

## CASE STUDY

# Culinary School

### Objectives

- Improve accountability for timely and accurate student loan processing
- Gain outside expertise in student financial aid through training
- Improve cash flow from financial aid processing
- Control financial aid regulatory risk

### Services

- Student in-take
- Student follow-up
- Financial aid processing
- Interim leadership support
- Tuition planning
- Refund calculations
- Regulatory compliance
- Quality assurance
- Lender management
- Training and development

### Results

- Redesigned operational procedures to enforce corporate policy
- Collected over \$3 million in past due accounts receivables in a 6-week period
- Improved cash flow by more than 75 days for continuing students
- Achieved 95% package rate one week prior to start for new student population
- Reduced potential regulatory non-compliance
- Provided client with performance measures to monitor process results

A respected culinary and hospitality school, which is a division of a leading educational corporation, utilized Core3 for higher education consulting assistance. Founded in 1994, the culinary school faculty includes highly experienced chefs who train confident and successful graduates. The school is one of a handful of culinary schools in America to partner with the internationally renowned Le Cordon Bleu - the leading authority on culinary techniques, training and development for over a century. The culinary school features nine classrooms and 30 teaching/lecture kitchen labs, featuring industry-current commercial equipment.

With a rising student enrollment the culinary school needed additional resources to keep up with the increased financial aid volume. The culinary school did not want to increase their permanent staff to meet a variable workload and turned to Core3's experienced team of higher education professionals for assistance.

Core3 sent a team of consultants to their campus where they worked with the culinary school's staff to help service their students at a critical time. Core3 provided temporary leadership in several key areas and helped increase the productivity of the team. Core3's experienced team also worked closely with students to gather the required information, help with tuition planning and properly process their financial aid. Core3 was there to help with whatever needed to be done to keep the student enrolled and eligible for financial aid. Core3 also ensured that the financial aid funds were received.

The results were extraordinary as the Core3 team successfully packaged all students by the start of classes, something that had not been achieved before. They also significantly reduced past due cash and verified that students records were in compliance. The culinary school's and Core3's combined teams proved to be the best service delivery approach during a peak time.