

2020 Virtual Federal Student Aid Conference

Speaker Bio

Session: BO19. Verification (2020-21 and 2021-22)



PRESENTER NAME: Ed Pacchetti

PRESENTER TITLE: Director of Customer Analytics

PRESENTER BUSINESS UNIT: Student Experience and Aid Delivery

PRESENTER BIO: Ed Pacchetti is the Director of Customer Analytics for the Customer Experience office of Federal Student Aid at the U.S. Department of Education. His primary interests include the impact of financial aid on college access and completion. While he recognizes the complexity inherent in both areas, he also recognizes that financial aid can make a critical difference for students and their ability to access and complete postsecondary education. Ed earned a bachelor's degree in Psychology from Illinois Wesleyan University, a Master of Public Administration degree from George Washington University, and a Ph.D. in Education Policy from the University of Maryland.