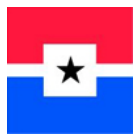


Case Study

Financial Aid Verification Processing



Dallas County
Community College District



Challenges at DCCCD

Like many colleges and universities across the country Dallas County Community College District (DCCCD) sees operational and budget challenges every year. In 2011, with reduced state support and 87,000 students spread across 7 colleges and 14 campuses, DCCCD leadership began searching for a cost effective way to better manage their financial aid applications. They found that federally required Verification was a huge challenge to meeting student expectations for timely processing and good service.

In their traditional process, students selected for Verification were directed to print and complete worksheets, gather tax documents, then mail, drop off or fax them to campuses. Over 50% of the forms were completed incorrectly, paperwork piled up, and staff were always overwhelmed with students on campus and on the phone.

The file review process took 6-8 weeks. Staff were distracted and had difficulty managing student appointments on top of compliance file review. DCCCD decided they needed to deploy resources in a way that maximized value-added student service and minimized the administrative burden associated with federally standard processes.

Challenges at Delgado

For years Delgado Community College in New Orleans, Louisiana, has tried to maintain accountability and accuracy in financial aid file processing. But complex regulations, a reduction in workforce combined with a non-intuitive Verification process for students made it hard to meet student and administrator expectations.

Delgado's Director of Financial Aid saw that their paper-heavy Verification process was counter-productive and led to confusion, delays, and unhappy students. Thousands of files went into backlog every year, and students would wait 30-45 days just to receive confirmation of their award package.

Changing Directions with Global

DCCCD & Delgado implemented the *GlobalCORE* Verification solution. Using Global technology, online portal, file review service, and integration capabilities, students now complete their Verification packet online. Documents are collected electronically, files are reviewed by Global quickly and accurately, and results are transmitted back to the college.

For Delgado, this resulted in the virtual elimination of about 40,000 documents annually. Students found the process much easier, and received their confirmed awards in a matter of days.

DCCCD standardized their system-wide process and reduced their 6-8 week seasonal backlog to under 5 days.

Before

- » 6-8 week student wait time
- » Paper document collection
- » Compliance Problems
- » Limited counseling time

After

- » File review in less than 5 days
- » Paperless document collection
- » Online self service portal
- » Student expectations met

"We are changing many facets of our organization to better serve students. By leveraging Global's technology and focus on financial aid file review we have been able to increase the amount of time our counselors can spend with students."

Dr. Sharon Blackman
Provost of Educational Affairs
Dallas County Community College District

www.globalfas.com

GLOBAL
Financial Aid
SERVICES