

CLIENT SUCCESS STORY

Community College Transforms Student Verification Process



HOWARD COLLEGE

With growing frustrations among students and a limited Financial Aid staff, Candice Draper, Director of Financial Aid at Howard College, sought out a solution to help improve their daunting and time consuming verification process.

"We needed to eliminate antiquated systems, improve our verification process, provide better solutions for our students, and solve a non-compliance audit issue," she explained.

Candice was looking for an online solution to help reduce the workload on her staff. One that not only created efficiencies for her office, but would ensure that their students had a positive experience as well.

THE SCHOOL:

A community college located in Texas, Howard College serves over 5,400 students at four campuses.

THE CHALLENGES:

- Limited Staff
- Time Intensive, Manual Process
- High Error Rates
- Negative Student Experience
- Systems Not Working Properly Hindering Their Process

THE SOLUTION:

Education Partner's **Verification platform** was a perfect fit for Howard's verification needs. The cloud based verification solution provided Howard College's small, but mighty Financial Aid team with an efficient way to store, manage and access documents from any location, communicate with students in a way that they prefer (yay text messaging!), and a checks and balances workflow to reduce manual errors.

As a bonus, Education Partner's **student portal** was effective in guiding students through the verification process, helping to reduce the number of students coming to the office for help, and easing the intense workload on her staff.

"I love it! The student is now able to navigate and submit what they need through the portal without coming on site." Exclaimed Candice. A win win for Howard College.

WHY EDUCATION PARTNERS?

"From the very beginning, we were pleased with your customer service. I've enjoyed working with the whole team, including sales, client success and the technical team," Stated Candice.

Numerous factors went into Howard's decision to partner with Education Partners. The dedication we have for our clients was a top priority for Howard College. The ability to adapt to their needs and provide an innovative solution that created immediate value to their organization was icing on the cake!



HOWARD COLLEGE HAS SAVED thousands of dollars by reducing their use of paper, printing and postage since implementing EP's verification platform.

ABOUT EDUCATION PARTNERS

Education Partners provides innovative cloud based solutions to help higher education institutions enroll, finance and retain students by automating manual workflows and creating a stellar student experience. Contact us today to learn more about how we can help you simplify your enrollment, financial aid, verification and retention efforts.

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