

University of Dayton Begins 7th Year with FATV's GetAnswers Service

Award-Winning Online Video Service Improves Student Understanding, Effectiveness of Customer Service, and is a Valuable Tool in Achieving Retention and Default Aversion Goals

BOULDER, CO – FATV, a leading supplier of online video solutions for college financial aid offices, announced today a milestone for one of its school partners.

University of Dayton (Dayton, OH) is beginning its 7th year of using GetAnswers, the award-winning, customized, online video communications and outreach solution by FATV.

“At University of Dayton, we always strive to meet students and families where they're at. FATV gives us the opportunity to do that by offering quality videos that aid in answering these questions for our students,” said Beth Cahill, Financial Aid Counselor at University of Dayton.

Cahill added, “By incorporating the FATV videos into various forms of communication with our students, they have the knowledge and confidence to ask the right questions and get the information they need.”

“By using the GetAnswers service, schools never miss a chance to communicate with their students. Financial aid videos answer student questions 24 hours a day, 7 days a week, 365 days a year. Key topics such as eligibility, applying, verification, and Satisfactory Academic Progress are available, and all videos are available in Spanish as well,” said Kathleen Roebuck, VP of School Partnerships for FATV.

FATV is available across multiple platforms: online, mobile, campus-based signage systems and interactive learning modules, and in multiple languages. Last year, over 4 million online videos were watched via the GetAnswers service. Schools choose FATV to:

- Improve Customer Service
- Reduce Phone Calls
- Reduce Wait Times
- Help Achieve Retention Goals thru Enhanced SAP Outreach Communications
- Improve Default Aversion Efforts
- Enhance Financial Literacy Resources
- Communicate in Multiple Languages
- Assist Veterans

For more information on FATV and to view a demo, please call 1-888-704-9090 or visit www.financialaidtv.com.

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FATV has been recognized by University Business as a Readers' Choice Top Product for the past two years: 2015 and 2016.