

# Higher Education Services

ACS Campus Based Users' Meeting  
October 2011



A **xerox**  Company

# Higher Education Challenges



Operating under unprecedented budget pressure



Managing enrollment fluctuations



Supporting student services in an on-demand world



Attracting, enrolling and retaining targeted students



Improving sustainability

# How We Can Help



## **Budget Pressure**

Reduce operational costs, improve tuition cash flow, increase endowments and boost overall fundraising.



## **Managing Enrollment**

Manage staffing and computing fluctuation needs while streamlining resource-intensive processes.



## **Attracting Targeted Students**

Deliver programs that attract targeted applicants, decrease enrollment time and retain students.



## **On-demand Student Services**

Empower students with cutting-edge self-service technology and online tools.



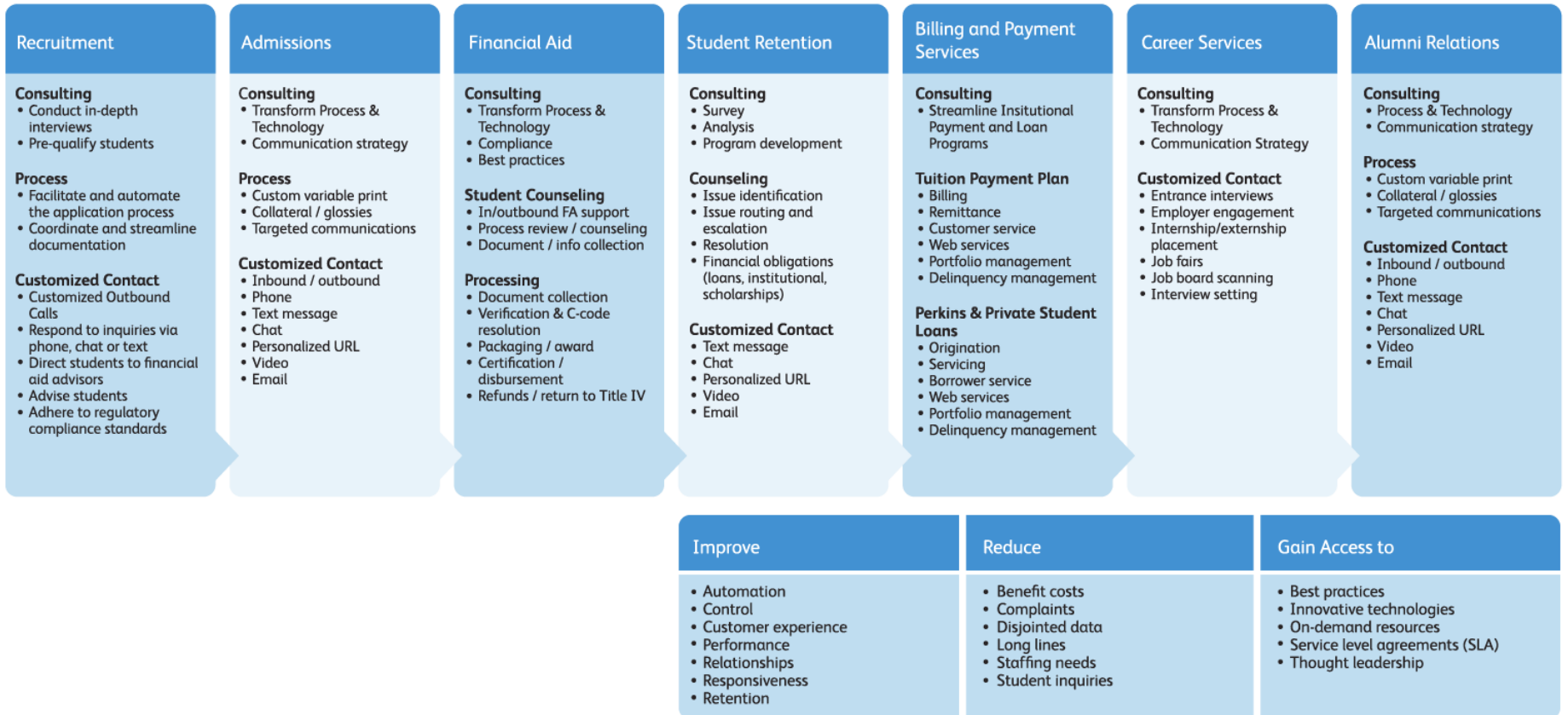
## **Improving Sustainability**

Reduce waste and improve energy efficiency on campus through environmentally sustainable document and equipment management.

