

Technical Institute

This venerable technical institute was established in 1946 and is owned and operated by a publicly traded education services corporation. It offers Associates, Bachelors and Masters degrees in information technology, drafting, design, criminal justice, health science, and business administration.

Challenge

Growing enrollments overloaded the student financial aid processing system. With a large fall starting class, additional resources were required to keep up with the increased volume. This variable workload needed to be handled without increasing permanent staff.

Solution

CampusLogic deployed a team of financial aid officers to work with staff to service students through this critical time. Providing temporary assistance in several key areas, our experienced professionals worked with students to gather the required information, complete tuition planning, perform quality reviews and certification duties. CampusLogic also provided management with daily work flow reporting giving them greater insight and data for future staffing decisions.

Outcomes

The CampusLogic team successfully packaged all students in four weeks. They significantly reduced past due cash and verified that students records were in compliance. The technical institute was so satisfied with our performance, they partnered with CampusLogic in following years for support during peak times.

- Reduced processing cycle time by 85%
- Collected over \$2 million in past due accounts receivables in a 4-week period
- Improved cash flow by more than 60 days for continuing students
- Reduced potential regulatory non-compliance

