

# INTERIM MANAGEMENT, STAFFING AND REMOTE PROCESSING

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

When there is a key financial aid or student accounts vacancy, having access to highly trained, experienced and readily available interim staff can help to ensure uninterrupted services for your students, and provide stability for your office.

## Interim Management

The director of financial aid is a key position and turnover can disrupt a school's overall operations. Under our interim management services, we will assign an experienced consultant to serve as an interim director or fill another supervisory position, helping ensure uninterrupted financial aid services for your students and continued leadership for your staff until a permanent replacement is in place. We can also assist with the recruitment and selection of a permanent replacement, as well as design a transition plan for the new director.

Most of our FAMSS consultants have significant on-campus experience, typically at the director or associate director level. On average, each of our consultants has approximately 20 years of work experience in financial aid or student accounts.

## Interim Staffing / On-Campus Processing Support

Schools often need extra help at the beginning of an academic period when financial aid processing is at its peak. Along with our interim management service, our FAMSS consultants are available to work on site to assist with short-term financial aid and student accounts processing tasks.

You don't have to sacrifice quality student service especially during busy times of the year. Our trained financial aid professionals can step in and help you get over the hurdle of processing backlogs by providing knowledgeable, short-term staffing assistance—helping to ensure timely delivery of financial aid funds for your students.

**Rely on our expert interim management services to ensure uninterrupted student services so you can evaluate more permanent staffing solutions.**

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.

# A TRUSTED PARTNER TO ENSURE ONGOING STUDENT SERVICES

## Remote Processing

If your school is seeking a remote processing solution for your financial aid operations, we can establish secure access to your student information system and process transactions directly in your school's financial aid module.

Our solution includes deploying a customized collaboration website using Microsoft Yammer technology in order to facilitate secure document exchange between FAMSS and your school, and ensure full protection of personally identifiable student information.

Our remote processing services include:

- Document Tracking & Follow-up
- Processing Institutional Student Information Records (ISIRs)
- Verification
- Awarding, Packaging, & Notification
- Pre-Disbursement Service
- Federal Grant Processing
- Student Loan Management
- Satisfactory Academic Progress (SAP) Monitoring
- Return to Title IV (R2T4) Processing
- Reconciliation
- Quality Assurance/Control
- System Maintenance & Support/New Year Setup

## 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.