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.

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.
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