

Mary Rogers



Mary Rogers, Student Loans Analyst, at the University of Virginia (UVA), loves working at the school. Within a few months of accepting employment there eight years ago, a family emergency required her to work a flexible schedule. Mary said that the school was very willing to accommodate her although she was a very new employee. The University's and her department's kindness left a lasting impression on her, so she in turn, is always ready to go the extra mile for UVA and the students who have loans through her office.

With over 18,000 students on campus, Mary's office stays busy. She is responsible for processing Perkins, Nursing, and Institutional loans, issuing Prom Notes to students, making sure the loans are entered on the system correctly, and issuing refund checks for student loan credit balances. She also processes short-term emergency loans that the school issues students that must be re-paid within 30 days. She makes sure that the Cash Collections Activity reports from our company matches their records and that information is entered in the General Ledger correctly. As if this were not enough, Mary also handles an increasing

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number of loan consolidations payoffs, deposits checks, and processes refunds on accounts that are overpaid.

In addition, she must ensure that all students receive an exit interview when they leave school, and that all exit packages are correct as to separation dates, grace period dates, and loan amounts. The process gets more complicated when students suddenly leave school and she must contact them for their exit interview.

Mary, like many of our customers, is excited about our new product development plan, which includes on-line Exit Interviews. She is very satisfied with another relatively new product, myamsloan, our Web site for borrowers. The students are pleased that they can track their loans on-line, download forms, and get other valuable information. The Web site for customers, amsservicing.com, has a lot of useful information for the student loans office as well.

As much as she looks forward to our new products, she values the excellent customer service she receives from her Customer Service Representative, Wendy Cox. She says that Wendy is always very helpful and pleasant. If she has a problem or question, she can count on Wendy to get it resolved within 24 hours. Mary is very conscientious when it comes to answering questions from students about their loans and appreciates Wendy's quick response when she needs to call her with questions.

That is high praise because Mary has very high personal standards. She values accuracy and efficiency in herself and others. She always liked math in school and now enjoys her accounting duties. However, she gains the greatest satisfaction from knowing that she has helped students with their student loans, which has helped to finance their education. She is glad to answer any problems or concerns they may have while in school or after they have left the University.

Mary also values her co-workers who are always ready to pitch in and help each other when the workload increases. Mary says that they are all very knowledgeable, and that they are a very impressive group. An additional student loan analyst was hired about two years ago, which has helped keep her workload more manageable. Her co-workers have also been there for her when she has had family medical emergencies, and Mary appreciates their support.

Away from the office, Mary enjoys spending time with her close-knit family. She lives in Barboursville, which is 20 miles from Charlottesville. She has been married to her husband, Carrol, for 22 years, and they have a 17 year-old daughter, Ashley. Ashley is very active as the manager of her high school's baseball team, and has maintained a GPA of 3.5, an accomplishment that Mary is very proud of. The rest of the family includes her mother, two brothers and two sisters, their spouses, and seven nieces and nephews. Each Sunday after church, the family gathers at her mother's house for dinner. She also enjoys vacationing at the beach, relaxing at home with her husband and daughter, or listening to music. She like all types of music, but Classic R&B is her favorite like the Temptations, the Supremes, Marvin Gaye, Al Green, etc.

Since March, Mary has been participating in a fitness and wellness program three times a week. Her husband was referred to the program after having surgery to open two blocked arteries and Mary decided she could benefit from the exercise program as well. She says that she now has more energy.

With all that Mary does, that extra energy probably comes in handy. Mary, however, seems to take all her job responsibilities in her stride and is very happy to stay so busy.