

Veronica Basadre

Los Angeles CA | 805-302-5928 | Veronica.Basadre@Gmail.com | [LinkedIn](#)

EXPERIENCE

Pepperdine University, Malibu, CA

January 2024-Present

Director, Online Programs

Caruso School of Law

- Direct and manage the Online Masters in Legal Studies (MLS), Online Master of Dispute Resolution (MDR), dual MLS-MDR degree, online Master of Laws (LLM) degree. These programs represent a significant portion of the School of Law's total enrollment that includes a diverse population of students who reside throughout the country. Oversee all aspects of each program and collaborate with a technology partner to deliver top notch, quality educational programming for all enrolled students.
- Oversee department and residency budgets. Collaborate with Director of Finance to develop financial models and projections for new programs.
- Collaborate with and work under the direction of the Dean of Graduate Law Programs and the Executive Director of Graduate Law Programs to develop new programs and initiatives as well as lead initiatives to meet enrollment targets.
- Supervise a program coordinator.
- Meet with students and faculty, as needed, to resolve academic and/or classroom issues.
- Oversee the planning and execution of all department residency experiences and on-campus events, including MLS, MDR, LLM and study tour residencies as well as faculty meetings, online graduation ceremonies, and campus tours.
- Oversee the initial tech training, onboarding, and ongoing training of online faculty members. In collaboration with the Assistant Dean, host Online Faculty Meetings quarterly and prepare agenda, slides, handouts, and guest speakers.
- Refine systems and business processes for sustainable initiatives including admissions procedures, student support business processes, faculty support onboarding and training, cross-enrollment processes, and more. Contribute to program academic policies, procedures, and forms.
- Perform other duties as assigned.
- Uphold University mission through work performed.

Pepperdine University, Malibu, CA

June 2022-January 2024

Associate Director of Straus Degree Programs

Caruso School of Law

- Provide leadership and management of the academic programs of the Straus Institute for Dispute Resolution. Serve as the primary information resource person for the Law School's in person LLM's, Masters and Certificate programs.
- Assist in planning and scheduling of courses, counsel current and prospective students regarding course selection, program options, externships and job opportunities in the field.
- Oversee and manage the academic admissions processes. Lead the admissions committee, review applications and coordinate with Executive Director to make/recommend admission decisions.
- Cultivate relationships with admitted students with the goal of them accepting our offer and matriculating at Pepperdine.
- Act as liaison among University offices regarding student accounts, registration and academic status.
- Plan monthly events/lunchtime presentations schedule in conjunction with Director of Professional Skills Programs and External Relations.
- Partner with Law School leadership regarding goals for Straus' academic program. Serve as primary resource person for all in person Straus academic programs including seven different LLM degrees, a Masters degree and Certificate programs in Dispute Resolution.
- Supervise an Admissions and Student Services Manager, and also a Faculty and Class Support

Coordinator.

- Responsible for monitoring the implementation of all academic policies related to Straus' degree and Certificate programs.

Center for Conflict Resolution

June 2022-July 2022

- Provided mediation services to assist claimants and defendants in resolving their disputes without having to appear before a judge.
- Service offered at no charge to the litigants and was conducted on the day of hearing in the Santa Monica Courthouse for Small Claims
- Successfully mediated and facilitated conversations to resolve disputes related to small claims and assisted parties in reaching an agreement, settlement and allowed space for both parties to be heard and understood

Completed Foundations of Organizational Ombuds Practice Course

July 2022

- Successfully completed and show proficiency in the required knowledge in the International Ombuds Associations Foundations of Organizational Ombuds Practice curriculum as developed by the International Ombuds Association.
- IOA Member

CALI Excellence for the Future Award: SI in DR: Ombuds

June 2022

- Issued by The Center for Computer-Assisted Legal Instruction
- The CALI Excellence for the Future Award® is given to the highest scoring student in each law school class, I received this award for scoring the highest in my class, in the study of Ombuds

