

Bender
of
Twigs



Sheelu Surender

I am certainly enthusiastic in acknowledging Sheelu Surender's entry into the Bender of Twigs. Sheelu is a woman of integrity, intelligence and warmth.

As Director of Financial Aid, Sheelu is responsible for the fair and timely allocation of millions of dollars and thousands of documents every semester. The aid packages have been developed from a variety of sources, many of which entrust the office to make awards on behalf of donors who are interested in awarding students meeting specific criteria. The remainder are the vast majority, involving governance resources based on needs.

The office of Financial Aid works with every academic college in the award process. Individual students may argue about these awards and every objection requires a review of them. When emotions are strong, Sheelu counts on her mature and well-trained staff to resolve them.

At the heart of all issues is the intent to serve individual students. This requires an attitude of caring, so students believe their concerns have been addressed. This is why the office of Financial Aid staff will be able to assure students of the fairness of the process.

A common definition of leadership includes the ability to respond to issues under pressure. Sheelu demonstrates valuable leadership in the administration of financial aid. Staff appreciates the office philosophy of supporting their work and understanding that some packages deserve to be changed.

There are offices in the United States when issues are mishandled and cannot easily be resolved. I can say without reservation that the University is well-served by its leadership. At the heart of our program, one finds Sheelu Surender.