

Jennifer Douglas has been leading change in the higher education arena for more than 30 years. She began her career as a university financial aid office graduate student intern and worked her way through progressively more responsible roles in higher education financial aid and enrollment management ranks at Iowa State University, Maryland College of Art and Design and George Mason University. Her leadership, management and community service activities span regional, state and national higher education associations, youth advocacy and faith-based organizations.

In 2000, Jennifer joined Federal Student Aid (FSA), part of the U.S. Department of Education and the government's first performance-based organization. Jennifer now serves as the deputy chief customer experience officer and works on the development and delivery of citizen-facing federal student aid products and services. "Our primary role is to ensure that students and their families are aware of, have access to, and have applied for financial aid and are aware of their responsibilities and options as borrowers," says Douglas, and, "we are accountable for understanding customers' perceptions of FSA's service – we think 'continuous improvement' on behalf of students in everything we do."

Ms. Douglas received her B.A. from Sarah Lawrence College and completed graduate studies in journalism at Iowa State University. Jennifer is passionate about students, education and college access.