

The University of Tennessee at Chattanooga



Students at the library at UTC

399 Workbench Helps Ensure Students Stay in School at UTC

“From my years of experience working with students, and helping them fill out their FAFSAs, I know they rarely do the same thing from one year to the next,” said Jennifer Buckles, Director of Financial Aid at The University of Tennessee at Chattanooga.

When she heard about early FAFSA, prior-prior-year (PPY), and the potential for conflicting information, she knew roadblocks were ahead for her students—even though the altruistic intention of early FAFSA is to improve access to higher education.

The “Unintended Consequences” of Early FAFSA and PPY

The transition to early FAFSA and PPY has created a perfect storm of unintended consequences that will last exactly one year—and potentially hit returning students the hardest.

It’s a one-time situation in which two aid years (2016 -’17 and 2017 -’18) will use income tax return information from 2015. A new Comment Code 399 is generated that requires schools to compare that two-year-old income data if it doesn’t jibe with information previously filed by the student. The Department of Education flags the application, but it’s up to the school to determine if the flag is valid, make the needed corrections, and adjust the amount of aid awarded to the student based on updated income information.

“When there’s a C Code 399, everything comes to a stop,” Buckles said. From experience, she knew that manually handling any type of discrepancy was a convoluted and time-consuming exercise—for staff and students. Worse, some frustrated students might end up with amended aid applications and a less-than-expected award amount.

EXPERIENCING IMMEDIATE VALUE FROM 399 WORKBENCH:

1000s of ISIRs uploaded in October

Even before the platform was live

200+ records flagged by ED within weeks

160+ were returning students needing aid for Spring semester

399 Workbench found the discrepancies

and helped UTC resolve issues—well before classes started

WHAT UTC LOVES ABOUT CAMPUSLOGIC IN 3 WORDS:

Godsend.
Efficient.
Time-saver.



Challenge: Mitigate anticipated negative student experience surrounding C Code 399 while streamlining staff efficiency when finding and resolving conflicting income data, due to Prior-Prior Year.

Solution: 399 Workbench, a value-added feature of StudentForms.

Buckles knew she needed a dynamic software tool that could help her team quickly identify discrepancies and streamline outreach when resolution required a student's involvement. When she heard that StudentFormsSM, a key component of the CampusLogic platform, included 399 Workbench, a feature created specifically to streamline and simplify identifying and clearing conflicts, she was sold.

399 Workbench to the Rescue

Well before the CampusLogic platform was live and fully integrated into UTC's Banner[®] student information system (SIS), Buckles took advantage of 399 Workbench. By the 2017 spring semester, more than 200 flags had been cleared so students could return to their classes.

399 Workbench makes finding and clearing C Code 399 flags easy by:

- Automatically **creating a queue** of 399-flagged files for review and resolution.
- **Employing a single page for comparisons** between conflicting information.
- **Highlighting** the actual conflicting information (no more needle-in-a-haystack!).
- **Enabling easy, personalized text/sms notifications** to notify students that additional information is needed.
- Truly helping FinAid offices **serve students**

CampusLogic Helps UTC Put Students First

For most of the 11,000 students at UTC, financial aid awards will not be affected by 399 flags. But by minimizing the time spent on the 2% of applications flagged, Buckles said her staff can now spend more time counseling and assisting students who need extra support.

"We were searching for ways to make life easier for students," Buckles said. "CampusLogic is our next-level approach to student service."

The UTC school motto is **We Shall Achieve**. Buckles seems to live by those words.

CampusLogic removes the potential for mistakes. It really does the work for you; tells you every field you need to be looking at, performs comparisons, and highlights what's discrepant.

—Jennifer Buckles,
Director of Financial Aid,
The University of Tennessee at
Chattanooga



Established in 1886 as Chattanooga University, The University of Tennessee at Chattanooga today is one of five institutions comprising the University of Tennessee System.

Modality: Ground-based

Enrollment: 11,000

Students receiving financial aid: 80%

ISIRs loaded to date: 32,644

C code 399 flags to date: 288

Student Information System: Banner (Ellucian)

campuslogic™ / OUR STORY

CampusLogic transforms the way higher education delivers financial aid. Easy. Mobile. Personalized. Our cloud-based technology simplifies the process, so more students can get through the door and into class. More than 80 institutions and 450K+ active students already enjoy improved enrollment, engagement, efficiencies, and overall satisfaction.

campuslogic.com



@CampusLogic



campuslogic.com/blog



linkedin.com/company/campuslogic

Copyright © 2017 CampusLogic, Inc. All rights reserved

FinAid Office

