

## **FAMU Streamlines Financial Aid Processes with Help from FAS**

### *Challenge*

Poised for greatness, Florida A&M University (FAMU) is considered one of the leading institutions in the country. It is also the largest of the Historically Black Colleges and Universities (HBCU). FAMU has developed and offers outstanding programs in business, pharmacy, engineering and nursing. But three years ago, the university wanted to improve operational efficiency and student satisfaction in its financial aid operation. The office needed to speed up delivery of services to students, achieve accurate and timely reporting to external agencies and coordinate more effectively with other Institutional Enrollment Management services and departments.

### *Solution*

FAMU turned to FAS to provide on-site support and assist the office in reviewing student financial aid applications, determining eligibility, award packaging and counseling students. The FAS consultant team kept the staff updated about progress and provided weekly reports of work performed and items that FAMU may wish to consider for further enhancement.

### *Results*

The FAS recommendations were adopted and implemented at FAMU. As a result, the office improved its productivity and business processes, creating greater student satisfaction. "FAS worked harmoniously with our staff and administration, said Dr. Castelle Bryant, retired president of FAMU. "Their consultants were extremely professional, knowledgeable and showed a tremendous sensitivity to our students. They were available when we needed help, and it made a big difference."



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**Dr. Castelle Bryant**  
President  
Florida A&M 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](mailto:info@FinancialAidServices.Org)

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