice President Deni Antonio Sanchez and EOP student Danielle Brown.

Moderated by Assistant Professor of Speech Michael Adams, the discussion centered on four student-chosen topics—mental health, social justice, community building and reconciliation. The event was well-attended by students, with faculty and staff present primarily to listen and support, creating a space where student voices could lead the dialogue.



VIPs in Action

President Jordan Wins Business Excellence Award

Think Dutchess Alliance for Business recognized DCC at its annual Business Excellence Awards ceremony on Oct. 24. President Jordan received the Special Recognition award for his outstanding leadership and commitment to collaboration, both at DCC and throughout the Hudson Valley community.

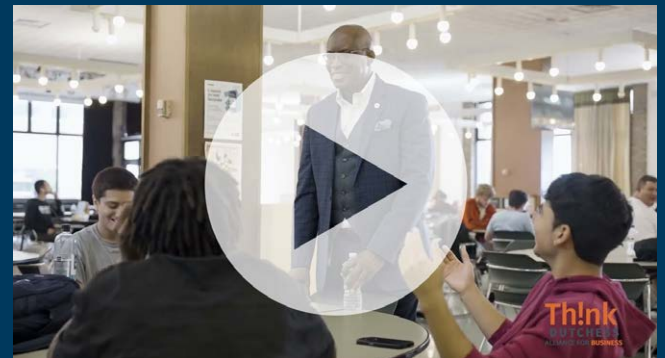


"As president of Dutchess Community College, I take immense pride in the transformative opportunities we create for our students and the broader community," Dr. Jordan said in his acceptance speech.

From left are Dutchess County Assistant County Executive for Strategic Planning and Economic Development Ron Hicks, DCC President Dr. Peter Grant Jordan, and Think Dutchess CEO Sarah Lee.

"At DCC, we firmly believe that education is a powerful catalyst for advancement, fostering the upward mobility of individuals and their families while driving economic growth."

To hear Dr. Jordan's leadership philosophy and learn more about the initiatives and partnerships DCC has cultivated to support the educational and career development of our students, watch the video below.



Holiday Giving Roundup

This holiday season, there are many ways to spread some cheer! Below is a roundup of the giving opportunities our colleagues have shared with us.

Stock The Pantry

Help keep The Pantry stocked for the holidays! Located in Dutchess Hall, room 114, The Pantry is open on Mondays (1-4:30 p.m.) and Wednesdays and Thursdays (12-4:30 p.m.). Below is a list of their most-needed items. For more information, email thepantry@sunydutchess.edu.

Toiletries: Shampoo, conditioner, body wash, toothpaste, toothbrushes, deodorant, laundry detergent, toilet paper, diapers (sizes 1, 2, 3 and 4), baby wipes, feminine hygiene products

Foods: Peanut butter, granola bars and other grab-and-go snacks, cereal, shelf-stable milk and milk alternatives, cooking oil, microwaveable meals, soups, pastas (including gluten-free options), pasta sauce, macaroni and cheese, juice/juice boxes

Other: Reusable grocery bags



Buy a Poinsettia

Join our annual tradition that helps raise funds for the Louis Greenspan Day Care Center: Buy a beautiful poinsettia just in time for the holidays! Orders are due Nov. 22. Plants will be arriving from Adams Fairacre Farms the first week in December. Please return your [completed form and payment](#) to the Day Care Center.

Adopt a Student

Help "adopt" a student in need by donating a physical gift card, sending a check to the DCC Foundation or contributing a gift electronically. [Get more info here.](#)



Give the Gift of Reading!

Alpha Beta Gamma is holding a book drive through the end of November. They are collecting children's books, college textbooks, and paperbacks (please avoid violent or sexual content). Donations can be dropped off in the bins located in Taconic Hall, Drumlin Hall and Hudson Hall (the Ritz Library, Center for Academic Achievement and the Writing Center).

Got News?

Whether it's a student success story, new instructional equipment, a class trip, an exciting event, an award, a conference presentation or something else, we want to hear about it and share your story with our audience!

Send your stories to www.sunydutchess.edu/media.

Upcoming Events

Each month, we'll highlight a few key upcoming events in DCC Connects. To view a full list, visit www.sunydutchess.edu/events.

Pop Up Portfolio Library Show

Nov. 15–Dec. 13 • Ritz Library, Hudson Hall

Stop by the second and third floors of the Ritz Library in Hudson Hall to check out the work of students in ART 262: Visual Arts Portfolio, taught by instructors Holly McCabe and Leslie Fandrich, on display on the second and third floors through Dec. 13.

