

FAS Helps Campbell University Move Light Years Ahead

Challenge

Founded in 1887, Campbell University is a private, co-educational Baptist university that offers more than 150 majors, tracks and concentrations in liberal arts, science and health professions. With its main campus in Buies Creek, North Carolina, Campbell was named one of the best regional universities in the South by U.S. News & World Report (2014 edition of Best Colleges.) Forty percent of Campbell's 5,000 students are first generation college attenders, and approximately 95 percent receive financial aid. When the University's financial aid director resigned in November 2013, Vice President and Treasurer Jim Roberts called on FAS for support.

Solution

"People from FAS had sent us information before, and we had met them many times at industry conferences," Roberts said. "When we learned they could provide extra staff to get us through the interim period, we decided it would be good to bring in someone with experience who could lead our people through the transition. This would allow me a little extra time to review the job qualifications of more people and find the right person for Campbell." Working on-site as interim financial aid director, FAS Consultant Lisa Seals, who was familiar with the University's Ellucian Colleague system, helped put Colleague's Autopackager feature into place. She also assisted the staff with other process improvements during her five-month assignment at Campbell.

Results

"Lisa is a tireless worker who came in with an open door policy that eased our people's concerns and fears" said Roberts. "With the Autopackager in place, we were light years ahead of where we had been before. She also helped us reassign some tasks and set up guidelines to help the office become more functional." Roberts noted that "FAS knows what you need to know about financial aid. They train their consultants well and have a backup staff of highly trained experts to make them successful. I would encourage anyone who has a vacancy or pending vacancy to think about FAS. They will fill the gap as you look for your next person. We are extremely grateful to Lisa for coming to our institution, and thankful that FAS has the kind of program in place that helps us be successful."



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Jim Roberts
Vice President / Treasurer
Campbell University

+ For additional information about services provided by FAS, call our Client Relations Team at 770.988.9447 or email us at info@FinancialAidServices.Org