# An Integrated Approach to Student Lifecycle Services



# ACS – Student Lifecycle Services



# Xerox Solutions for Higher Education

How we help	Solution
Document Transaction Processing	Assessment, centralized digital repository, eforms, forms link to SIS
Centralized Print Services	Web based print on demand infrastructure
Enterprise Marketing Services	Cross media marketing and communication
Business Process & Integrated Workflow	Transition from paper to digital files and processes
View how Park University revolutionized services with integrated workflow <a href="http://youtu.be/IDHy8hYC3to">http://youtu.be/IDHy8hYC3to</a>	
Improve Sustainability	Reduce carbon foot print

# Powerful Solutions Backed by Real Experience

#1

largest provider of federal Perkins loan services

40

years of experience providing services to higher education

500+

higher education clients

\$5.9B

in student financial aid disbursed annually

900

campuses where Xerox provides service

#1

provider of outsourced student financial aid services

535K

financial aid students supported each year

9,400+

active patents driving ongoing innovation

6,000

Xerox employees serving education clients every day

# Keeping Cash Flow Flowing in Financial Aid

Leading  
Accredited  
Online Univ.



Protected  
\$ 1 Billion in  
Student Loans

## The Challenge

- New regulations effecting the reconciliation, verification and reporting were impacting the nearly \$1 billion in student loans managed each year.
- Staff were overwhelmed with demand and technical mandates
- Administrators concerned that slow reconciliation would impact cash flow and enrollment
- Non-compliance or inaccuracy of internal records and submissions could lead to fines and penalties

## The Solution

- Implemented ACS staff for daily import and data analysis which addressed common discrepancies.
- Established an export/import management process to assist in reconciling G5 draw-downs .
- Issued weekly reporting, to ensure the school is up to date on the status of award disbursement, cash and arrears.
- Established monthly reconciliation reports
- Integrated data sources, accounting systems and external reporting requirements

## The Results

- Improved cash flow and receivables
- Reduced staff time on following up on common discrepancies such as timing issues, unspent disbursement batches, and escalation process for non-resolvable issues.
- Eliminated risks and penalties for non compliance through new processes and systems
- Reduced the administrative burden, redeploying employees to care for other issues important to their student population.

# Overwhelming Contact Center Success

Large  
University



94 %

Reduction in  
abandoned calls

## The Challenge

- A well-known university was experiencing a significant enrollment increase, which was overwhelming its financial aid call center operations.
- Phone wait times during peak hours were sometimes exceeding one hour, with abandon rates above 20%.
- The school's technology infrastructure was insufficient in its ability to support timely response to student emails.
- Student satisfaction was sharply decreasing.

## The Solution

- Working closely with university staff, ACS designed a technology integration to seamlessly link with the school's existing infrastructure.
- To support redundancy of functions, we set up two satellite facilities where services would be delivered and also connected to the existing network.
- We hired staff and created a school-centered custom training program.
- We set up a QA program aligned with the university's QA requirements.
- Implemented an email workflow system enabling efficient response to student inquiries and prompt reporting on inbound/outbound email

## The Results

- ACS now handles 100% of the university's inbound financial aid-related calls for enrolled students.
- New systems reduced the school's average abandon rate by almost 45% (from 20+ % down to 3.3 %).
- The average speed to answer (ASA) for incoming calls is now dramatically improved at 31 seconds (down from the previous four minutes).
- Student satisfaction levels are at a new high.

For additional information please contact

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Or visit us at <http://www.acs-inc.com/higher-education-services.aspx>



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