

# Fullerton College



## Mobile Financial Aid Reduces Fullerton's Processing Time by 95%

Fullerton College, located in southern California, is a two-year community college serving 28,000 students. With 70% of students receiving financial aid, Fullerton manages thousands of verifications a year. Boggled down by paper-based, manual processes, financial aid verification was taking five to six weeks per student—and required eight full-time financial aid staff members to meet the demand.

"Financial aid staff were working almost seven days a week, but it wasn't enough," said Greg Ryan, Director of Financial Aid at Fullerton. "We were not able to suddenly double our staff, so we had to work smarter."

### Improving the Student Experience and Efficiencies

Committed to providing an excellent student experience as well as improving department efficiency, Ryan sought an online solution that would significantly reduce verification processing time and costs. Key selection criteria for the new solution included an automated and paperless verification process, an improved student experience, and data security and compliance.

### The Solution: CampusLogic

Fullerton chose StudentForms, part of the CampusLogic student engagement platform, to manage all verification activities and to facilitate student notifications, document collection, and data validation.

### Up and Running in Weeks

Because StudentForms is a cloud-based solution, Fullerton was able to implement and start using the product within three weeks—with minimal IT assistance. The school experienced immediate value by reducing verification processing time from 6 weeks to only 48 hours.

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—Greg Ryan,  
Director of Financial Aid,  
Fullerton College

**CHALLENGE:** Reduce student verification processing time while alleviating staff burden

**SOLUTION:** StudentForms, part of the CampusLogic student financial aid engagement platform

WHAT FULLERTON  
LOVES ABOUT  
CAMPUSLOGIC  
IN 3 WORDS:



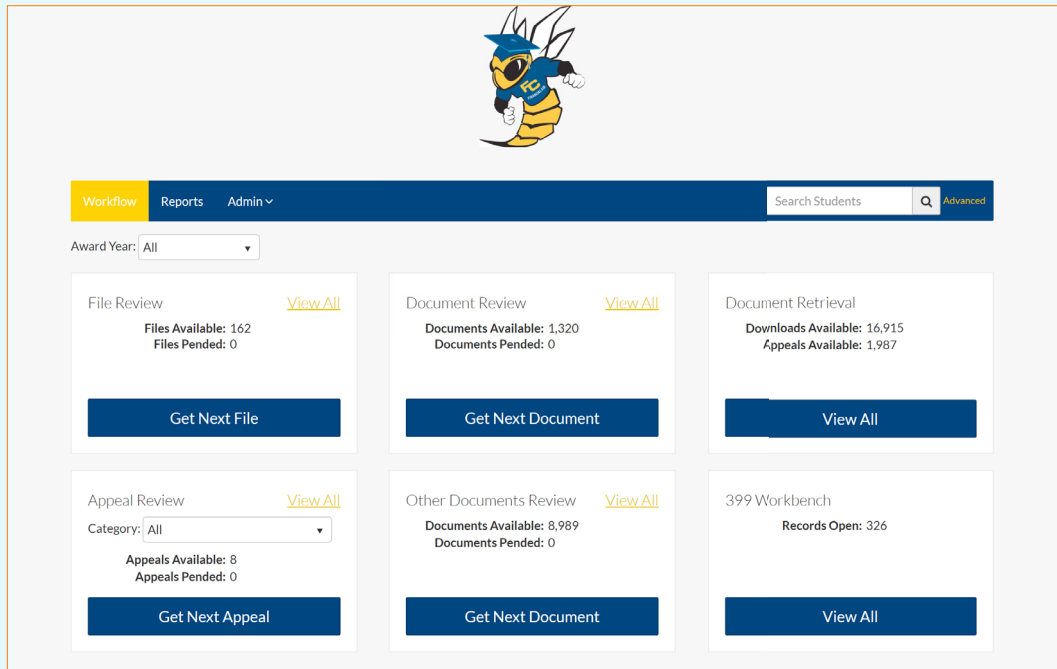
Paperless.  
Secure.  
Easy.

**EXPERIENCING THE IMMEDIATE VALUE:**

**Reduced verification processing time:** From 6 weeks to 48 hours

**Reduced operation costs:** By 50%

**Office time saved:** 200 hours per week, redirected to high-touch counseling and advising



StudentForms in action at Fullerton (administrator view)


### Immediate Improvement in Staff Efficiency

With staff spending a fraction of the previously allotted time on verification, Fullerton College was able to reduce operation costs by 50%. Ryan noted that StudentForms helped his team free up more than 200 additional hours per week. The efforts formerly dedicated to the back-and-forth of tracking down students who needed to complete verification have now been redirected toward student counseling, improving financial literacy, and other high-touch assignments. "It used to be all hands on deck, with all eight staff doing verification," Ryan explained. "Now, not only have we reduced the processing time, but only three staff members are doing verification—allowing me to re-deploy the other five to work on other assignments."

### Undeniable ROI: Student Experience and Savings

Students now enjoy 95% faster verification processing, electronic document submission, e-signature, and government-grade security. By implementing StudentForms, Fullerton saved more than \$200,000 in the first year alone.

**FAST  
FACTS**



**FULLERTON  
COLLEGE**

Founded in 1913, Fullerton College is part of the North Orange County Community College District.

**Modality:** Ground & online

**Enrollment:** 28,000

**Students receiving financial aid:** 70%

**Estimated verifications per year:** 9,000+

**Student Information System:** Banner® (Ellucian®)

## campuslogic<sup>SM</sup> / OUR STORY

CampusLogic transforms the way colleges and universities deliver financial aid with the first—and only—student engagement platform. Easy. Mobile. Personalized. Our cloud-based technology helps schools increase accessibility, reduce student borrowing, and decrease the cost of financial aid administration. More than 400 customers enjoy improved enrollment yield, process efficiencies, and student satisfaction by engaging students from the initial college search through graduation.

For more information visit [www.campuslogic.com](http://www.campuslogic.com).

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