

CAMPUS CONSORTIUM

Financial Aid Call Center Services Grant



In-kind grant award up to \$100,000
Submit Completed Application and Letter of Intent by September 27, 2019

FINANCIAL AID CALL CENTER SERVICES GRANT OVERVIEW

The Financial Aid Call Center Services Grant provides selected institutions an in-kind grant award up to \$100,000 over a period of five years. The Grant is intended to cover the cost towards licensing, hosting, professional services, and support costs associated with the implementation of the financial aid call center solution.

Note: The in-kind grants for software and services are underwritten by selected Campus Consortium Technology Vendors and are designed to provide a variety of solutions, products, and services to help Institutions reduce costs while implementing the vendors' technologies on campus. Interviews and technical assessment are required of all selected applicants.

**A limited number of grants to be awarded.*

FINANCIAL AID CALL CENTER SERVICES GRANT BENEFITS

This grant will enable you to reduce the workload from your financial aid team and enable prospective students and students to receive financial aid support timely, reduce student wait times, eliminate call-backs & complaints, and accelerate the financial aid process at your institution. With this grant, anything simple starting with information on application process and deadlines to more complex inquiries of your students such as eligibility, documentation and verification will be addressed within seconds.

WHO CAN APPLY & WHAT IS THE QUALIFICATION CRITERIA?

- Accredited Higher Education institutions and K-12 schools are eligible to apply.
- Institutions are eligible to apply for multiple grants. Separate applications are required for each grant pursued.
- 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 indicate the challenges the solution aims to solve and why the grant would be helpful to the institution.

**Previous awardees are eligible to apply.*

GRANT APPLICATION DATES AND DEADLINES

Grant applications will be accepted until **September 27, 2019**.

Applications will be reviewed by our Grant Consideration Committee and will be followed up by an applicant interview and technical assessment conducted over a teleconference. If selected, a Grant Award Letter will be issued to the applicant institution during Educause at Chicago or by **October 18, 2019**.

Note: Dates and deadlines are subjected to change based on the volume of applications received by the Consortium.

HOW TO APPLY

- Register for grant and download application form
- Print and complete the grant application form
- Submit completed grant application and letter of intent to grantapplication@campusconsortium.org

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APPLICANT INFORMATION

Applicant Name		Applicant Title	
Applicant Phone		Applicant Email	
Name of Institution			
Institution's Address			
CIO/VP of IT			
CIO/VP of IT Phone		CIO/VP of IT Email	
President or Chancellor			
President or Chancellor Email			

IF AWARDED GRANT FUNDING:

Do we have your permission to email the Grant Award Letter to the president or chancellor listed above? If not, please indicate to whom this award should be acknowledged to.

Media/Communications Contact for News Release

Name		Email	
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ENROLLMENT INFORMATION

Total Enrollment		Full Time Enrollment		Part Time Enrollment	
Total # On-Campus Students		Total # Online Students		Total # International Student Enrollment	
# Faculty		# Tenured Faculty		# of Academic Depts.	

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	Vendor & Version	Annual Cost to Institution	Target Date to Upgrade or Replace
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	
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Note: Submit Completed Application and Letter of Intent by September 27, 2019 to: grantapplication@campusconsortium.org