

# TRAINING

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

Whether it's financial aid basics, customer service strategies, or system-specific training, Our FAMSS Team can provide both on-site and webinar-based training options for your staff across all levels of experience.

**From software to operational training, our experts deliver effective, custom financial aid training plans.**

## Financial Aid Fundamentals

We provide on-site and remote-based (via web conference) training services using the nationally recognized CORE training curriculum developed by the National Association of Student Financial Aid Administrators (NASFAA). This curriculum covers the full range of financial aid fundamentals related to administering the federal student aid programs, including specialized topics such as professional development.

With each CORE training program, we include *ExamBuilder*, a web-based pre- and post-training assessment and learning tool. Using the ExamBuilder pre-training assessment allows our trainers to target specific areas of the CORE curriculum where your staff may demonstrate knowledge gaps. The post-training assessment helps measure learning gains. In addition, all participants receive a detailed report on their individual results pointing out areas where they may need to strengthen their financial aid skills.

When a school is seeking to rebuild or re-engineer financial aid operations, we also can assist in designing new procedures for the financial aid office—and develop and deliver a tailored training plan to cover the new system.

From software to operational training, FAMSS can prepare a customized training plan for your financial aid office.

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.

# SKILLED PROFESSIONALS HELPING YOUR STAFF MAINTAIN UP-TO-DATE KNOWLEDGE

## Systems Training

In conjunction with financial aid fundamentals, our experienced FAMSS consultants can provide training on all the major student information systems / financial aid management systems, including among others:

- Banner
- CampusVue
- Colleague
- EDExpress
- PeopleSoft
- PowerFAIDS

We augment our in-person or remote training curriculum with multimedia Captivate files and other system documentation specific to your school's needs.

## Customer Service Training

Our customer service training is designed to highlight best practices for front-line staff.

Sample topics include:

- Affirming what customer service means to the customer
- Recognizing how attitudes affect customers
- Identifying customer needs
- Building positive results through in-person communications
- Providing outstanding customer service over the telephone
- Connecting with customers through online tools
- Dealing with difficult customers
- Exploring best practices in communication

### 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.