

## Design School

This design school is a leading provider of post-secondary education in visual communication and design technologies with seven campuses across North America, which annually administer approximately \$75 million in student financial aid.

### Challenge

With a rapid increase in student enrollments, they found themselves with a faulty financial aid process. This resulted in audit findings, low packaging rates and unorganized student files that were not maintained. Moving forward, they also needed to develop a scalable solution, without hampering existing services.

### Solution

A CampusLogic consulting engagement repaired the process and restored data integrity. We then developed a scalable financial aid outsourcing solution. This customized solution enabled them to control the escalating cost of administering aid, while accelerating process cycle time and continuing to improve student satisfaction.

### Outcomes

They experienced significant, measurable results, including:

- Cycle times reduced by 25%
- Improving cash flow by more than 45 days for continuing students
- Limiting potential regulatory non-compliance
- Providing performance measures to monitor process results
- Accelerating new student document processing from 21 days to 4 days

