

The Problem

The large volume of inbound calls and increased regulatory requirements had negatively impacted financial aid and admission office efficiency, student satisfaction and employee morale. Because office staff were responsible for manning phones while processing applications, the turnaround for admission and financial aid applications took several weeks. The lag time in application processing caused an increase in call volume, thus perpetuating a cycle of inefficiency.

The Solution

Texas State Technical College (TSTC) made the decision to outsource financial aid and verification processing. Following a competitive bid process, Edamerica was selected as the preferred vendor. In March 2013, all inbound calls for the financial aid and the Admissions/Records offices as well as file verification processes were re-routed to Edamerica.

Project Goals:

- Improve operational efficiencies for administrative services
- Increase student satisfaction
- Improve retention rates

The Results

By outsourcing inbound calls and file verification processing, TSTC Waco saw substantial improvements in operating efficiency and increases in retention.



NOTE: 98.6% of calls were handled by Edamerica without escalation to TSTC.

Office Efficiency	Base Year 2012	Year 1 2013
Admissions Application Turnaround	2 weeks	24 hours
Financial Aid Processing	3.5 weeks	48 hours
Hourly Staff Comp Time	212 hours	0 hours

Increased efficiencies resulted in a significant reduction in call volume. As a result, the project has remained **under budget** by approximately 25%.

