

MARK SPENCER WILLIAMS

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EDUCATION

J.D., *cum laude*, May 2005

Campbell University, Norman Adrian Wiggins School of Law, Buies Creek, NC

- Class Rank: 17/113 (Top 15%).
- Law Review (Member, 2003-2005; Articles Editor, 2004-2005).
- Book Awards: Education Law; Christian Perspectives on Legal Thought.

Ed.S., Leadership & Higher Education, Administration, July 1994

Appalachian State University, Boone, NC

M.A., Leadership & Higher Education, Administration, May 1991

Appalachian State University, Boone, NC

B.A., Philosophy & Religion; Minor, Business Management, May 1990

Appalachian State University, Boone, NC

EXPERIENCE

2005 – Present

Member/Manager, Rice Law, PLLC, Wilmington, North Carolina

- Manage firm and practice daily operations of Rice Law, PLLC.
- Represent colleges and universities throughout the United States on Title IV federal student financial aid and related legal issues.
- Represent individuals on family law issues including alimony, child custody, child support, divorce, equitable distribution, post separation support, postmarital agreements, and premarital agreements.
- Represent individuals with real estate transactions including deed preparation, closing, title search, and title opinions.
- Represent individuals on civil litigation matters. Note: First case as a third year law student resulted in a judgment in excess of \$369,008.
- Admitted to practice law before all State of North Carolina Courts and before the Federal District Court of the Eastern District of North Carolina. Also approved to practice before the Office of Higher Education Appeals in the United States Department of Education.

2004 – Present

Instructor, University of California Los Angeles, Los Angeles, CA

- Teach on-line courses in law and financial aid administration as part of College Counseling Certificate Program.

- 1995 – Present **President**
Center for Higher Education Support Services, Inc., Wilmington, NC
- Provide management-consulting services to more than 30 higher education institutions with enrollments ranging from 1,400 to 45,000 students.
 - Managed projects including: mock program reviews, record reconstructions, new program implementations, policy review, on-site management, computer system enhancements, financial reconciliation, and performance improvement engagements.
 - Designed and authored the 1995, 1999 and 2003 National Association of Student Financial Aid Administrators (NASFAA) Staffing & Salary Model. Utilized model to help resolve union salary dispute.
- 1997 – 2002 **Director of Financial Aid & Veterans Services**
The University of North Carolina at Wilmington, Wilmington, NC
- Administered \$45M annually in federal, state, and institutional financial aid.
 - Managed a team consisting of 17 full-time and 26 part-time employees.
 - Utilized technology to improve compliance and student satisfaction while over the same five-year period operating budget was cut 50% per student served.
 - Implemented ACD Telephone System, Electronic Document Imaging, web-based Federal Work-Study and Scholarship System, KIOSK, and portal technologies.
 - Leadership initiatives resulted in recognition with US Department of Education Model of Quality Award given to only two institutions nationwide in 2000.
- 1994 – 1995 **Consultant, KPMG Peat Marwick, LLP, Washington, DC**
- Led the consulting team with the highest average billed hours/new business.
 - Provided management consulting services to higher education institutions including litigation support, mock program reviews, reconstructions of student records, policy review, on-site management, and performance improvement engagements.
 - Advised the US Department of Education and its contractors on the financial aid delivery system, Direct Loans, and computer systems.
 - Trained auditors from field offices throughout the United States.
- 1992 – 1994 **Associate Director of Financial Aid**
Appalachian State University, Boone, NC
- Successfully brought the office into compliance with federal requirements and delivered more than 80% of students' aid on time following institutional crisis.
 - Reengineered processes to expedite workflow and reduced risk of non-compliance.
 - Trained higher education administrators throughout the United States on the 1992 Reauthorization of the Higher Education Act.
 - Managed 7 professional full-time staff and 15 part-time employees.

1990 – 1992

Coordinator of Student Life Research,
Appalachian State University, Boone, NC

- Edited *Student Life*, a university research publication. Topics included Student Characteristics, Residence Life, Roommate Matching, Greek Life, Suicide, Student Employment, Health Services, and Student Fees.
- Collected, analyzed and published student data to better understand student attitudes, beliefs, and behaviors.
- Created computer programs using FOCUS to extract data from SCT SIS+ mainframe and analyze data using SAS and/or SPSS+.
- Implemented outcomes assessment program to measure student involvement and learning outside the classroom.
- Actively participated in the Committee for Institutional Studies and Planning which developed a five-year strategic plan and other institution-wide assessment efforts for accreditation and planning.