The Academy of Music Brings Music to Our Ears

As the fall semester wraps up, there are several exciting opportunities to experience the incredible talent of our Academy of Music (AOM) students, instructors and staff:

Jazz in the Gallery

Dec. 9, 5:30–7:30 p.m. • Mildred I. Washington Art Gallery

Enjoy an evening of live music from AOM's Community Jazz Combo while exploring the original tarot card artwork by the legendary Rachel Pollack. The perfect blend of visual art and vibrant jazz awaits!

Seasonal Performances

Piano Studio Recital

Dec. 10, 6:30–8:30 p.m. • James and Betty Hall Theatre

Dan Stevens' Studio Recital

Dec. 11, 6–7:30 p.m. • Black Box Theatre (Dutchess Hall, room 202)

Fall Online Recital

Dec. 13, 6–8 p.m. • *livestreamed at sunydutchess.edu/live.*

Fall Solo Recital

Dec. 14, 2–4 p.m. • Black Box Theatre (Dutchess Hall, room 202)



Save the Date for the Faculty & Staff Holiday Party

Dec. 18, 2–4 p.m. • Ritz Lounge, Dutchess Hall

Human Resources has set the date for our annual holiday party! More details to follow.

DCC Foundation Events

The Roosevelts and Civil Rights: Perspectives on the FDR Library and Museum's Special Exhibition

Nov. 21, 7 p.m. • James & Betty Hall Theatre

As part of the Handel Family Endowed Chair to Perpetuate the Legacy of Franklin and Eleanor Roosevelt, a panel of civil rights scholars and FDR Library educators will discuss the special exhibit, "Black Americans, Civil Rights, and the Roosevelts, 1932–1962." This event will explore the Roosevelts' role in advancing equality and provide insights into the exhibit's creation and its connections to today's ongoing struggle for justice. Don't miss this engaging exploration of history and its modern relevance!

52nd Annual Craft Fair

Nov. 30 and Dec. 1, 10 a.m.–4 p.m. • Falcon Hall and Drumlin Hall

Mark your calendars and prepare for a weekend of fun, community and creativity. The Annual Holiday Craft Fair, held on the weekend after Thanksgiving, is a delightful alternative to the Black Friday frenzy. Kickstart your holiday shopping with unique, handcrafted gifts from over 100 talented artisans. Admission is just \$7, with special discounts for seniors as well as DCC students, alumni and employees. Learn more at www.sunydutchess.edu/craftfair.

If you're able to volunteer—whether for a few hours or the whole day—contact Stefani at stefania.timpano@sunydutchess.edu.

March Forth (March 4) for Giving Tuesday!

This Giving Tuesday, the DCC Foundation is honored to be part of the incredible wave of generosity. Recognizing there are many worthy causes to support, the Foundation is grateful for any donations made on the traditional Giving Tuesday, Dec. 3. However, it invites everyone to join in for its dedicated Giving Day on March 4, 2025. This special day offers the opportunity to "march forth" and give from the heart to help strengthen our community!

Celebrate the Season with a Festive Jingle & Mingle!

Dec. 13, 5–9 p.m.

Duces Grill, 10 Crannell Street, Poughkeepsie

Cost: \$30 per person

'Tis the season to gather, celebrate and spread holiday cheer! Join your colleagues for a delightful evening of joy, laughter and camaraderie at DCC's holiday party. With festive music, wonderful company and a delicious holiday feast, this event promises to make your season bright. From savory appetizers to indulgent entrées, the menu is designed to warm your heart and fill your plate with holiday cheer. Soft drinks and coffee are included, and a cash bar will be available for those who wish to toast the season. [RSVP here](#) by Dec. 6.



Have an on-campus event to add to the Events Calendar?
Submit a web request at
www.sunydutchess.edu/web-request

Campus Notes

Aviation Programs Gain Altitude

On Oct. 26, Admissions hosted a highly successful Aviation Open House, attracting over 300 attendees including 124 prospective students. The event generated strong interest, especially in the pilot and aviation maintenance programs. Additionally, 50 students visited the main campus, touring Conklin Hall and getting a taste of campus life. As a result, DCC has already received 63 applications—34 from before the event and 29 after.



