

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Financial Aid and Literacy

Leader(s): Dr. John Perry, Director of Financial Aid and Matt Zarris, Assistant Director of Financial Aid

Implementation Year: 2016 - 2017

Goal 1: Develop a comprehensive plan of internal and external review to ensure financial aid is responsibly awarded and disbursed.

Objective 1:	<p>Implement a new file verification process to ensure accuracy.</p> <p>In the past two years we have had audit findings on our verification process. While these findings are small in scale and have little to no impact on students or federal aid, they are still findings that must be addressed. Because of this, a new process is needed. The new process will consist of the FA Advisors submitting all verification files to the Assistant Director of Financial Aid for review before corrections are made.</p> <p>This change should prevent future audit findings in the area of file verification.</p>
Action Items	Develop process and train staff
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	The Assistant Director will be able to view the progress of each FA Advisor, offer advice and training, and catch any possible errors
Responsible Person and/or Unit (Data collection, analysis reporting)	Matthew Zarris
Milestones (Identify Timelines)	FY17 external audit review
Desired Outcomes and Achievements (Identify results expected)	No audit finding for verification.

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Objective 2:	Continue to closely monitor students' PELL Lifetime Eligibility Used (LEU) and Federal Loan aggregate limits, to both warn students when they have reached or are nearing their limits, and ensure that we don't award these students over their limits.
Action Items	Create new policy that students must come and meet with an FA Advisor when they have either reached or are approaching the maximum amount of Pell or Loans. Also, assist students who have exceeded loan borrowing limits in the reaffirmation process so that they might still be eligible for other types of Title IV funding.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Update of Colleague with new CRI communication codes to prevent aid from being awarded until student meets with FA Advisor
Responsible Person and/or Unit (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon; FA Advisors
Milestones (Identify Timelines)	16-17 file processing window from April to August
Desired Outcomes and Achievements (Identify results expected)	Advise students on financial aid options to assist with degree completion.

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Objective 3:	<p>Revise policy and process for students who have bankruptcy flags on their FAFSA.</p> <p>Currently, our process for students who are in (or have been in) bankruptcy requires a great deal of paperwork and time for the student and the FA Advisor. The process needs to be reviewed and made easier.</p>
Action Items	<p>Review the regulations and develop a new process, policy, and forms.</p>
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Information from the FSA Handbook on the bankruptcy process.</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	<p>John Perry</p>
Milestones (Identify Timelines)	<p>August</p>
Desired Outcomes and Achievements (Identify results expected)	<p>Streamline process so that it is faster for an FA Advisor to process and easier for the student to comply.</p>