1990 – 1991

Adjunct Faculty, Department of Interdisciplinary Studies

Appalachian State University, Boone, NC

- Taught Freshman Seminar modeled after Gardner's "University 101: the Freshman Year Experience."
- Facilitated learning through discussions, lecture, lessons, small-group exercises and out-of-class experiences.

**LAW SCHOOL
ACTIVITIES**

- Graduate Research Assistant for Professor Hetrick (Education Law).
- Case Summary Writer, Campbell Law Observer.
- Project for Older Prisoners (POPS) (President 2004-2005; Member, 2002-2004).
- Lexis-Nexus Certified.
- West Law Certified; Trademark Research Certified; Tax Research Certified.
- Student Bar Association (Co-Chair of Financial Aid Committee, 2003-2004; Special Advisor to the President, 2004-2005).

**PROFESSIONAL
ACTIVITIES**

- American Bar Association (Member, 2005-Present).
- North Carolina Bar Association (Member, 2005-Present).
- National Association of Trial Lawyers (Member, 2005-Present).
- National Association of Student Financial Aid Administrators (Institutional Member, 1992 - 2002; Electronic Services Committee, 1999-2000; Federal Electronic Aid Office Trainer, 1997-1998; Federal Student Delivery System Trainer, 1994-1995; Need Analysis Standards Committee, 1997-1998; Research Committee Member, 1995-1997).
- National Computer Systems (Consultant, 1993-1997; Trainer, 1999-2002).
- The College Board (Member, 1997-2002; Trainer 1999).

- Southern Association of Student Financial Aid Administrators (Member, 1992-2002; Management Institute Committee Member, 1997-1998).
- North Carolina Association of Student Financial Aid Administrators (Member, 1993-2002, 2003-Present; Publicity & Publications Chairperson, 1994-95; Assistant Program Chairperson, 1994-95; Member, Program & Site Selection Committee, 1993-1994; Member, Legislative Advisory Committee, 1994-1995; Member, Professional Advancement Committee, 1993-1994; Member, Diversity Committee, 1995-981998; Member, Technology Task Force, 1996-1997).
- Education Loan Management (ELM) National Advisory Board (Member, 1998-2000).
- United Student Aid Funds Southern Regional Advisory Board (Member, 1993-1994).

COMMUNITY ACTIVITIES

- Board of Directors, Brunswick County Communities in Schools (1998-2001).
- Board of Trustees, John W. Williams Memorial Scholarship Fund (1991-1997).
- Church Council, Finance Committee, Usher Coordinator, St. Matthews Lutheran Church.
- Volunteer, Habitat for Humanity, Interfaith Hospitality Network & Communities that Care.

HONORS AND AWARDS

- Distinguished Service Award, Norman Adrian Wiggins School of Law (2005).
- Exemplary Service Award, Co-Chair of Financial Aid Committee, Student Bar Association (2003-2004).
- Named by students as "the one person at UNCW who had a significant impact on them."
- Recognized as one of the top 75 financial aid professionals in the United States by the US Department of Education (2000).
- NASFAA Committee of the Year Award (2000) for outstanding personal contributions to the development of the financial aid profession.
- Appalachian State University Student Development Service Award (1990, 1991).
- Who's Who Among Students in American Universities & Colleges (1990, 2005).
- Who's Who Among American Law Students (2005).
- Editor, Commentary Page, *The Appalachian*, campus newspaper (1988-1989).
- Court Justice, Appalachian State University Student Judiciary (1988).
- Rotary International Foreign Exchange Student, Italy (1983-1984).

