



CAMPUS CONSORTIUM'S FINANCIAL AID CALL CENTER SERVICES GRANT

Last Date to Apply

May 20, 2019

FINANCIAL AID CALL CENTER SERVICES GRANT OVERVIEW

The Financial Aid Call Center Services Grant provides selected institutions a grant award up to **\$100,000** over a period of five years which covers Software Licensing, Cloud Hosting, Support and Professional Services costs associated with implementing Financial Aid Call Center solution.

NO. OF GRANTS AVAILABLE?

There are limited number of partial and full Grants to be awarded

WHO CAN APPLY & WHAT IS THE QUALIFICATION CRITERIA?

- K-12 Schools and accredited institutions of Higher Education are eligible to apply.
- Previous awardees are eligible. Separate applications are required for each Grant pursued.
- For swift implementation, applicants are required to demonstrate institutional purpose in the form of a “letter of intent” signed by Dean/President or member of campus leadership team. The letter should ideally indicate problems the solution aims to solve, and why the Grant would be a helpful solution for the institution.
- Preference will be given to applications who have a letter of recommendation from a previous Grant awardee.

KEY GRANT APPLICATION DATES & DEADLINES

- Grant application due date: **May 20, 2019**
- Review of Application by Grant Review Committee by: **May 27, 2019**
- Grant Applicant Interview and Technical Expert Session by: **May 31, 2019**
- Grant Award Letter issued to Grant Recipients by: **June 3, 2019**
- Grant Award Walkthrough by: **June 11, 2019**
- Execution of Grant Award Agreement by: **June 17, 2019**
- Project Kick-Off by: **July 1, 2019**

HOW TO APPLY

1. Register for Grant and download application form
2. Print and complete the grant application form
3. Submit completed grant application to grantapplication@campusconsortium.org

General Information

Applicant Information

Name of Institution:			
President/Chancellor:			
Point of Contact:			
POC Phone:		POC Email:	
CIO/VP of IT:			
CIO Phone:		CIO Email:	
Institution's Address:			

IN THE CASE OF BEING AWARDED THIS GRANT:

Do we have your permission to email the grant award letter to the President/Chancellor listed above?

If not, please indicate to whom this award should be made out to:

Media/Communications Contact (for News Release):

ENROLLMENT INFORMATION

Total Enrollment:		Full Time Enrollment:		Part Time Enrollment:	
Total # On-Campus Students:		Total # Off-Campus Students:			
# Faculty:		# Tenured Faculty:		# of Academic Depts.:	
Alumni Population:		% of Alumni who Donate:			

If so, approximated how many students does this program serve?

PLEASE MARK "X" NEXT TO ALL THAT APPLY

Public:		Private:	
Four-year:		Two-year:	
Undergraduate:		Graduate:	

TECHNOLOGY RESOURCES

Please indicate all major software being utilized on campus

Applications	Name
Student Information System / Enterprise Resource Planning	

PLEASE ANSWER THE FOLLOWING QUESTIONS:

How did you hear about this Grant?

How is the current Call Center structured, do you manage in-house or is it outsourced?

What are the hours of operations of the current Call Center?

If the current Call Center is limited to Monday – Friday (normal business hours), is there a need to extend it to 24x7?

What are your top call drivers?

Is there a need of integrating/accessing any of your application(s) to resolve/answer issues/questions? If yes, please list those applications.

What is the current Average Handling Time for these issues?

Are you currently creating a ticket against each interaction (Phone, Chat, Email/Ticket) into any ticketing system/ITSM tool? If yes, please provide the name of the tool?

If you are open for options for ticketing system/ITSM tool, how many staff/technicians would need access to the tool?

Why do you feel your institution should be selected for this grant?

When would your ideal go-live date for this project be?

SIGNATURES			
I authorize the verification of the information provided on this form.			
Signature of applicant:			Date:

Note: All application information is strictly confidential and intended only for use of the Campus Consortium Grant Review Committee to select Grantee institutions.

