

FAS Dots “i’s” and Crosses “t’s” for University of Indianapolis

Challenge

The University of Indianapolis, known as UIndy, is a private, comprehensive and diverse institution located just minutes from downtown Indianapolis. Ranked in the top tier of Midwest universities by U.S. News and World Report, the school is known for its focus on personal attention and hands-on learning. The university’s enrollment, currently at 5,432, has exceeded strategic plan goals for the past 10 years. With more than 80 percent of students receiving financial aid, the burgeoning growth has challenged the financial aid office to keep up with the flow without adding staff.

Solution

In 1999, UIndy turned to FAS to provide verification and file review to reduce the load on the financial aid staff. Thirteen years later, FAS still works with the university each year from March until July to process files remotely, ensuring compliance with federal regulations and institutional preferences. FAS Director of Operations Linda McAnnally and Project Coordinator Angela Carlin have worked with UIndy over the years to provide timely, accurate turnaround on student applications. Recently, FAS reviewed policies and procedures and guided the university through the new tax transcript requirements.

Results

“The FAS team provides good customer service, is knowledgeable, and keeps up with current legislation and interpretations of regulations,” said UIndy Director of Financial Aid Linda Handy. “We don’t have to worry about them doing the right thing. They are good communicators and have the attention to detail that is so important in financial aid.” Handy noted that with the help of FAS, her staff has more time to work with families on a one-on-one basis, which has enhanced student satisfaction. “Working with FAS is a more economical way to do verification and file review than to hire staff,” she said. “FAS does a good job of making sure every “i” is dotted and every “t” is crossed for us.”



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Linda Handy
Director of Financial Aid
University of Indianapolis

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