PUBLICATIONS

- Williams, M.S. (2004). "If You Are Unhappy With Your Tuition At One Of The Sixteen North Carolina Public Universities, Perhaps You Should Sue!" Campbell Law Observer, 3.
- "Personal Information Protection & Electronic Documents Act (PIPEDA): Analysis of the Office of the Privacy Commissioner of Canada's Findings." Order of Privacy Officers, Winnipeg, Manitoba, Canada.
- "Roundup of Recent Advertising Legal Decisions." Advertising Compliance Service, JL Com Publishing Co. LLC, Roxbury, N.J.
- Williams, M.S. (2004). "Skin Formulas Belong in a Bottle: North Carolina's Diversity Scholarships are Unconstitutional Under Grutter and Gratz." Campbell Law Review, 26(2).
- Williams, M.S. (2004). "Key factors in compensation of financial aid administrators," National Association of Student Financial Aid Administrators, Washington, DC.
- Williams, M.S. (2004). Financial Aid, Encyclopedia of Distributed Learning. Thousand Oaks, California: Sage Reference & Fielding Graduate Institute.
- Williams, M.S. & Williams, M.C. (2004). "Key factors in compensation of financial aid administrators and staff," Student Aid Transcript, 15(1), National Association of Student Financial Aid Administrators, Washington, DC.
- Williams, M.S. (2003). Federal Work-Study: How America's Colleges Use Federal Funds. Morrisville, NC: Lulu Press.
- Williams, M. S. (Summer, 2000). "Technology and the financial aid profession," National Association of Student Financial Aid Administrators, Student Aid Transcript, Washington, DC.
- Kennedy, P., Cornell, C., Fox, L., Osswald, A., Williams, M., Wilson, M. & Zuzack, C. (June, 2000). "E-Aid Office 2000: Financial Aid Software Selection, Implementation, and Operation," National Association of Student Financial Aid Administrators, Washington, DC.
- Williams, M. S., (October, 1999). "Staying afloat in the sea of financial aid" The College Board, College Counseling Connections, Washington, DC.
- Williams, M. S., (October, 1999). "Staffing issues in student aid," National Association of Student Financial Aid Administrators, Washington, DC.

Williams, M. S., Bayless, R., Christensen, T. & Felsen, B. (December, 1995). "Staffing issues in student aid: A report on the NASFAA Staffing Models Project," National Association of Student Financial Aid Administrators, Washington, DC.

Williams, M. S. & Ball, D. (Spring, 1993). Graduates perceptions of selected factors on their ability to secure employment. Journal of Career Planning & Employment, 25-26.

Williams, M. S. (1992). The effect of emergency loans on student retention. Journal of Student Financial Aid, 22(3). 39-44.

Williams, M. S. (1991). The history of institutional assessment at Appalachian State University: 1940-1990. Unpublished master's thesis, Appalachian State University, Boone, NC.

McIntire, D. D. & Williams, M. S. (1990). Alcohol and substance use and abuse: An Institutional assessment. The College Student Affairs Journal, 10(2). 37-47.

SELECTED PRESENTATIONS

Williams, M.S. (November, 2004). "Legal Issues in Financial Aid," North Carolina Association of Student Financial Aid Administrators, Raleigh, N.C.

Williams, M.S. (April, 2002). "Implementing Electronic Data Management Systems," Carolina Financial Resource Systems Users Conference, Charlotte, N.C.

Williams, M.S., Peterson, S. & Smith, S. (2001). "learnstudentaid.org – the new student aid learning community," National Association of Student Financial Aid Administrators, Nashville, Tennessee.

Williams, M.S. (December, 2000). "104 Questions: Is this too complicated? A New Concept for Administering America's Financial Aid Programs," California Association of Student Financial Aid Administrators, San Diego, CA.

Williams, M. S. & Others (1999). "Reauthorization and RFMS Training," Presented in Alabama, Florida, Georgia, and North Carolina.

Williams, M. S. & Others (1997-1998). "The Electronic Aid Office," Presented in Georgia, New York, North Carolina, and Puerto Rico.

Williams, M. S. (July 1997). "The NASFAA Electronic Encyclopedia," National Association of Student Financial Aid Administrators, Philadelphia, Pennsylvania.

Williams, M. S. (January, 1997). "Staffing in Student Aid," American Association of Medical Colleges, West Palm Beach, Florida.

Williams, M. S. (October, 1996). "Refunds & Repayments," Kansas Association of Student Financial Aid Administrators, Hutchinson, Kansas.

Williams, M. S. & McCorrison, S. (July, 1996). "You're already doing it: You just didn't know it was research," National Association of Student Financial Aid Administrators, Denver, Colorado.

GRANTSMANSHIP

US Department of Education (2001-2004). Child Care Access Means Parents in School. \$128,556.

US Department of Health & Human Services; Bureau of Health Professions; Scholarships for Disadvantaged Students Grant (2001-2003). \$33,857.

US Department of Education; FIPSE; LAAP Grant (1999-2001). \$930,870.

North Carolina State Education Assistance Authority (1998-2001). \$20,000.