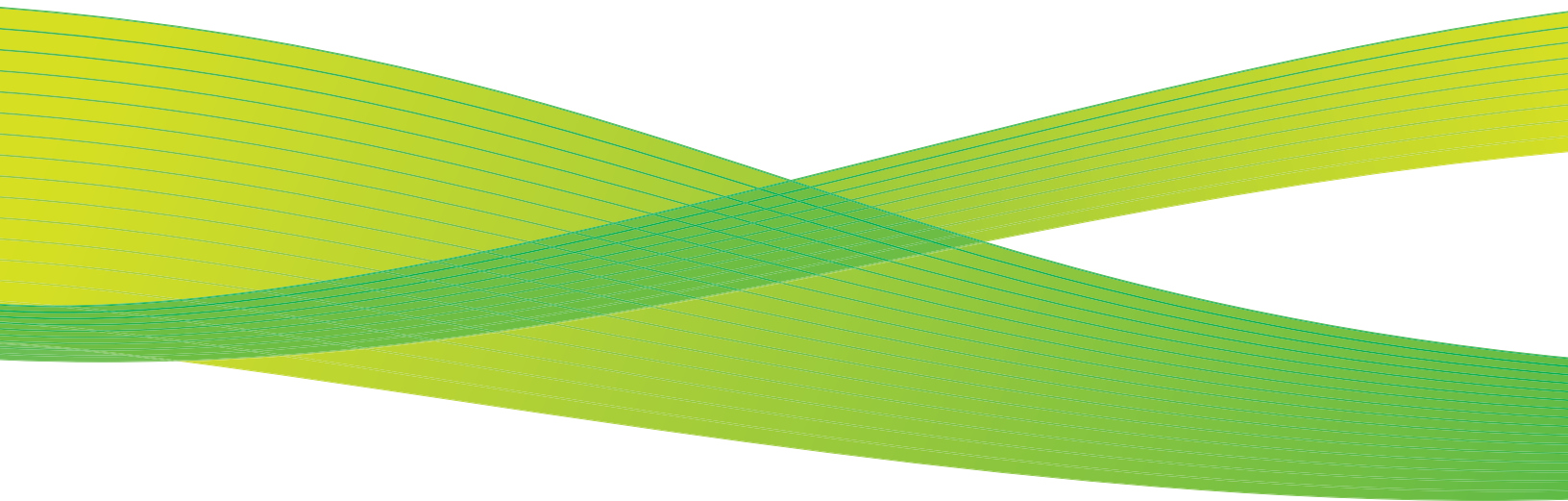


When a university launched a new online curriculum, we provided a lesson in support.

Our financial aid processing and
call center solutions made us BOOC
(Big Outsourcer On Campus).



Our financial aid processing and call center solutions spurred an enrollment increase of 100-fold in just 24 months.

The Challenge

To augment its well-established programs, a Midwestern university wanted to add an online course curriculum that would open new educational opportunities for students and increase enrollment.

Although the school had a technology platform that could support financial aid processing, it needed an outsourcing provider with non-term university expertise who could work with its existing technology, enhance its capabilities and deliver superior financial aid processing support for its online students. It also needed student call center services to handle inbound and outbound financial aid-related calls.

The Solution

We worked closely with the university to design a comprehensive financial aid servicing solution customized to its online needs. Our solution included: financial aid eligibility services; document collection and storage; financial aid awards, disbursements and refund processing; back-office processing; online expertise; and customer service through an advanced inbound/outbound student call center.

Our team custom-tailored our own online proprietary tool to integrate with the university's technology platform, enabling students to conveniently complete and submit financial aid documents online. We also employed our online document management application (ODM), so the school can securely store and retrieve thousands of financial aid documents.

The Results

In less than two years, the school's online enrollment grew from about 200 online students to more than 20,000 – a 100-fold increase! Financial aid servicing for these students is highly efficient, as we provide both expertise and convenience for students and university staff. Students can conduct “one-stop shopping” for all their financial aid forms. And university staff can leverage our financial aid expertise when new regulations emerge, when the school wants to launch new programs or when audits are required.

You can learn more about us at www.xerox.com/businessservices.



Sector: Higher Education

Solution: Student Financial Aid BPO

Client: A Midwestern University

Challenge: Financial aid processing for online and accelerated programs

Results: Non-term expertise, customized online financial aid processing capabilities; advanced student call center support

The Bottom Line

A Midwestern university wanted to launch an online course curriculum. But it didn't have non-term university expertise or resources to handle financial aid processing or student help calls to support the online students. By

providing financial aid processing solutions, non-term university expertise and inbound/outbound call center services, we helped the school's online enrollment balloon by 100-fold in just 24 months.