Pepperdine University, Malibu, CA

February 2016– June 2022

University Strategic Plan Project Lead, University Financial Assistance

Seaver College

- Work diligently on a team with Dean of Enrollment Management, Associate Director University Loan Programs, Executive Director of University Financial Assistance and Executive Assistant to plan and execute University Financial Assistance goals
- Lead University strategic plans related to University Financial Assistance, such as school Financial Assistance Administrator trainings, Consumer information updates to Financial Assistance webpages etc.
- During monthly User Group Meetings inform University schools (Caruso School of Law, Pepperdine Graziadio Business School, School of Public Policy, Graduate School of Education and Psychology, Seaver College) of federal, state and university financial assistance regulations and policy changes
- Partnership and collaboration with Student Care Team to assist with policy and procedures for the distribution of Institutional Emergency Funds during COVID-19, proposed creation of shared Google Doc between departments so University Offices of Financial Assistance could coordinate any *applicable* funds with student financial aid.
- Participation in collaborative meetings with Department of Finance, University Student Accounts and Financial Assistance Offices (Caruso School of Law, Pepperdine Graziadio Business School, School of Public Policy, Graduate School of Education and Psychology, Seaver College) regarding University compliance and student financials
- Assist with internal and external audits, rectify, resolve, write policies and procedures and provide information and follow-up
- Trained Graduate School Financial Aid Offices (Caruso School of Law, Pepperdine Graziadio Business School, School of Public Policy, Graduate School of Education and Psychology, Seaver College) on NCAA athletic aid awarding, rules and regulations
- Lead and Implemented Verification waiver project (due to COVID-19) for Aid year 2021-2022, wrote Policy and procedure
- Assisted with Professional Judgement outreach, policy and implementation due to COVID-19

Pepperdine University, Malibu, CA

February 2016– June 2022

Associate Director of Compliance, Financial Assistance

- Maintain the financial assistance staff policies and procedures manual ensuring compliance with federal, state and university laws, regulations and policies, heading staff preparation, training with new federal regulations.
- Assisted with Financial Assistance Advisor hiring and training process for new FA advisors and cross-training of job duties throughout the Office.
- Perform financial assistance mass packaging, awarding new and returning students, including international/domestic student athletes, veterans, graduate students and Regent scholars to reach enrollment management goals. Calculated International Programs financial aid budgets for financial aid awarding. Conduct Federal need analysis and reconciliations.
- Conduct external/internal reporting, develop and monitor reports for improved efficiency in auditing purposes to ensure compliance protocols are met.
- Stay current on NCAA Bylaws, federal, and state financial aid regulations to strategically prepare and implement any necessary policy changes with regard to financial aid. Confirm that all NCAA Bylaws/rules are followed in distributing athletic and other financial aid to student athletes- complete audits of all awards in PeopleSoft and CAi to make sure all aid is counted and calculated properly. Manage, create budgets and funding.
- Membership on Committees for Pepperdine University Seaver College: Academic Exceptions Committee, Compliance Committee, Special Circumstance Appeal Committee, Satisfactory Academic Progress Committee.
- Follow all University Policies and Procedures, Code of Ethics and Office Policies and Procedures as applicable
- NASFAA credentials: R2T4, Verification, Nontraditional Calendars and Programs: The Title IV Implications etc.
- Initiated work with IT to create a student R2T4/withdrawal calculator for students' utilization to determine amount of aid retained or returned based upon student entered withdrawal date.
- Coordinated with IT to create a student pro-ration calculator for student's utilization to determine current or forecasted pro-ration of aid for less than full-time enrollment
- Developed with IT an athletic aid awarding module built and designed in Peoplesoft to streamline student athletic aid awarding and ensure NCAA compliance
- Assisted with E-trieve implementation to create student electronic files and fillable forms for Federal Verification in order to improve student and parent experience, customer service and ease of business processing. This database was essential during COVID as it allowed all financial aid administrators' access to all required financial aid forms/documentation online.
- Partnership with Maguire to maximize institutional funding to capture student class and meet enrollment management goals
- Experience with outside consultant to design, build and create automated summer awarding packaging plan for streamlined awarding for student financial aid for summer enrollment
- Partnership and collaboration with Office of Student Accounts and Registrar to identify students who have not registered for subsequent terms due to outstanding balance, conduct outreach initiatives to students to assist with financial needs and request, to maintain enrollment and retention
- Collaboration with VA benefits coordinator to ensure veteran needs are met in regards to Federal and institutional Financial Assistance
- Initiated enhanced communication with Office of International Programs, to ensure students are informed of costs of attendance overseas, impacts on financial assistance, and financial assistance availability
- Coordinate efforts with Office of Student Employment to ensure students are awarded enough FWS or PWP to cover scheduled work ours. Created Policy and Procedure for Pepperdine Institutional Work Funds for student/on-campus supervisor work increase requests to manage institutional work fund spending.

