

Columbia College Chicago Gains Cost-Effective Processing Support

Challenge

With more than 120 academic programs and nearly 12,500 students, Columbia College Chicago is the largest and most diverse private arts and media college in the nation. To deal with skyrocketing growth in the number of financial aid applicants, the Office of Student Financial Services needs extra support to process applications and serve students in a timely manner.

Solution

Serving as a staff arm, FAS provides financial aid processing services for the college on an interim “as needed” basis, assisting with verification and file review to ensure compliance with federal regulations and institutional preferences. Working on site during peak spring and fall registration, an FAS processing veteran with more than 28 years’ experience helps the staff maintain its level of quality service to students. Highly skilled, experienced FAS professionals also offer remote processing support to the college on short-term basis to increase the speed of awards.

Results

By reaching out to FAS for processing services, the Columbia student financial services team gains freedom to focus on higher level issues such as compliance and training – increasing the level of quality service provided to students. “We think of FAS in a permanent operations role,” said Executive Director Jennifer Waters. “Working with FAS has been a cost-effective way to have more personnel available to us. They bring knowledgeable staff to our campus in a short period of time, and they are willing to work within our individualized needs as an institution.”



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Jennifer Wtaers
Executive Director
Columbia College Chicago

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