

72% Increase in Completed Verifications



ABOUT MIDDLESEX COMMUNITY COLLEGE

Middlesex Community College has campuses in Lowell and Bedford, Massachusetts. For the past few years, improving the verification process had been a challenge for the Financial Aid staff. Middlesex CC was looking for a solution that would:

- Substantially decrease / eliminate the need for paper forms
- Provide a better user experience for students & parents through an online portal for document submission
- Allow online accessibility that is mobile-friendly to submit documents using a tablet or even a cell phone
- Increase completed verification rates

SOLUTION

GLOBAL Core + File Review Service - <http://www.globalfas.com/solutions/verification>

Global Financial Aid Services created a fully-branded **GLOBAL Core** portal for Middlesex CC to ensure a consistent student experience. Middlesex CC students, through the use of Single Sign-On (SSO) technology, were able to seamlessly transition from Middlesex CC's own website into the **GLOBAL Core** student portal. Students were guided through the verification and/or C-Flag resolution processes utilizing a tailored set of 'smart' forms that allowed them to upload their supporting documentation (e.g., tax transcripts, proof of citizenship) from home, work, a campus scanner, or even simply upload a photo of the documents they took using their smart phone, which **ELIMINATED ALL PAPER**.

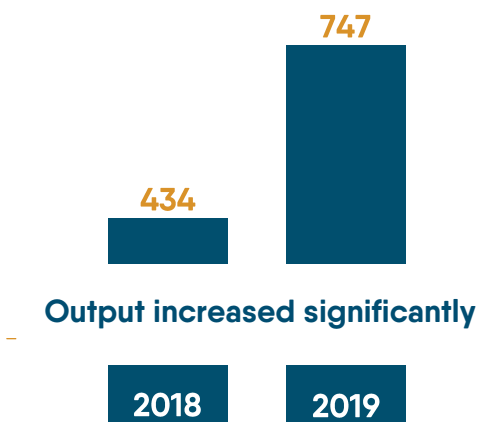
Once a student had submitted their documentation, Global conducted a full compliance file review. File status and additional actions for the student were communicated via email and custom messages in the Middlesex CC student portal.

When compliance file review was completed, Global sent an electronic update back to Middlesex CC's student information system and to the student, letting both parties know that the file was complete.

RESULTS

Middlesex CC launched the **GLOBAL Core + File Review** solution in March 2019. In less than six months of using the new solution, Middlesex CC experienced a **72% increase** in completed verification files over 2018.

Completed Verifications



Since Middlesex CC students began using this system:

- Eliminated paper financial aid forms
- Exceeded student and parent service expectations with a mobile online solution
- Increased completed verifications by 72% in half the time
- Reduced Verification processing from weeks to days

The Middlesex Community College Financial Aid staff experienced more efficient Award Processing because the staff could focus on the needs of students and parents and not chase students for documents in order to complete verification.