EdSights Sets Sights on Supporting Students

Enrollment and Student Success has launched several EdSights ChatBot campaigns targeting students in introductory-level courses, to touch base with them about academic engagement, belonging, homesickness and commuting. Falco, our chatbot, identified over 200 students who could benefit from additional outreach. With support from the Center of Academic Achievement, the Math and Science Center, the Writing Center, the Counseling Center, DCC Cares, and the Academic Career and Transfer (ACT) Center, our offices followed up with these students to provide further support. This is a promising step toward improving retention and aligns with the National Institute for Student Success's Oct. 30 recommendation to use data for more targeted student outreach.



A Pitch-Perfect Evening

On Nov. 7, the DCC Foundation and the Academy of Music (AOM) joined forces to host the inaugural fall music fundraiser, "Harmony and Horizons: Transforming Lives Through Music and the Arts," at Millbrook Winery. President Jordan said, "The evening was pitch-perfect, well attended and showcased the incredible talent of musicians that included Academy of Music students, DCC faculty and alumni." Proceeds from the event will directly support music instruction for children ages four to 18, nurturing the next generation of musicians in the Hudson Valley. "At the Academy of Music, we are proud to nurture talent and spark joy, all while building a musical legacy that will resonate for generations," said AOM Director Jenny Park. "With the support of the DCC Foundation, this memorable evening was made possible—and we eagerly look forward to creating new traditions together in the years to come."



AWDCC and DUE Give Pantry a Boost

During the week of Oct. 21, the Association of Women at DCC (AWDCC) and Dutchess United Educators (DUE) collaborated on a food drive for The Pantry, which serves students, faculty, staff and the greater community in times of need. Over 300 items were donated from our Poughkeepsie campus and The Center of Excellence for Industry & Innovation in Fishkill, including nonperishable goods, health supplies and hygiene products. Lacie Reilly, director of The Pantry, said the items are greatly appreciated. Linda Haas Manley, AWDCC member and DUE Community Service Committee chair, said, "I am impressed by the generosity of this community and thankful for their gifts of time and talent to this worthy cause."



Staff volunteers at The Center of Excellence for Industry & Innovation from left are Senior Program Assistant Joantue Blackman, Office Assistant Lori Gilmore-Morris, Security Guard Carmine Mastrangelo, Director of Off Campus Centers Tim Decker and CIS Lab Assistant Tom Storey.

A First-Gen (and Juice) Celebration

National First-Generation College Celebration (FGCC) Day falls annually on Nov. 8 to commemorate the signing of the [Higher Education Act of 1965](#). It's a call to honor students, faculty and staff who are the first in their families to pursue a four-year undergraduate degree in the US. Because the concept was introduced into federal policy by the TRiO program nationally, DCC's TRiO community, with the support of EOP, hosted a First Gen and Juice celebration to recognize our own groundbreaking students a day early, on Thursday, Nov. 7. Congratulations to all DCC's first-gen students!



Poetry Slam Leaves Haunting Impression

The sun had set, and the lamps were lit, leaving a warm, dim Writing Center ready for the season's Spooky Fall Poetry Slam on Oct. 30. There were 15 attendees including Writing Center staff and returning alum. Students started off with an array of personal poems from their collections. The atmosphere was inviting and supportive. Professional tutor and published horror author Sam Rebelein read a short story from his collection to be released in February—a creepy tale from the G Train. Students and staff read original works and paid homage to poets past. A great highlight of the night was the vessel of prizes: The Tin of Terror, where participants could grab a spooky toy sight unseen from a giant popcorn bucket. Totally. Terrifying.



The Art of Tarot: It's in the Cards

The "Art of Tarot", an exhibit featuring tarot card designs by longtime Rhinebeck resident Rachel Pollack, opened Nov. 4 with a reception on Nov. 6. Bard Professor of Art History and occultist Dr. Susan Aberth spoke at the Gallery Talk on Nov. 7, offering a context for Pollack's scholarship and writing on tarot in addition to her creation of the "Shining Tribe Tarot" deck. Cat Willett, author and illustrator of "Women of Tarot," also shared insights from her research and her discovery of Pollack's significant contributions to tarot scholarship, which she explores in a chapter of her book. The exhibit, on display in the Mildred I. Washington Gallery through Dec. 13, showcases Pollack's original designs for her tarot deck alongside several of her books. Be sure to visit the exhibit, and stop by the bookstore to purchase copies of Pollack's "Shining Tribe Tarot" and Willett's "Women of Tarot."