Pepperdine University Malibu, CA

Financial Assistance Advisor, Financial Assistance

August 2011-February 2016

Seaver College

- Independently prioritize and manage a caseload of 600 students to accomplish goals and meet deadlines. Counsel families and students by resolving financially related disputes.

- Resolve complex financial issues by computing multifarious mathematical formulas, as well as compile and analyze research data, certify and report data from multiple sources such as: National Student Loan Data System (NSLDS), FAA Access to CPS on-line, Webgrants, AmeriCorps, and COD.
- Conduct needs analysis in compliance with federal criteria to determine eligibility of each financial aid applicant. Utilize knowledge of policies, rules and regulations that of Pepperdine University, the State of California and the U.S. Department of Education pertaining to financial aid. Complete file reviews, R2T4's, federal verification, award financial assistance, budget creation, exercise professional judgement and determine aid eligibility
- Manage Federal and State Grant Aid Reconciliations: specifically, Pell Grant Reconciliation and Cal grant Reconciliation process bi-weekly to maintain payment balances and ensure University remains in Federal/State compliance.

Pepperdine University Malibu, CA

*Financial Assistance Intern, Financial Assistance
Seaver College*

2007-2011

- Executed database management on Peoplesoft, Microsoft: Excel, Word, Outlook. Report Auditing.
- Advised current and prospective students of Pepperdine University's financial assistance opportunities
- Applied leadership skills by working independently and training interns
- Processed incoming and outgoing mail, faxes, emails and confidential documents
- Managed high volume of phone calls and operated variety of office equipment

Pablo Correch Law Firm, Buenos Aires Argentina

Intern, Law Firm

Summer 2010

- Worked diligently on a variety of projects across the organization, including case follow ups in tribunals across Buenos Aires
- Established a bilingual project team together with a local intern from the University of Buenos Aires
- Examined and evaluated files of pending court cases and conducted research on the legal system and government of Argentina

EDUCATION

Pepperdine University Caruso School of Law, Malibu CA

Straus Institute for Dispute Resolution, MDR, May 2022

ESSEC Business School, Paris, France

Executive Education International Residency Program, Luxury Brand Management, May 2018

Pepperdine University Graziadio Business School, West LA CA

Master of Business Administration, Emphasis: Marketing, August 2018

Pepperdine University Seaver College, Malibu CA

Bachelor of Arts/Science in Psychology, Minor: Sociology, April 2011

ADDITIONAL INFORMATION

Languages: Spanish (Conversational), French (Basic)

Technical: E-trieve, Peoplesoft, KRONOS, Adobe Acrobat, Nolij, Blackbaud, NCAA Compliance Assistant, Federal Government Database Navigation, Basecamp, Google Sheets, YAAM, Zoom, Journalism (published in CASFAA Chronicle), ACES, UNITE, LSAC

The Mediation Center of Los Angeles (MCLA)

January 2023-Present

- Voting Board Member

International Ombuds Association

November 2022-Present

IOA Advocacy Committee Member & Nominating Committee Member

- Track current legal issues and develop responses
- Identify lobbying opportunities globally to best leverage the position of ombuds
- Coordinating key outreach and partnerships relative to positively influencing ombuds relevant policies, shield laws, and other administrative policies and procedures
- Develop coordinated strategy and resource management approach for securing professional legal, lobbying, and related services.

