

Your Financial Aid Playbook: Policies and Procedures

NCASFAA Fall 2011



Who are your

Team Owner(s)

Head Coach

Assistant Coaches
And Players

Always review statutes, regulations, and other guidance (Dear Colleague letters, guidance issued by state agencies, etc.)

From dictionary.reference.com:

A policy is a definite course of action adopted for the sake of expediency, facility, etc. It is an action or procedure conforming to or considered with reference to prudence or expediency.

A procedure is an act or manner of proceeding in any action or process. It is a particular course or mode of action.

Written policies and procedures are tools to assist schools in being good stewards in the administration of programs and the delivery of dollars and services.

Purpose of Policies

Purpose of Procedures

Good Practices

Say what you do and then do what you say!

Verify that everyone is following the policies and procedures.

Tips for Writing
Procedures

In addition to “no time” &
“too much change”, what
are your other challenges
and strategies to address
those challenges

Risks

Is Your Playbook Up to Date?

Gainful Employment	Credit Hour Definition	State Authorization
Repeat Coursework	Written Agreements	Incentive Compensation
R2T4	Misrepresentation	High School Diploma Validity
Ability To Benefit	Disbursement	Net Price Calculator
Verification	SAP	New NC Aid Programs
Preventing Fraud		

Resources:

lfap.ed.gov

ifap.ed.gov/qahome

NASFAA.org

And, of course, your financial aid colleagues are a great source of information and assistance.

From FSA Guide to Creating a Policies and Procedures Manual

Administrative Capability	Qualified person(s) to administer Title IV, separation of duties, satisfactory academic progress, conflicting data, fiscal reports, financial statements, financial aid counseling, purpose & philosophy of the Financial Aid Office, general office administration, calendar of activities
Institutional Eligibility	General requirements, updating application/participation agreement, admission policy, status authorization
General Provisions	Certification, R2T4, compliance audits, audited financial statements, consumer information, verification, professional judgment, dependency overrides, misrepresentation, documentation, secondary confirmation, Ability to Benefit
Federal Perkins Loan Federal Work Study & JLD FSEOG Federal Direct Loans Federal Pell Grant TEACH Grant Other Federal Programs State Aid Programs Institutional Programs	Selection and awarding of students, packaging policies, calculating awards, eligibility determination, master promissory note, loan disclosure, fiscal procedures & records, forbearance, deferment, contact with borrowers, billing, collection, litigation, cancellation, assigning FWS jobs, JLD procedures & records, counseling borrowers, administrative and fiscal control, required & optional recalculations, disbursement, paying refunds, and crediting accounts
Appendices	Acronyms, terms, forms, charts
Other topics:	_____ _____

Sample Purpose Statement

This manual is intended for the use of Student Financial Aid staff, University administration, auditors, and others reviewing the financial aid operation at this University.

Sample Philosophy Statement

This Community College will be the “preferred choice” for quality education and training. This Community College is dedicated to fulfilling the educational, training, and cultural needs of the community. The Financial Aid Office supports the Community College in fulfilling its vision and mission by providing assistance to students who would otherwise be unable to pursue a postsecondary education because of finances.

Sample Cost of Attendance Policy

Generally, cost of attendance budgets are standardized, based on housing status, enrollment status, and dependency status. Exceptions are made on an individual basis for the following reasons

1. Book & supply expenses in excess of the standard allowance.
2. Study abroad expenses
3. Etc.

Sample Cost of Attendance Professional Judgment Procedure for Book & Supply Expenses in Excess of the Standard Allowance

1. Collect documentation
 - a. Course Syllabus that lists required supplies with estimated costs.
 - b. List of required books & supplies from student. List must include estimated costs.
 - c. Receipts, or list of items from bookstore.
2. Compare student’s cost to the standard books & supplies allowance
 - a. If student’s cost is < standard, no adjustment is required
 - b. If student’s cost is > standard, then continue
3. Add excess amount to books & supplies line item in student’s cost of attendance
4. Add comments to student’s record, explaining why there is an increase – initial & date
5. Award additional aid if applicable (Follow applicable policies and procedures)
6. File paper documentation in student folder – initial & date with action noted.

Internal Control: Director periodically reviews a report listing students who have “nonstandard” cost of attendance

***This document provides guidance only.
The list of topics is NOT exhaustive.
Always review and consult applicable statutes, laws,
regulations, and guidance issued by federal and state entities.***

Rose Mary Stelma
Financial Aid Services Director
College Foundation, Inc.
919-835-2402
rstelma@cfi.org