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Strengthening Student Financial Aid Services

Activity Overview

Due to the partnership forged between Title III and the Office of Student Financial Aid, students at Prairie View A&M University have received vastly improved customer service. The purpose of the financial aid Title III activity was to improve customer service and operational efficiency through greater use of technology and available training.

Activity Outcomes and Impact

Below are highlights of the Office of Student Financial Aid's improved productivity:

1. The availability of Title III funding allowed us to purchase new Dell desktop computers to replace the older Gateway desktop computers previously used by the financial aid office. The frequent breakdowns of the systems caused productivity for the staff to be inconsistent. The new computers have ample processing power and have dual monitors. The dual monitors allow the financial aid staff to process in multiple systems and reduce the amount of time required to counsel a student from 15 minutes to roughly 10 minutes per session.
2. In regards to the number of students paid by the twentieth (20th) class day, the financial aid office operations consistently surpassed previous benchmarks. The financial aid office processed 67% of the subpopulation of students receiving aid in fall 2007, compared to 65% in fall 2006, and 34% in fall 2005.
3. The number of complaints has been reduced significantly by 22%.