



Simplifying Success, Strengthening Support

Empowering institutions with student-centered solutions that drive better outcomes and reduce administrative burdens. With a nonprofit mission, we act as an extension of your team to provide seamless support to boost retention, engagement, and financial wellness — so you can focus on guiding students to success.



Essential Solutions, Expanded Support

Verification, repayment support, student outreach and financial wellness are essential solutions designed to streamline processes, reduce administrative burdens, and improve student outcomes. These services form the foundation of our partnership with institutions, ensuring compliance, increasing retention, and enhancing financial stability.

Essential Solutions

Financial Aid Solutions

Verification Gateway

Simplify the financial aid verification process through an intuitive, automated platform. This system guides students and parents step-by-step, reducing administrative workload and ensuring compliance, allowing your staff to focus more on direct student support, while we manage your incoming verification traffic.

Repayment Counseling Outreach

Engage with borrowers to address loan repayment challenges before they lead to default. By providing personalized support and resources, this service helps maintain your institution's cohort default rate and supports alumni financial wellness.

Grace Counseling Outreach

Assist students during their loan grace period by educating them on repayment options and responsibilities. Early intervention promotes successful repayment and reflects positively on your institution's default metrics.

Financial Avenue

Deliver engaging, online financial education tailored to diverse student needs. By enhancing financial literacy, this program empowers students to make informed decisions, contributing to their overall success and reducing financial-related attrition.

Enrollment Solutions

Enrollment Ready Outreach

Support students at key enrollment moments — when intent is present, but follow-through may be at risk. Through timely, personalized communication, this outreach helps reduce enrollment drop-off and guide students toward successful enrollment.

Enrollment Ready Outreach includes targeted outreach paths designed for specific student populations:

New Student Outreach

Engage students who have expressed interest or been admitted but haven't yet committed. Outreach delivers timely nudges to help strengthen yield and early momentum.

FAFSA Completion Outreach

Support students who haven't completed the FAFSA by identifying barriers early and providing personalized assistance that reduces financial uncertainty and improves enrollment readiness.

Returning Student Outreach

Reconnect with continuing students who are eligible to return but haven't registered by uncovering and resolve common obstacles before they impact persistence.

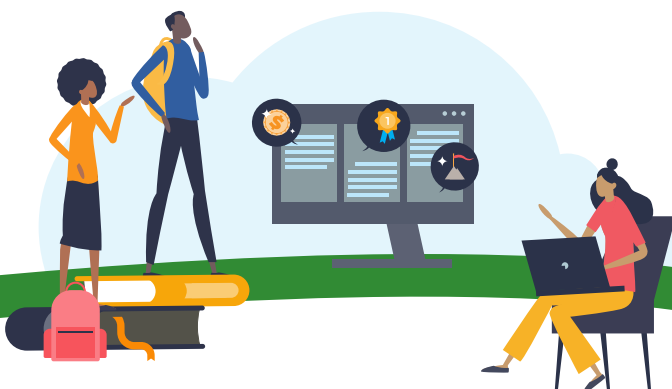
Withdrawn Student Outreach

Re-engage withdrawn students to understand barriers and explore viable paths back. This outreach supports re-enrollment and renewed academic progress.

Business Office Solutions

Institutional Balance Outreach

Resolve outstanding balances before students face holds or collections. Through proactive, school branded outreach students receive clear guidance and warm transfers to institutional support to improve retention, support re-enrollment, and reduce administrative burden.



Complementary Solutions

This evolving suite removes administrative bottlenecks and simplifies complex processes—from appeals to data collection and validation — for both students and staff. By streamlining submissions, ensuring accuracy, and improving completion rates, these tools help institutions enhance compliance, boost satisfaction, and keep students moving forward.

PJ Advisor

Streamline the professional judgment process by allowing students to submit financial aid appeals online. This tool facilitates efficient collection and organization of necessary documentation, expediting appeal reviews and enhancing student satisfaction.

SAP Advisor

Automate the Satisfactory Academic Progress (SAP) appeals process, guiding students through tailored steps to submit necessary information. This ensures timely and accurate submissions, aiding in retention and compliance efforts.

Loan Summary

Provide just the nudge your students need, at just the right time, to make informed borrowing decisions. Modeled after successful “debt letter” initiatives from across the country, Loan Summary bridges the gap between entrance and exit counseling to help students better understand the connection between current borrowing and future outcomes.

Student Engagement Gateway

Simplify student data collection and verification with dynamic workflows and expert-backed validation. This intuitive platform guides students through applications, improving completion rates while giving administrators real-time insights to streamline processes like scholarships, financial aid verification, and program eligibility.

