



# Shannon Crossland

Director, Student Financial Services at Frank Phillips College

Shannon Crossland, FAAC® is the director of student financial services at Frank Phillips College. She began her career in financial aid in 2006. Her primary responsibilities include student financial aid compliance and administration. Shannon's expertise includes the ability to read, interpret and apply regulations, statutes, and procedures while applying standards of adherence for staff as it relates to internal policies, procedures, system requirements and adequate training opportunities. Shannon is respected and known for her knowledge, interpretation, understanding and application of federal regulations and policies and procedures development. Shannon received her associate's degree from Amarillo College, bachelor's degree in Agronomy (Soil Science) from Texas Tech University, and master's degree in Higher Education Administration from Texas Tech University. Shannon is actively involved with TASFAA, SWASFAA and NASFAA and has earned all 17 NASFAA credentials. Shannon has served on the NASFAA board of directors, the commission of the Certified Financial Aid Administrator® Program and as past president of TASFAA and SWASFAA.