

A Publication of Weber & Associates, Inc.

Selecting

**A THIRD-PARTY FINANCIAL AID MANAGEMENT
SERVICE**



E-Book

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Financial Aid Management Service Selection

When selecting a third-party financial aid management service there are many questions you should ask in order to assess the type and quality of organization with which to work.

In this publication we are offering the most important questions to ask in your evaluation and in the spirit of full disclosure we have given the answers to those questions as they relate to Weber & Associates, Inc.

This publication is for you to compare with the answers you may get in your evaluation of other financial aid management services.

Financial Aid Management Service Selection Questions

HOW LONG HAS THE SERVICE BEEN IN BUSINESS?

Weber & Associates, Inc. was founded and has been in service continually since 1974.

Financial Aid Management Service Selection Questions

WHAT IS THE SERVICE'S RECORD WITH PROGRAM REVIEW AND AUDIT FINDINGS WITH THE INSTITUTIONS IT SERVES?

Weber & Associates, Inc. has had only three small audit or program review findings in its entire 40-year history, all of which were paid by Weber & Associates, Inc.

Financial Aid Management Service Selection Questions

HOW MUCH AID HAS THE SERVICE PROCESSED FOR INSTITUTIONS IN THE PAST YEAR?

Weber & Associates, Inc. processed nearly \$500 million in grants and loans during the 2013 calendar year.

Financial Aid Management Service Selection Questions

DOES THE SERVICE CHARGE FOR TECHNICAL ADVICE REGARDING FEDERAL REGULATIONS?

Weber & Associates, Inc. provides those services without additional charge to its full-service clients.

Financial Aid Management Service Selection Questions

HOW CAN I REACH A REPRESENTATIVE WHO SERVICES MY INSTITUTION?

Each Weber & Associates, Inc. representative working with institutions has a direct, private toll-free phone line at their desk. The customer does not have to go through an automated system to speak to their representative.

Financial Aid Management Service Selection Questions

DOES THE SERVICE USE ADVANCED TECHNOLOGY IN DEVELOPING ITS COMPUTER SYSTEMS?

Weber & Associates, Inc.'s advanced systems use "best of breed" technology for both its on-premises and cloud technology services to provide the best user experience possible. The service's IT staff (Operations & Development) maintains numerous Microsoft Professional Certifications. Institutions using the VFAO system have 24-hour access to their records in the cloud.

Financial Aid Management Service Selection Questions

DOES THE SERVICE PROTECT ITS COMPUTER DATA FROM INTRUSIONS AND SECURITY VIOLATIONS?

Weber & Associates, Inc. secures its systems by using advanced networking technology from Cisco Systems (among others), implementing aggressive intrusion detection measures, anti-malware software, monitoring of all IT assets 24/7/365, and performing regularly security audits and security policy reviews. Weber & Associates, Inc. data are encrypted and securely backed up offsite continuously to two secure locations. All email messages that are deemed to contain sensitive information are securely delivered to the recipient. Physical access to IT systems as well as our corporate offices is severely restricted. Also, all Weber & Associates employees are subject to drug tests and background checks both before they join the company and at any time during their tenure with the company.



Financial Aid Management Service Selection Questions

DOES THE SERVICE RECONCILE FEDERAL FUNDS IN A TIMELY MANNER?

Weber & Associates, Inc. performs a monthly reconciliation of all fund disbursements with the institution's federal bank statement, the service's records for the institution, G-5 records, COD, and the institution's federal accounting records at Weber & Associates, Inc. before they are posted for the month.

Financial Aid Management Service Selection Questions

HOW DOES THE SERVICE PROVIDE RECORDS TO AUDITORS OR PROGRAM REVIEW OFFICERS?

Weber & Associates, Inc. will provide digital records to authorized personnel securely via our online content management system. If original paper records are required for an audit or program review, Weber & Associates, Inc. will provide them.

Financial Aid Management Service Selection Questions

DOES THE SERVICE HAVE AN ONLINE INTERVIEW SYSTEM FOR STUDENTS?

Weber & Associates, Inc. has had an online Virtual Financial Aid Office for over 15 years and is the only system of its kind.



Weber & Associates, Inc.

Service is our BUSINESS Financial Aid is our MISSION

Weber & Associates, Inc. is a full-service financial aid management, processing, and consulting company located in Greenville, South Carolina. Originally founded as Financial Aid Consulting and Training Service (FACTS) by Harry V. Weber in 1974, Weber & Associates, Inc. has earned a reputation for excellence by providing personalized financial aid services that meet the diverse needs of our customers.



**“LARGE ENOUGH TO SERVE,
SMALL ENOUGH TO CARE”**

Contact Us Today for a Free Demo

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