

Naomi Crawford and Trudy Talylor

CUSTOMER CLOSEUP

*This quarter we are mixing things up a bit by profiling not one, but two student loan administrators from the same school for our “Customer Closeup.” Because **Naomi Crawford, Supervisor of Scholarships, Fellowships, and Student Loans, and Trudy Taylor, Manager of Student Accounts**, have worked together at the University of Virginia (UVA) for so many years, it seemed fitting to interview them together. Read on to find out more about this lively duo*

How long have you been at the University of Virginia?

Naomi: I’m not going to say too long, but I’ve been at the University of Virginia for 31 years—almost since your company started servicing loans for us. I’ve been here through all the changes.

Trudy: I’ve *only* been here for 16 years.

What are your job titles?

Naomi: I’m Supervisor of Scholarships, Fellowships, and Student Loans. Basically I’ve had the same job since I started here.

Trudy: I’m Manager of Student Accounts. I’ve worked in the cashier’s office and accounts payable, held several jobs in student accounts, and progressed to manager. I was away from students for a while, but now I feel that I have come back home.

What are your responsibilities?

Naomi: There are so many. I might have to provide you with a job description. I supervise the scholarship, fellowships, and loan areas and all military contracts and department awards. I provide backup duties for the student loan analysts.

Trudy: I rely on Naomi! I am responsible for all billing and receivables and tuition and fees.

Naomi: It’s nice to say we are here for students—and parents. Working with parents is just as important.

Trudy: I agree. Providing good service for both is very important.

Both of you have been here for a long time. How has loan processing changed?

Naomi: At first (31 years ago), everything was manual. We had many pieces of paper for each account that we had to keep track of. We had to batch all loans and send them in for adjustments. We were ready for DataLink so we could go online and update accounts. In fact, we were one of the first colleges to test it, and we have used it ever since. We want to become a paperless office as much as possible. It also seems as if federal regulations change minute by minute. We rely on



Trudy Taylor (left), Manager of Student Accounts and **Naomi Crawford**, Supervisor of Scholarships, Fellowships, and Student Loans pose in front of the Access UVA sign at the **University of Virginia**.

Campus Partners in this area because we don't have enough people to track these changes.

Trudy: Campus Partners is wonderful. We are pleased with all the recent technology updates and are looking forward to document imaging.

How has Campus Partners aided you in your job?

Trudy: Your staff is always accessible. Someone is always there if we need information. **Terry**

Gaither, our Customer Service Representative, does a wonderful job.

Naomi: MyCampusLoan.com is great because borrowers can get the information that they need on their own. We have received really good feedback from students about the Web site. This leaves us with more time to answer and research complicated questions.

What did you do before coming to UVA?

Naomi: It's been my only job.

Trudy: I worked in accounts payable previously.

What is your biggest challenge in your job?

Naomi: My biggest challenge is accomplishing the amount of work we have in a reasonable time.

Trudy: Getting all the work done. We can't drop the ball. If one problem occurs on an account, the problem seems to grow and grow and create more problems. One student who has a problem out of 20,000 is one student too many.

What or who has helped you on the job?

Naomi: My coworkers. My manager and coworkers continue to help me. The technology we have in our office also helps tremendously.

Trudy: The confidence that our director, **Yvonne Hubbard**, has in us. She lets me manage and doesn't second-guess me.

What do you find is the most rewarding part of your job?

Naomi: Working with students and assisting them with all their financial aid needs. Helping other Departments within the University. Completing a project that is on time and well done. All are very rewarding.

Trudy: Being able to offer all we do for students at UVA. We have a program called AccessUVA, which helps low-income students graduate debt free. We have great donors who have contributed to this program. It's rewarding to see students be able to progress here who might not have been able to afford to come here previously. They tell us that they are thankful that they are not going to graduate with loan debt.

Where are you from?

Naomi: I'm originally from Greene County and now live in Fluvanna County east of Charlottesville.

Trudy: I'm from south of Charlottesville. I've lived there my whole life.

Tell me about your families:

Naomi: I've been married for 31 years and my family is the center of my life. I have a 25-year old son, who is a graduate of Shenandoah University. My daughter is 15 and is in her first year of high school. I have a wonderful family. Also, I have a dog named Elvis.

Trudy: I'm divorced with two sons. My family is **it** for me. One son is in his first year of high school and the other is 10 years old and in the fifth grade. My older son is in the same class as Naomi's daughter. I also have a dog named Sheena.

What are your hobbies and interests?

Naomi: I have always been involved in my children's activities. My son played football for 12 years. My daughter plays basketball. She is an intellectual and dreams of an academic future. I love to read and like flat foot dancing with bluegrass and country music.

Trudy: Anything my children are doing. I also love Harley Davidsons. I always have. I saw an ad for one several years ago and I bought it. I already had a training course and was ready to ride. I have lived on it and have traveled to events like Bike Week at Myrtle Beach. The boys love to ride dirt bikes.

Naomi: I had a Harley for six or seven years. I miss it.

Trudy: Another interest is visiting Naomi's office during holidays. She decorates for Halloween and Christmas and has a dancing Santa and Halloween monsters. We all enjoy it.

Naomi: Christmas and Halloween are my favorite holidays. And in addition to my decorations, I have antiques in the office since I have been around for more than 30 years.

Do you have a favorite book, music, or movie?

Naomi: I like mysteries with a little romance, actually, a lot of romance. Danielle Steele is my favorite author, and my favorite movie is *Gone with the Wind*.

Trudy: My favorite movies are *Dirty Dancing* and *Grease*. I remember going to see *Grease* at the drive-in. I also like country music and bluegrass.

Thanks for taking time to talk with us. You're both so easy to talk to that your students must love you.