



Simplified Scholarship Management at Worthington Scholarship Foundation

Background

The Worthington Scholarship Foundation is a premier scholarship organization that provides financial support to students in Maine based on students' need and merit. Focused on making college education affordable, the foundation awards scholarships to graduates of Maine public high schools who attend participating colleges within the state. By supporting students from 134 high schools, the Worthington Scholarship Foundation has awarded thousands of scholarships, helping to ensure that deserving students get the opportunity to pursue higher education and achieve their academic and professional goals.

Challenges

1. Fragmented Systems:

Fragmented and disparate systems were deployed for tracking scholarship data and managing payments. This inevitably led to duplicated efforts, potential data inconsistencies, and a lack of integrated oversight. Beyond this, finding a customizable system that could seamlessly unify these functions was a significant challenge.

Testimonial

"The scholarship management system has transformed how our Scholar Advocacy team supports students. With a centralized profile displaying academic performance, status, and payment history, we've eliminated the need for scattered spreadsheets, making our workflow far more efficient. As our scholar base grows each year, e2s Retain from Engage2Serve has enabled a seamless transition while significantly boosting engagement through the ticketing system and survey/polls. The mobile app has been especially popular, ensuring easy access for our scholars. Additionally, the e2s team's responsive customer support has been invaluable, consistently refining features to meet our evolving needs."

Whitney Lytle

Director of Scholar Advocacy

2. Complex Data Management:

Scholarships were awarded based on various academic and financial criteria, leading to challenges in maintaining accurate records and ensuring timely and correct disbursements.

3. Inadequate Communication Tools:

There was no effective platform for direct communication between students, university staff, and the scholarship awarding organization.

Solution

Engage2Serve's scholarship management software was chosen by Worthington to provide a comprehensive solution to these challenges, integrating and streamlining scholarship processes into a single, user-friendly platform.

1. Unified Platform:

Engage2Serve replaced the Foundation's two separate systems with a centralized platform. This integration provided a 360-degree view of each student's data, including academic performance and scholarship details, all in one place.

2. Centralized Data Tracking:

The software efficiently tracks and manages academic data, including credit hours earned and grades, and scholarship allocations. It monitors the total scholarship amount awarded and received each semester, ensuring accurate financial tracking.

3. Customizable Scholarship Rules:

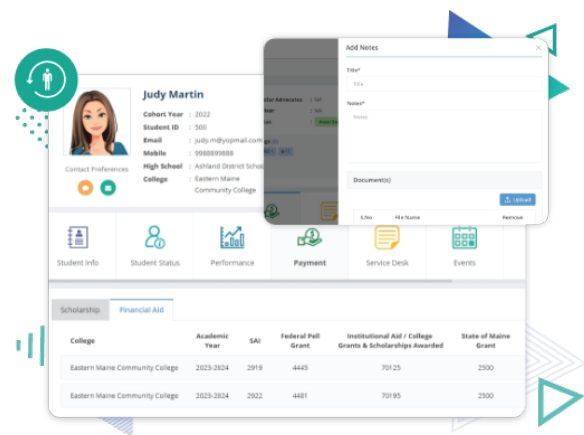
Engage2Serve offers flexibility to tailor scholarship conditions based on the Foundation's specific needs. For example, the software can automatically forfeit scholarships if not availed within a set period, such as six years.

4. Service Desk Solutions:

An extensive service desk feature allows students to raise tickets for any queries related to their scholarships. This functionality ensures prompt and organized resolution of student issues.

4. Limited Student Support:

The existing systems lacked robust student support features, making it difficult for students to address queries or concerns about their scholarships.



5. Secure Referral System:

Engage2Serve's referral feature facilitates confidential communication between scholarship institutions and the university. A secure link is generated for essential documents, which expire after use, ensuring student data privacy.

6. Appointment Booking:

The platform includes an appointment booking feature, enabling students to schedule meetings with staff to discuss scholarship or academic issues directly.

7. Two-Way Communication:

The notes feature allows for direct, two-way communication between students and staff, enhancing interaction and support.

8. Feedback Surveys:

Engage2Serve provides survey tools to collect valuable student feedback, which helps the Foundation refine their scholarship processes and improve overall student support and retention.

Key Benefits



Improved Efficiency

Streamlined processes and automated tasks resulted in significant time savings for administrative staff.



Enhanced Accuracy

Centralized data management and automated calculations reduced errors and inconsistencies.



Enhanced Student Experience

Faster processing times, improved communication, and easy access to information led to increased student satisfaction.



Data-Driven Decision Making

Comprehensive data and analytics supported informed decision-making regarding scholarship allocation and program effectiveness.



Cost Savings

Consolidation of systems, elimination of duplicate data, and reduced manual effort contributed to overall cost savings.

It's All About Student Experience!



e2s Recruit

Automate Marketing
and Admissions



e2s Retain

Engage and Serve your
Students Better



e2s Connect

Nurture your Alumni

engage2serve