(Mag)Levitation Station

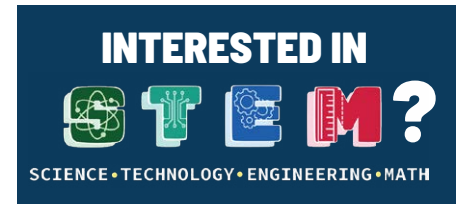
For thirty years, teams of area middle and high school students have been coming to DCC to participate in Maglev, where they compete with small vehicles that can travel via—you guessed it—magnetic levitation. The vehicles—about 6 inches long and 2.5 inches wide—have magnets on the bottoms with the same polarity as the 12-foot track, which causes levitation. The teams can choose from several methods of propulsion. Winners are decided by a combination of a written design form and the fastest across the finish line. There's also a creative design category. Assistant Professor Dan Barbuto, involved with the competition beginning in 2005 and coordinator since 2007, said, "We are always looking for more schools to participate, and hope that technology teachers can use maglev as a project in their courses."



Inspiring Futures in STEM

On Nov. 7, DCC hosted its inaugural STEM panel discussion for high school students—a virtual event designed to introduce attendees to a variety of STEM careers and educational pathways. Eleven students, with interests ranging from nursing to biology and physics, attended the panel, which was moderated by Engineering Science Program Chair Dr. Renee Lathrop.

The panel featured five DCC professors—PJ Darcy, Susan Conrad, Dr. Frank Whittle, Barbara Dolansky and Dan Barbuto—in addition to two STEM alumni. Students gained valuable insights into how to prepare for success at four-year colleges, explored the differences between STEM fields and learned about the many unique opportunities at DCC. Alumni also shared real-world examples of how their DCC education helped launch their careers, adding a practical perspective to the discussion.



EMS Connections Conference Puts on the Dog(s)

On Nov. 9, DCC's Emergency Medical Services (EMS) programs hosted the 15th annual EMS Connections Conference in collaboration with the Mid-Hudson Regional Hospital of WMC. The event brought together approximately 100 EMTs and paramedics from Albany to Westchester for a full day of EMS training. Sessions covered medical emergencies, scene safety, conflict resolution, and more. One highlight was the session "PTSD, Anxiety and the Use of Therapy Dogs," featuring the DCC EMS staff's very own therapy dogs: Ruby, Haldol and Harley Lynn. The conference concluded with a lecture on Marathon Medicine by Dr. Dan Wolf, a physician at the NYC Marathon. Attendees earned up to 6.5 hours of continuing medical education, while instructors could earn three hours through the Certified Instructor Update course.



Perkins Event Combines Cookies and Coding

What happens when the Academic Career and Transfer Center (ACT) Perkins advisors and the Math and Science Center (MASC) team up? A fun and engaging event for STEM majors—especially those in our Computer Science (CPS) and Computer Information Systems (CIS) programs. On Nov. 14, more than 25 students gathered in a Washington Hall computer lab to connect with peers, explore transfer schools and career opportunities, and sharpen their coding skills, all while enjoying delicious desserts. Working in teams, students tackled three coding challenges created by CIS Assistant Professor Carson McCullers. Their solutions were judged by Math and Computer Science Department Chair PJ Darcy. Keep an eye out for more Perkins grant events coming up this spring: one for Mechanical & Engineering Technology students in February and another for Business & Commerce students in April.



Help Us Build DCC's Digital Presence!

Need to update something on the website? Easy! Fill out our simple web request form at www.sunydutchess.edu/web-request. This helps us keep organized and efficient.

Have a story to share? Whether it's a student success story, a class trip, an exciting event, an award, a conference presentation or something else, we want to hear about it and share your story with our audience! Send us info at www.sunydutchess.edu/media.

Personnel Updates

New Hires

Welcome to DCC!

- Caitlin Gorey**, high stakes test proctor, Testing Center
- Patricia Mathis**, 10-month program assistant, PSET
- Daniel Matteo**, high stakes test proctor, Testing Center
- Sajed Naseem**, chief information security officer, Computer Center
- Francesca O'Dell**, part-time academic coach, ACT Center
- Maegan Ponticello**, high stakes test proctor, Testing Center
- Matthew Randolph**, men's basketball assistant coach, Athletics/Association
- Edwin Rivadeneyra**, director of secondary and post-secondary partnerships, Instruction & Learning

Curtiz Simpson, women's basketball assistant coach, Athletics/Association

Iris Veasey, part-time professional tutor, Writing Center

Peter Zufelt, housekeeper, Physical Plant/Facilities

Title Changes, Promotions & Appointments

Congratulations, Colleagues!

Luke Derbogossian, building maintenance mechanic II (HVAC), Physical Plant/Facilities

Julianne Lacerra, principal accounting clerk, Business Office

Allan Wheeler, student financial services systems specialist, Student Financial Services

