Presenter Bios

Mel Blackwell	Vice President, Schools and Libraries Program, USAC	Mel is responsible for all aspects of the Schools and Libraries Program at USAC.
Catriona Ayer	Senior Director, Program Integrity Assurance (PIA)	Catriona is responsible for the review of applications for funding, including all heightened scrutiny reviews. She also works with a wide variety of stakeholders on specific and general Schools and Libraries Program issues.
John Noran	Senior Manager of Customer Service	John oversees the customer service function of the Schools and Libraries Program, form development, outreach and training, website content, and the News Brief.
Mick Kraft	Senior Manager of Invoicing	Mick is responsible for all Schools and Libraries Program invoice functions, such as invoice forms, review, and payments. He also oversees the Dunning and Good Samaritan groups, as well as the Deadline Extension Group.
Eric Flock	Manager of PIA Operations	Eric manages the Program Integrity Assurance (PIA) application review process and procedures, tech plan approver certification, Children's Internet Protection Act (CIPA), and the evaluation of products and services to determine eligibility based on the FCC's Eligible Services List (ESL).