



SOLUTION SHEET

Colleague® Self-Service Financial Aid

Show the pathway to financial aid via self service

With tuition rising at alarming rates, getting financial assistance is more important than ever. But applying for financial aid can present many obstacles to students who are already challenged with many new circumstances. It's a complex process with multiple requirements, documents, and action items that must occur in a specific sequence. Financial aid counselors end up fielding a high volume of calls and answering basic questions when the process isn't clear for students.

Colleague® Self-Service Financial Aid gives students the clarity they need. This intuitive, self-service solution features several tabs and web forms that guide students, step-by-step, through the process for applying for and accepting the financial aid they need in order to achieve their academic goals. Additionally, counselors see the same information students see—so they can provide relevant, timely support.

Understanding the process keeps students on track

For many students, getting financial aid means they can stay in school and pursue their academic dreams. Colleague Self-Service Financial Aid gives



“You can see students’ enthusiasm as their eyes light up when they use it because it’s visually so easy to understand.”

PHOEBE PRICE

Academic and Career Advisor,
Keene State College

Stay organized with a checklist

Colleague Self-Service Financial Aid displays a financial aid checklist that specifies all the steps and their proper sequence that students need to pursue financial aid in a particular year, including:

- Receipt of the FAFSA and/or CSS Financial Aid PROFILE® applications**
- Any outstanding documents required**
- Actions the student needs to take to proceed through the awarding process**
- The review status of the application at the financial aid office**
- Ability to accept/reject awards at term and annual levels**
- Ability to modify loan amounts at term and annual levels**
- Ability to request a new loan**
- Ability to review, electronically sign, and print their award letter**

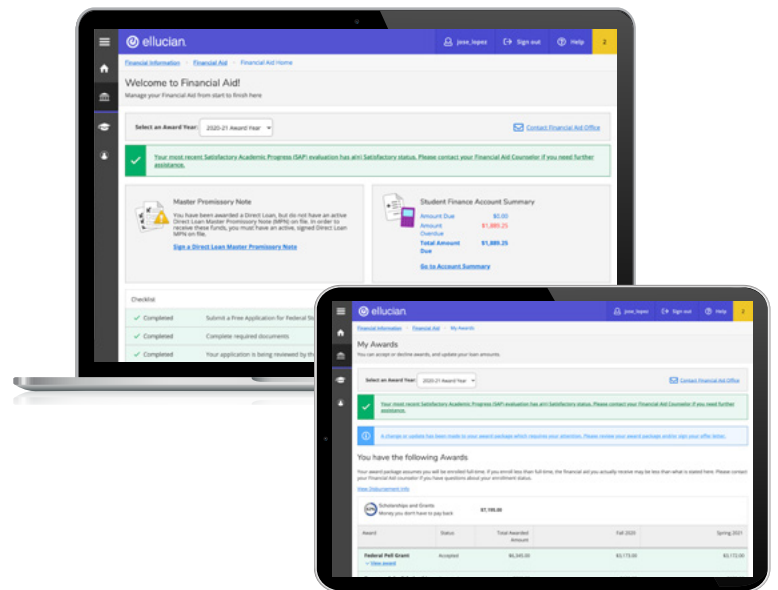
In addition, the helpful checklist also shows a student's total current amount of federal financial aid loan debt, according to the National Student Loan Data System, as well as helpful links to sites such as Free Application for Federal Student Aid (FAFSA), Entrance Counseling, or Master Promissory Note (MPN). And, if students need to reach a staff member, the solution shows the contact information for the student's financial aid counselor to make it easy for students to reach the right person.

students access to their current status, next steps, and important details—so they know what they need to do and when they have to do it. This easy-to-use application helps students:

- Understand the aid they've been offered and how to proceed
- Use an online tool that makes it easy to complete administrative processes
- Focus on their academic journey instead of dealing with process barriers

Mobile-friendly financial aid

Colleague Self-Service Financial Aid is designed to be used with mobile devices to meet students' expectations for simple access to information. While users can access the solution on non-mobile platforms, its mobile capability presents a fast and reliable way to explore and engage the process for students used to self-service applications.



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