

FAS Brings Strategic and Tactical Assistance to Randolph College

Challenge

Randolph College, located in Lynchburg, Va. near the foothills of the Blue Ridge Mountains, consistently ranks among the country's top liberal arts colleges. It has been designated by Newsweek magazine as having the most accessible professors in the U.S. With 97 percent of students receiving financial aid, the college found that it needed both strategic and tactical changes to address significant issues in its financial aid office management program.

Solution

"We heard that FAS had people experienced in helping institutions navigate searches for new financial aid senior management," said Vice President of Enrollment Mike Quinn. "We also knew they could bring in strategic thinking as well as 'roll-up-your-sleeves' tactical operations knowledge." To help lay out a path for the financial aid office going forward, FAS Senior Consultant Gary Garoffolo arrived on campus last fall to serve as interim financial aid director.

Results

During almost four months at Randolph, Gary helped define requirements for a new financial aid director and assisted in the search. "Given all his experience, Gary helped us ask the right questions so we could see clearly who the right candidate would be," said Quinn. "As a result, we hired a strong, capable financial aid director who could understand the big picture. Gary also bolstered our staff's confidence and morale and instilled a culture in the office that was all about student service." Quinn also noted that Garoffolo enhanced relationships with the business and enrollment offices. "FAS really listens to its clients and matches consultants not just with operational needs, but also with the personality of the college," said Quinn. "That makes all the difference."



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V.P. of Enrollment
Randolph College

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