

New Online University

A newly founded online university offering associates, bachelors and master degree programs in areas including business management, criminal justice and healthcare management.

Challenge

Although only recently established, this institution had already encountered compliance issues with their program review yielding multiple findings. Unless these were corrected, they could have been penalized with additional, incrementally increasing fines and their ability to provide Title IV funds to their students could be revoked.

Solution

A year-long quality review by CampusLogic analyzed their existing records, improved accountability for timely and accurate financial aid processing, identified training opportunities and delivered training to the university's staff. CampusLogic also developed and implemented a quality review tool for the client to use on an on-going basis.

Outcomes

Through this comprehensive quality review process, quality scores for financial aid packages improved by 20 percent within the first 90 days. By the completion of the project, scoring for financial aid packages surpassed 97 percent. As a result, previous compliance findings were eliminated the following year and the university could look forward to a clear future.