85% avg.
reduction in
verification calls

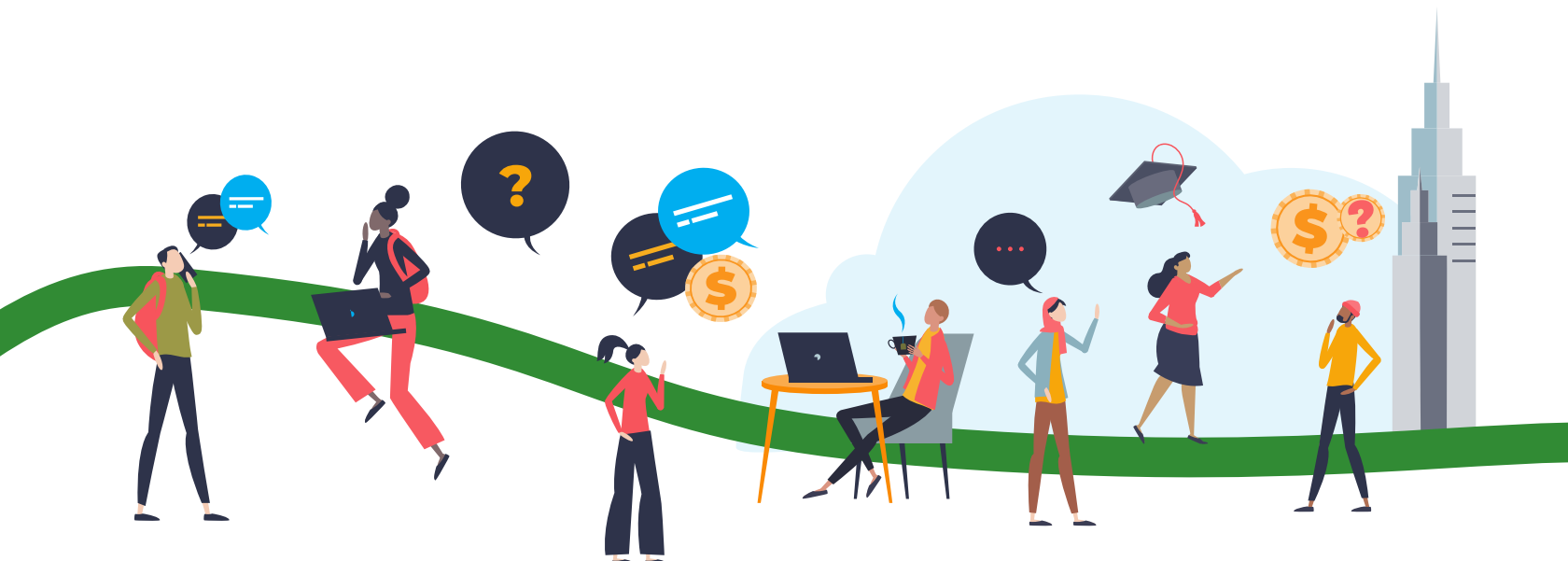
39% avg.
student outreach
contact rate

62% avg.
student outreach
email open rate

Over
600,000
financial education
modules completed

38% avg.
reduction in delinquency
with grace outreach

83% avg.
resolution rate with
repayment counseling
outreach



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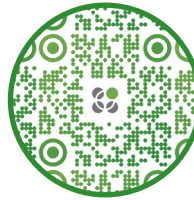


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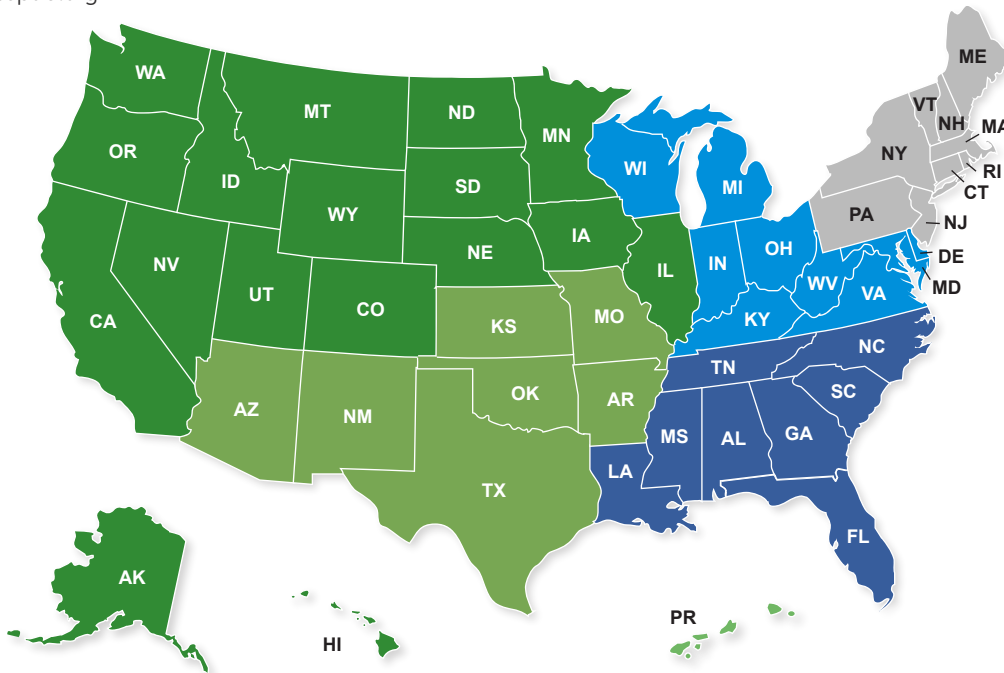
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View the
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The Way Forward

Inceptia, a nonprofit organization, provides innovation and leadership in higher education access and success through engaging and empowering students and streamlining processes.