

# Case Study



Culinary Arts Program at YTI Career Institute



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Tom Parker  
Regional Director of IT  
YTI Career Institute

## Challenges

- Managing and centralizing financial aid processing across five growing campuses
- Increased regulatory complexity of originating, approving, and dispersing financial aid
- Back-end processes taking advisors away from helping students

## Solution

- Campus Management's student information system
- Financial aid automation engine

## Results

- Automated eligibility, exceptions management, COD Import/Export
- Advisors spend more time helping students
- Students receive funds faster

## YTI Career Institute Expands Campuses and Programs

YTI Career Institute first opened its doors in 1967 to train entry-level draftsmen in response to the needs of area industries in York, Pennsylvania. By 2012, YTI had more than 2400 students across its five campuses and offered career training in programs ranging from business and computer technology to healthcare, culinary arts, and criminal justice.

Tom Parker, Regional Director of IT for YTI, began as a Computer Science and Mathematics instructor at the school in 1998 and has seen the institute, its students, and the supporting technology infrastructure grow and evolve with the times.

When YTI added a 5th campus for its Motorsports Technology program in 2007, IT problems started to arise with financial aid packaging. “Processes started to differ drastically from one campus to another,” recalls Parker. “No one was processing financial aid the same way. Most of our programs are on a 21-month schedule, but the new Motorsports Technology program was based on credit hours. In addition to that challenge, the increasing regulatory complexity of originating, approving, and dispersing aid was taking huge amounts of advisors’ time away from working with students. By 2010, we were ready for an overhaul of financial aid processes.”

## YTI Becomes Early Adopter of FA Automation

About this time, Parker and YTI’s financial aid director happened to attend Campus Management’s annual users conference, CampusInsight, in Orlando, Florida. “It was fortuitous that Campus Management was introducing financial aid automation the same year that financial aid processing was getting more complex,” says Parker. “For me, automation meant reducing the amount of time I spent chasing down errors. Our financial aid director saw it as a way to fund students faster. We saw a lot of the regulations coming, the oversight from outside agencies, gainful employment issues, and more stringent rules and regulations. We saw automation as a way to be ahead of the curve.”

## Training in FA Automation

It took only three days for YTI to set up a training environment for financial aid administrators to learn the new automated system. “We spent a week with end-users preparing them for how their

lives were about to change – in a good way,” says Parker. “To introduce them to the automation tool, we had them test-drive it for an hour a day as they performed day-to-day tasks – and that solidified the training. They said it was like getting the keys to a new car.”

## Before and After FA Automation

Prior to automated financial aid, packaging students was a very slow process. YTI administrators would review every record, build a batch, and submit it for COD processing. “A large batch subsidized loan of 100 disbursements totaling \$300,000 could take a good part of the whole day,” says Parker. “What’s worse, it was the financial aid advisors doing these back-end processes, the people who would prefer to be helping students with important decisions regarding their future.”

Today, it’s a lot easier for YTI’s advisors to package loans, even with increased regulatory complexity. For example, the Department of Education now requires that the dates of disbursement on ledger cards match exactly with COD records. If there is any discrepancy, the automated system recognizes that automatically and makes an adjustment.

“Those little things that we used to do manually before, are no longer an issue; we are confident that they are already fixed,” says Parker. “That confidence carries over into reporting and compliance as well. If there is an audit, we know our files are current and accurate.”

The system’s financial aid automation features include:

- **Automated Eligibility**  
Automatically reviews scheduled disbursements, batched and paid disbursements with multiple stages to ensure a higher degree of regulatory compliance.
- **Exceptions Management**  
Automatically routes exceptions to designated staff members for remediation.
- **Automated COD Export and Import**  
Automatically schedules jobs that execute daily to export and import COD files from one or more configured campuses.

- **Automated Payment Posting**

Automatically executes a scheduled automated job to post eligible funds received batched from 3rd party, COD, or manually onto a student account.

- **G5 Management – Deposit Tracking and Reconciliation**

Automatically tracks all batched funds from inception to posting to ensure that all data records are associated with all funding transactions.

- **Automated CommonLine<sup>SM</sup> Alternative Loan Export and Import**

Automatically routes alternative loan exceptions to designated personnel, 3rd party lenders via ELM or SFTP.

### Today, More Focus on Students

Many YTI students are the first ones in their families to receive a post-secondary education. As nontraditional students, they sometimes require more assistance with the educational funding process, but as financial aid regulations became more complicated, it was affecting both students and the FA advisors. Students were coming in with more questions, but advisors had less time to spend with them.

“We had to limit financial aid planning meetings to 30-45 minutes,” says Parker. “That’s not a lot of time when you consider how important funding is to their future. Now those meetings average

an hour and fifteen minutes. It doesn’t seem like a lot more, but that’s an extra fifteen, twenty, or thirty minutes of direct face-to-face engagement. Advisors are now involved more in the enrollment process, helping students understand their options.”

### Future Includes Auto Award

In 2013, YTI Career Institute was acquired by Porter and Chester Institute Inc., a Connecticut-based post-secondary institution with nine campuses throughout Connecticut and Massachusetts. Already a client of Campus Management with nine campuses running on the company’s student information system, Porter and Chester now plans to adopt financial aid automation as well. What’s more, all 13 campuses (YTI’s four campuses plus Porter and Chester’s nine campuses) plan to implement the auto-award feature.

“With the click of a button, students will be able to see the loans they qualify for along with the ideal combination of loans to serve their needs,” says Parker. “It will all be done automatically, while advisors gain more valuable time directly with students. This is a very important decision for students that will impact their lives long after they leave our institution, so we are advisors first. Today, we have a very tight bond with students and a reliable process for getting them ready to start school. And Campus Management technology helps us deliver on this mission.”



# YTI Career Institute

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## About Campus Management Corp.

Campus Management is a leading provider of software, strategies and services which enable institutions of higher education to offer dynamic models of engagement & delivery. Over the past 27 years, Campus Management has supported higher education, both proprietary and traditional institutions, as well as foundations and other organizations through its cutting-edge student information system; constituent relationship management (CRM) software; and finance, human resources and payroll solutions.

Campus Management's solutions are specifically designed to provide institutions the flexibility they need to compete in the ever-changing higher education landscape by offering products that support changes in education delivery, recruitment, financial aid, finance, human resources, payroll, and regulatory compliance. Today, nearly 2,000 campuses in 18 countries utilize Campus Management to unite campuses and workflows, improve student outcomes and achieve goals.



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