

The Importance of Institutional Policy & Procedures Quality Assurance Checks

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Team Presentation

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Discussion Topics

Website

File Reviews

Policies & Procedures

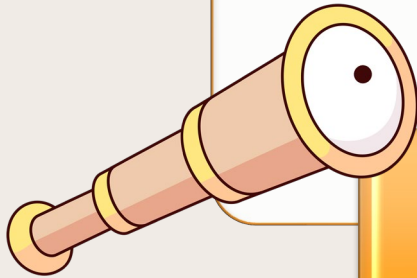
Audit, Program
Reviews & Others

Cyber Security

Staff Training

Website Reminders

- Review for misrepresentation
- Check for inconsistencies – Keep labels consistent



Focus on Compliance

Focus on Communication

- Transparency is important
- Use website headings and titles that reflect content and are easily understood
 - Consumer Information
 - Graduation Rates
 - Financial Aid



Website Reminders

Review website for any change in title iv amounts, cost of attendance, program information, and financial aid language

Ensure that the hyperlinks work and direct you to the correct location

All required information is prominently displayed

Title IX policy

Net Price Calculator

Professional Judgement

Financial aid information is updated for 2024-2025



Website Reminders

- Textbook Information
 - If you post a course schedule online
 - ISBN and retail price of all required or recommended textbooks
 - If paper version include that the
 - Reference to textbook information available on internet course schedule and internet address



Cost of Attendance

An institution must publish on the website information about the price of attending the school, anytime the program is mentioned

- Books and supplies
- Housing and food
- Transportation costs
- Any additional costs

Professional Judgment

Special Circumstances

Special or extenuating situations

- e.g., loss of job

Unusual Circumstances

Dependency override, based on an unusual situation

- e.g., human trafficking or parental abandonment

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Professional Judgments (PJ) Guidelines

- Schools must publish on their website that students may pursue an adjustment based on special or/and unusual circumstances
- Retain all documentation, including documented interviews, related to the adjustment for at least 3 years after the student's last term of enrollment

The slide features a decorative border of autumn-themed elements including various colored leaves (red, orange, yellow, green), acorns, and clusters of red berries. The main content is on a white rectangular background.

PJ Guidelines

- Schools are prohibited from maintaining a policy of denying all PJ requests and must consider all requests
 - Must develop policies and procedures for reviewing those requests
 - Explain the timeline for review of PJ requests
 - Respond to all requests, in writing, within the required timeframe

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PJ Guidelines

- Unsubsidized eligibility for dependent students without parental info on FAFSA
 - Financial aid professional would have to determine that the parent(s) of the student ended support or would not fill out the FAFSA
- PJ during a qualifying emergency to zero out income earned from work with documentation of unemployment
- Dependency override automatically carries forward from prior year
 - Institution must resolve conflicting information

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“

Policies and Procedures Manual

The background of the slide is decorated with various autumn-themed elements. At the top, there are several leaves in shades of yellow, orange, and red, along with a small cluster of red berries. On the right side, there is a single acorn. The bottom of the slide features a yellow leaf on the left, a large red leaf in the center, and a pinecone on the right. The central text is contained within a brown rounded rectangle.

Why is a Policies & Procedures Manual important?

- Provides the policies and procedures used by every staff member to follow
- Provides training for new employees
- Update when a policy or procedure changes
- Documents the policy or procedure change and the effective date of the change

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Policies and Procedures Manual

Designate a person responsible for keeping them current

- Review and update policies and procedures at least once a year
- Review different sections for practical application and that the employees haven't gone rogue
- Use secret shoppers to assure admissions staff are sticking to scripts, not making promises
- Listen in on admissions calls
- Review all written materials, mailers, marketing & promotional materials



Quality Assurance Checks

- Review financial aid and academic files for accuracy
 - Forms are completed
 - Use a file check list
 - R2T4's
 - Institutional refunds
 - Financial aid awarded and disbursed correctly
 - COD

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Quality Assurance Checks

- Review financial aid and academic files for accuracy continued
 - SAP
 - Disbursement notices
 - LOA
 - Authorizations

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Procedures for Responding to Audits, Program Reviews, State, and Accrediting Agencies

- Answer all questions completely
- Avoid repeat findings
- Develop a Corrective Action Plan (CAP) and implement it
- Review the CAP quarterly to see if it is resolving the issues, if not, reevaluate and implement a new plan to avoid repeat findings

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Cybersecurity

- FCC Safeguard rules
 - Designate a qualified individual to oversee their information security program
 - Develop a written risk assessment
 - Limit and monitor who can access sensitive customer information
 - Encrypt all sensitive information
 - Train security personnel

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Staff Training

- On going scheduled training for staff
- Attend webinars from fame, accrediting, trade associations, and state
- Sign up for and share information from FSA
- Cross train staff
- Share any corrective actions resulting from audits, program reviews
- Attend FSA annual training and on-going webinars presented by them

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Cybersecurity

- FCC Safeguard rules
 - Develop an incident response plan
 - Periodically assess the security practices of service providers
 - Implement multi-factor authentication or another method with equivalent protection for any individual accessing customer information



Other Issues

- **GE**
 - Is anyone designated to reviewed the CIP codes for accuracy
 - NSLDS dates for grad, drops
 - Determined the additional data needed for new required reports
- **Financial Responsibility**
 - Review financial ratios quarterly
 - 90/10 review accuracy of ledger

The image features a central text area surrounded by a decorative border of autumn-themed elements. The border includes various types of leaves in shades of yellow, orange, red, and brown, as well as several acorns and small clusters of red berries. The background is a plain, light color.

Thanks for Attending!
Questions?