

Community Colleges

Turning Adversity into Opportunity



An Expanding Mission

Community colleges have made great strides over the past 10 years in bringing the power of education to a growing and increasingly diverse population of learners. Through visionary online learning programs and far-reaching workforce development initiatives, 2-year institutions have positioned themselves as a sound education option at the regional, local, and sometimes national level.




With the expanding mission of our nation's community colleges has come a unique set of challenges: double-digit enrollment growth, increased accountability, and a quest for new revenue streams.

The list of challenges is daunting, but progressive institutions are turning adversity into an opportunity to shine. Community colleges across the country, such as Delgado (LA), Hillsborough (FL), and the California System, each view the challenges of sustainable education as an imperative. They know they must improve student engagement in order to achieve their mission.

A Path to Sustainable Growth

Presidium is dedicated to helping community colleges create engagement models that enable distinct and measurable improvements in student satisfaction, retention, enrollment growth, operational efficiencies and financial aid utilization so that a school's key performance metrics reflect the collective energy of students, faculty and staff.

As a partner to hundreds of community colleges, Presidium understands the importance of school-to-student communication throughout the student life-cycle. By providing virtualized services, leveraging technology solutions and redesigning processes, Presidium helps community colleges achieve their goals.

-  Maximizing financial aid to increase the likelihood of student success and improve the cost-efficiency of core revenue streams
-  Leveraging IT technology investments to align with institution's mission and challenges
-  Improving student engagement to solve pressing recruitment, persistence and retention challenges

Presidium has helped clients experience progress against these goals in a matter of months.

Delgado

COMMUNITY COLLEGE

Driving Results at Delgado Community College

Like many community colleges, Delgado Community College has recently faced exponential enrollment growth. The financial aid and registrar's offices struggled with balancing front-office student demand with the functional requirements of their positions, resulting in recurring busy signals, long hold times, and multiple internal transfers.

DCC was not able to scale its administrative teams during periods of high demand, forcing staff to juggle complex transactions—such as aid packaging or academic advising—with day-to-day front-line student support activities, such as addressing questions about deadlines and application status.

To address the issue, DCC partnered with Presidium to pioneer a 24/7 integrated service desk for the offices of Financial Aid, Registrar and Bursar.

As a result, DCC has seen substantial improvements in efficiency and cost-savings, as well as marked increases in student and staff satisfaction:

- Virtual Student Services enabled a 25% increase in online enrollment and FA utilization—without increasing DCC staff size.
- Reduced financial aid call volume by 50% in the first year, while the and self-help ticket ratio increased to 3:1.
- Shortened transcript processing time by 20%.
- Increased student satisfaction rates to 90%.

Presidium—Enabling Cost-Effective Growth and Student Engagement

Presidium has partnered with more than 700 community college leaders to address the largest threats to cost-effective growth:

Engagement Strategies

Communicate with current and prospective students about applications, transcripts and classes in the inbound and outbound mediums with which they are truly familiar—text, chat and online self-help. Build an engagement strategy that drives student success and enhances core revenue streams..

Availability

Provide your students with 24/7/365 service for admissions, registrar, and financial aid questions. Separate complex and routine tasks so your internal teams can focus on mission-critical job functions like application reviews, transcript requests, and financial aid packaging. Connect your students with the information they need to enroll, enjoy and stay in school. Keep your students plugged-in and involved.

One-Touch Service Experience

Centralize access to student service information so it is easy for students to find the resources they need like class pre-requisites, transcript data, FAFSA forms and registration deadlines. Create a seamless experience for students outside the classroom to help them achieve academic and career-related goals.

Presidium has helped clients experience progress against these goals in a matter of months. Contact 888.383.4709 ext. 6 or visit www.presidiuminc.com/community-colleges to learn more about how we can help enable cost-effective growth and student success at your institution.

Education Process Redesign

Analytics

Through our work with hundreds of community colleges, to address issues of student engagement, Presidium has developed a database of success measures that help isolate and address challenges related to student success and underutilized financial aid.

Best Practices

The collective wisdom of our client base helps partner institutions develop action plans for continued improvement based on IT, financial aid, retention, and recruitment best practices.

Benchmarking

Peer-based benchmarking can help identify areas where improvement can have the greatest impact on the metrics of importance to your college, including student satisfaction scores, loan disbursement rates, and strategic enrollment statistics.

About Presidium

Presidium is an education services management company and partner to hundreds of the world's most progressive education providers. Our market leadership is earned by driving client results in every major benchmark, including retention, enrollment growth, operational efficiencies, and financial aid utilization. We do this through virtualized services, education process redesign, and technology solutions