

GENERAL CONSULTING

HIGHER EDUCATION • FINANCIAL AID MANAGEMENT AND STUDENT SERVICES (FAMSS)

Financial aid offices share a common mission to help students finance their higher education, but how they achieve that mission and the “pain points” they may experience along the way can vary greatly. Our customized consulting solutions are designed to meet the unique needs of each of our clients.

Workflow Process Review

Financial aid processing can be cumbersome and, if not properly structured, it may result in delayed services to students and parents. When funds are delayed, students may not be able to attend an institution.

FAMSS can identify the root cause of financial aid processing delays whether they are procedural, operational, or systems-related. We then design a tailored improvement plan and provide implementation assistance. By reviewing the overall lifecycle of a typical student file and tracking the milestone events, we can compare the school’s current workflow against industry standards and provide benchmarks. We then recommend and assist with implementing system upgrades, training, or other services to improve the quality and timeliness of financial aid services to students.

Regulatory Resource

Busy financial aid professionals often don’t have the time to research regulatory issues pertaining to day-to-day financial aid processing. And while professional listservs and other forums can be a great resource, sometimes school staff may need to consult with an independent subject matter expert.

FAMSS can provide consultation and support, on an as-needed basis, covering regulatory issues. All of our consultants have significant hands-on experience in financial aid administration. In addition, our senior staff members are policy experts with leadership experience at the U.S. Department of Education and the National Association of Student Financial Aid Administrators (NASFAA).

**Our tailored solutions
can help to resolve
the root causes of
your processing
delays while
addressing
your unique
needs.**

Our Financial Aid Management and Student Services (FAMSS) practice is built on 20 years of experience from The Evans Consulting Group, a nationally recognized team of financial aid experts who joined Attain in 2014.

FAMSS consultants are all former financial aid/student account administrators, many of them at the director or associate director level. We have deep knowledge that covers federal student aid regulations for all types of academic programs and calendars, including nonterm programs and competency-based education.

As a 100 percent remote-based workforce, FAMSS has the flexibility, mobility, and technology know-how to support schools nationwide, both on site and remotely.

OPERATIONAL AND TECHNOLOGY EXPERTISE AT YOUR FINGERTIPS

System Implementation

Deploying a new student information system (SIS) requires careful planning, and core knowledge about critical interfaces and processing requirements. A poorly planned implementation can be costly both in dollars and staff resources, greatly reducing the return on investment (ROI) for your school.

FAMSS has the expertise to help. We will assist with creating a business requirements document for the new system and outline all required planning activities to ensure a successful relationship between the school and the software vendor. We can also assist with developing a project charter that details tasks and task ownership to ensure accountability for the vendor, as well as the users, in order to meet deliverables and milestones for the project.

We work closely with school officials to establish and maintain a budget monitoring system to ensure the proper level of senior management approval and controls. Finally, we provide recommendations to enhance the ability of your school to integrate your current SIS with other systems and services across offices and divisions.

Other General Services

From helping to update a school's program participation to conducting a special file review, our staff provides customized solutions for all areas of financial aid operations – just let us know what you need.

Examples of specialized services that we have provided in the past include:

- Establishing or updating eligibility to participate in federal student aid (FSA) programs
- Reviewing staff compensation plans
- Evaluating student information systems, third-party contracts, and other strategic business decisions

ATTAIN: OPERATING AT THE INTERSECTION OF EXPERIENCE AND INNOVATION

Attain is a management, technology, and strategy consulting firm delivering market-leading results to customers in the defense, civilian, state and local government, and health markets, as well as the higher education, academic medical center and non-profit communities. Based in Vienna, Va., with a nationwide presence, Attain is an agile company with the experience to scale our solutions and services to meet your needs.

Our professionals are innovative problem solvers, seasoned experts, and client-focused team members. We are more than just consultants — we're trusted advisors and partners dedicated to helping you execute your vision and mission with purpose to achieve remarkable results.