Leadership Roles in the Higher Ed Space:

Association of Independent California Colleges and Universities & Independent Private Higher Education Sector Representative for the California Student Aid Commission's Financial Aid Advisory Board

- Cal Grant Lobby Day Campus Representative: advocacy for equal accessibility to the Cal Grant for students attending private non-profit institutions
- Met with AICCU Vice President for Government Relations, representatives from Northern California College Promise Coalition (NCCPC), So Cal Can, and Lucia Saldivar Legislative Director for the California State Assembly from the Office of Assembly member Lisa Calderon to discuss, plan, educate and draft bill language for AB 288 California Ban on Scholarship Displacement Act of 2021.

Participation in the California Association of Student Financial Aid Administrators:

President Elect of CASFAA

October 2021-October 2022

- Participates in the meetings and activities of the Executive Council.
- Contributes to the formation of policies and procedures of CASFAA.
- Serves on the Executive Council Executive Committee.
- Serves on the Fiscal Planning Committee.
- Serves on the Nominations and Elections Committee
- Learns the duties of the CASFAA President in preparation for assuming the presidency.
- Coordinates the annual Transition Meeting.
- Support all Committees including the **Access and Diversity Committee:**
 - Conduct professional development workshops geared toward under-represented ethnic staff.
 - Organize outreach efforts to Native Americans, African Americans, Latino Americans, Asian Americans and other underrepresented ethnic groups. (Examples of projects include Pow-Wows, Young Black Scholar Days, Puente Project, Adelanta Latinos Conference and non-traditional student financial aid workshops.)
 - Assists with coordinating the Ethnic Diversity Reception at the annual conference
 - Assist in annual conference workshops which focus on the issues that affect ethnic minorities
 - Completes the term of the President, pursuant to Article X, Section 2, should the presidency be vacated.

Federal Issues Committee Member

October 2020-October 2022

- Review relevant material on federal issues, such as NPRMs, Reauthorization, pending Congressional bills, and NASFAA comments, to determine their possible impact on the membership.
- Advise the membership about key federal issues through updates in the CASFAA Newsletter, using electronic media, and special mailings, when necessary.
- Develop positions on federal issues and, upon approval of the Executive Council, communicate these positions to the appropriate federal officials (such as the U.S. Department of Education and Congressional representatives).

Vice President of State Issues

October 2020- October2021

- Track, monitor and inform Executive Council and membership of Higher Education legislation impacting Financial Aid, Student Financial Aid Administration and Higher Education Institutions in California
- Planned and executed CASFAA Virtual Week at the Capitol: advocacy efforts related to Cal Grant, COVID relief and the importance of State Financial Assistance. Secured meetings with both CA State Assembly

Committee on Education and CA State Senate Education Committee.

Efforts supported the passing of the Cal Grant increase for students attending private non-profit institutions.

- Drafted CASFAA response to state issues specifically: Assembly Bill 1456: Student financial aid: Cal Grant Reform Act Support if Amended, wrote and published articles for the CASFAA chronicle newsletter
- Coordinated State Updates Webinar. California State Legislative Updates 2021 Webinar with a panel featuring representatives from government and UC System to discuss passed and pending legislation as it relates to financial aid and higher education.

Independent Segment Representative

October 2019-October 2020

- Represented the interests and perspectives of the Independent Institution segment to the Executive Council, ensured that the council was informed of actions or decisions that impacted the State of California
- Provided written articles for the CASFAA Newsletter publications related to activities and updates for the Independent Segment
- Planned, coordinated, and facilitated CASFAA's Independent Segment Breakfast with guest speakers Alex Graves Vice President for Government Relations at AICCU and Marlene Garcia Executive Director of CSAC at the CASFAA 2020 Conference
- Worked to maintain and increase CASFAA membership among Independent segmental institutions, especially those who are not currently members.