

Three Service Levels. One Trusted Partner.

Support that Scales with Your Season. Whether you need a steady hand or a full crew, our Folder Review Program meets you where you are—adding capacity and keeping decisions anchored in policy, clear documentation, and your school’s mission. We reduce internal strain while strengthening consistency across reviews and communications. The result: decisions you can stand behind, trust with families, and a process that’s sustainable year after year.



PARTNERSHIP SUPPORT

- Experienced review team focused on your applicant folders
- Access to Compass, ME's secure hub for review tracking, awarding, and reporting
- Dedicated Enrollment Success Manager throughout the season

REVIEW & VERIFICATION

- Applicant reviews anchored in Mission Enrollment best practices
- Season Setup—School policies, review protocols and timeline for success
- Conduct a multi-tier folder prep and review process
- Apply school policies across all applicant folders
- Collect and verify complete family-specific financial documentation
- Manage a non-custodial parent/guardian waiver approval process
- Detailed folder notes to give your team clear context for each family
- Track returning students with outreach to meet deadlines (often early)

COMMUNICATION & FAMILY SUPPORT

- Direct, timely communication with families in your platform
- General live financial aid webinar for families
- Custom live financial aid webinar tailored for your school and families
- Dedicated family email and phone support, reducing your inbox and call volume

AWARDING & REPORTING

- Grant recommendations aligned with your school awarding protocols
- Season wrap-up in your platform with final awards and statuses
- Awarding tools in Compass to guide decision-making
- Year-over-year reporting and analysis to understand changes in need, awards, and outcomes
- Customized awarding spreadsheet to fit your school's needs

COMMITTEE & APPEALS

- Family appeals process managed
- Committee meeting participation to provide expertise and context

| | FULL | STANDARD | SELECT-INTERNATIONAL |
|--------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Partnership Support | ✓ 3 users ✓ | ✓ 2 users × | ✓ 1 user × |
| Review & Verification | ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ ✓ ✓ ✓ × |
| Communication & Family Support | ✓ ✓ ✓ ✓ | ✓ ✓ \$ × | ✓ ✓ × × |
| Awarding & Reporting | ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ \$ | ✓ × × × × |
| Committee & Appeals | ✓ ✓ | \$ \$ | \$ \$ |



We're here to help.
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