A RESOLUTION OF THE STUDENT GOVERNMENT ASSOCIATION OF NORTHERN KENTUCKY UNIVERSITY, HIGHLAND HEIGHTS, KENTUCKY, REQUESTING AN OPEN FORUM FOR STUDENTS ABOUT, BUT NOT LIMITED TO, FINANCIAL AID, REGISTRAR AND BURSAR OPERATIONS.

Whereas: Many students have difficulties navigating Financial Aid, Registrar, and Bursar Operations and the terminology and processes that are associated with these departments, and

Whereas: The University’s call center fielded 7,408 calls pertaining to Financial Aid, Registrar, and Bursar, during the first three weeks of school, August 20 to September 7, 2012, according to Robin Jones, Supervisor of One-Stop Operations, and

Whereas: Having an Open Forum within the first three (3) weeks of the Fall and Spring semesters for students to ask questions about Financial Aid, Registrar, and Bursar Operations, will alleviate some of the questions that the call center fields, while reducing workload and increasing efficiency, and

Whereas: Students can be presented with the information about paying their student loan(s) back responsibly, and the process that goes along with choosing a payment plan, along with other services, and

Whereas: Leo Calderon, the Director of Latino Student Affairs, University 101 professor, and Kentucky Board of Education Member, agreed that the establishment of an Open Forum for Students would be, “greatly beneficial,” to all student success, and

Whereas: Students would greatly benefit from a forum like this, increasing student success and understanding of Financial Aid, Registrar, and Bursar Operations.

BE IT THEREFORE RESOLVED ON THIS 5TH DAY OF NOVEMBER 2012, THE STUDENT GOVERNMENT ASSOCIATION OF NORTHERN KENTUCKY UNIVERSITY, HIGHLAND HEIGHTS, KENTUCKY, REQUESTS AN OPEN FORUM FOR STUDENTS ABOUT, BUT NOT LIMITED TO, FINANCIAL AID, REGISTRAR AND BURSAR OPERATIONS.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Erik Pederson, President

Attest: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ashley Hyden, Senator