



SHORTER COLLEGE

A student-driven, self-service web portal and full back office processing streamlined the entire financial aid experience for students and staff

About Shorter College

Shorter College is a private, two-year liberal arts college located in North Little Rock, Arkansas, with more than 400 students who are studying to obtain an Associate of Arts degree. Shorter offers degree programs in Child Development, Christian Leadership, Criminal Justice, General Studies, Entrepreneurial Studies, and Computer Science as part of a broader liberal arts education. Founded in 1886 by the African Methodist Episcopal Church, Shorter is one of the nation's 110 HBCUs and the only private two-year HBCU in the country. The College is dedicated to fulfilling its mission to help each student achieve success and to provide an accessible, affordable, high-quality education.

Problem

Shorter College needed a student-friendly and student-driven financial aid processing solution that could guide a student through the entire financial aid process on their own. The College also needed automated, paperless applications that would eliminate manual processing, as well as a servicer with in-depth knowledge and experience with Verification and Return to Title IV. In addition, the College was concerned about transitioning to a third-party servicer and was looking for a seamless onboarding experience. An online student portal, 24/7 mobile-responsive student experience, and a smooth onboarding process were all important to Shorter College's team.

Solution

Shorter College began using SAINT Student and SAINT Director to meet their team's needs, with Global delivering technology that included easy-to-use navigation for students. With staff visibility into the student process, the College can assist students when needed. Shorter College believes their onboarding experience with Global – from kick-off call to training – has been one of their biggest successes, in addition to the self-service student portal with mobile, on-demand access.

Results

With SAINT Student and SAINT Director, manual processing has been eliminated and Shorter College staff can spend more time advising students. Global handles checks and balances for the College, provides an instant Financial Aid Notification of awards to the student, instant notifications if an issue in the process needs attention, and manages Verification and Return to Title IV. Workflow has been streamlined with a student-driven portal that packages Title IV aid and collects documents electronically. Over two years, Shorter College has saved time for staff and made the financial aid process more streamlined for students.

“It's user-friendly for the student. The onboarding process was immaculate. I thought that was a huge success. And it really has been a resource staffing-wise. If you don't have that depth in your back office, Global is really that bridge.”

Audra Hinton
Director of Enrollment Management