



SOUTHERN CAREERS INSTITUTE

Global's SAINT Student solution allowed Financial Aid staff to reallocate resources and increase value-added time with students

About Southern Careers Institute

Since its beginning over 60 years ago, SCI has provided career training for in-demand jobs and has helped students acquire the skills needed for success in rewarding careers. SCI offers 22 programs across eight campuses in Texas, including a main campus in Austin, plus those in Brownsville, Corpus Christi, Harlingen, Pharr, two in San Antonio and Waco. SCI also offers online courses to prepare students for careers in fields such as technology, business administration, skilled trades and many others. With more than 3,800 students and a mission to ensure long-term success, SCI recognized the importance of having staff focused on student-facing services. SCI used Global's solution to reallocate staff time and move resources away from back office document collection.

Problem

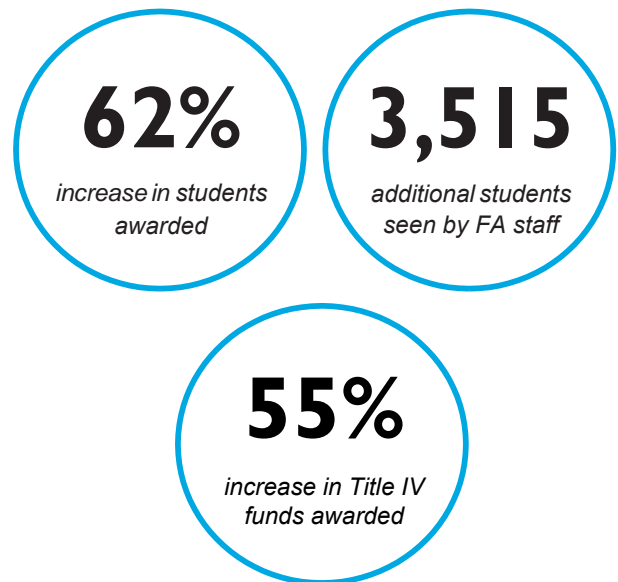
SCI faced the challenge of packaging students in short-period, three-week cycles and was traditionally overstaffed to meet these demands. The Financial Aid staff needed a faster way to package student files, as well as relief from reviewing all files so they could save time and better serve students. They also needed to be better positioned for quicker funding. SCI knew they needed an innovative approach to financial aid administration and wanted to implement a system that would refocus their time and resources.

Solution

The solution Global provided for SCI was SAINT Student. When SCI began using SAINT Student, they leveraged Global's technology to help achieve their strategic goals. SAINT Student is an online, mobile-responsive student financial aid portal that packages Title IV funding and collects documents electronically. With staff visibility into the student process, SCI can assist students when needed. The staff now spends less time with back office document collection and more time with students. Global handles financial aid processing within service level agreements, providing expertise, security and compliance, while SCI reviews only files that do not auto submit to Global.

Results

With Global's online, hosted, student-driven software for financial aid awarding and document collection, SCI has increased the number of students packaged and has been better positioned for quicker funding. They have also been able to spend more time on student-facing services. Students can apply for financial aid from home or on their phone, receive an award estimate and finish the process on their own within 24 hours. Over 5 years, SCI has experienced these increases:



“Global has increased productivity and allowed us to focus on students who need our attention instead of spending time on document review of clean files. We're thrilled with results from SAINT Student.”

Chris McCool, Vice President,
Financial Aid Operations