



Peralta Community College District

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MEMORANDUM

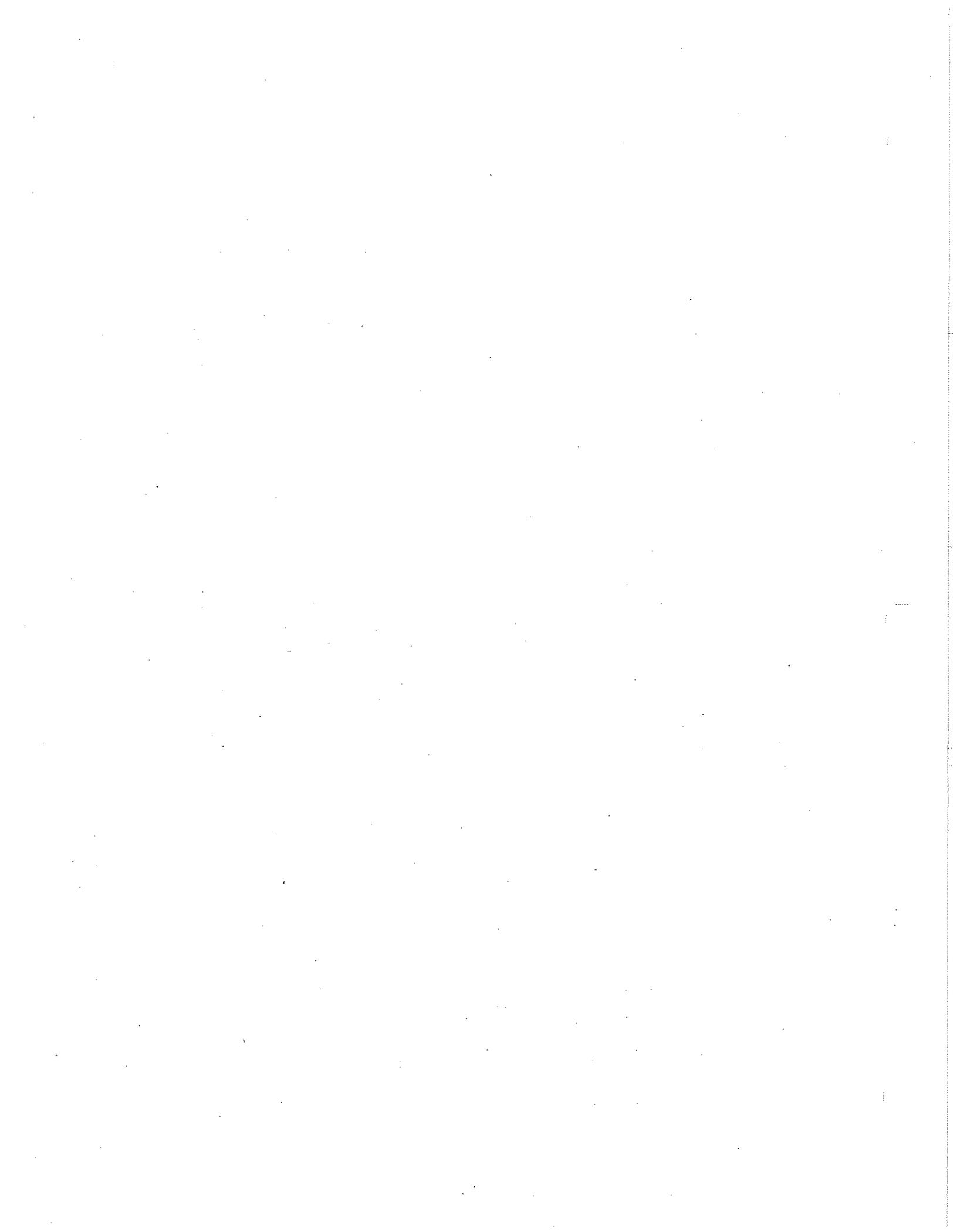
TO: Elihu M. Harris, Chancellor

FROM: Wise E. Allen, Vice Chancellor of Educational Services *W. E. A.*

DATE: January 7, 2010

RE: Centralized Financial Aid Proposal Update

Per your request, attached you will find a detail update on the Centralized Financial Aid Proposal



Peralta Community College District Centralized Financial Aid Proposal

I. INTRODUCTION

The purpose of this document is to provide the Chancellor and the Board with a more detail look at what it means to centralize financial aid services. Basically it means that financial aid coordination and supervision shifts from individual colleges to the District. It also calls for three new positions: a Director of Financial Aid, a Liaison Financial Aid Supervisor, and an IT Programmer working and housed at the District office.

Administration is already working closely with the staff to ensure a smooth transition. For the most part existing staff will remain at the colleges and will continue to carry out their respective duties.

Peralta Community College District (PCCD) believes that a sound financial aid program must provide access to all eligible students in a timely and consistent manner. To achieve this goal, the district is changing its financial aid delivery system. Under the new paradigm, students will be provided every opportunity to apply for and, if eligible, receive financial aid.

II. KEY COMPONENTS

- Centralized Administration (i.e., one central office that is ultimately responsible for developing policies and procedures for the district).
- Installation and customization of an integrated financial aid module to communicate with admission and records, counseling department, and other departments that interact with financial aid.
- Development of an integrated online application process for federal, state and local financial aid within the new software system currently being developed to provide Self-Help internet-based functionality, (e.g., FAFSA on the web, document imaging workflow software, an integrated Degree Audit System),
- Development of a common satisfactory academic progress policy district-wide.
- Development of a common definition of "Home Campus",
- Active participation by all financial aid staff in the financial aid software development and implementation process.
- Creation of a District Director of Financial Aid, a Liaison Specialist, and an Information Technical Support Staff position.
- Continual training of financial aid staff, faculty, and administrators.
- On-going relationship with the campus financial aid appeal committees.
- Assume responsibility for determining budgets, transfers, and programs.
- Assume responsibility for Data integrity for Financial Aid and PeopleSoft Systems.

III. GOALS AND OBJECTIVES

- Simplify the evaluation, notification and awarding of aid to eligible students.
- Creation of a 24/7 self-service, user friendly system that will be understandable for students and parents.
- Ensure that the right students receive the right amount of money, in the right time frame reducing audit exceptions.
- Reduce collection of unnecessary forms and duplication of services.
- Produce consumer information that reflects the district's mission, goals, policies, and procedures.
- Eliminate noncompliance issues and audit exceptions that have plagued the district.
- Establish a seamless paper-free financial aid process.

IV. DISTRICT'S RESPONSIBILITIES

- Provide policy and regulatory analysis.
- Provide guidance on training and cross training.
- Provide technical infrastructure support during implementation of Financial Aid system conversion.

- Work Directly with Financial Aid system programmer and PeopleSoft Programmers to ensure proper system integrity and integration.
- Develop a policy and procedure manual giving guidance, consistency and a standard method for processing student files.
- Respond to audit findings, file federal, state and/or local reports in cooperation with the college(s).
- Eliminate mundane bureaucratic tasks that impede a college's ability to provide service to a student in a timely manner.
- Assist with the submission of federal and state reports that impact the district office (such as BFAP, FISAP and MIS) with review of College data transmission for accuracy.
- Assist with the preparation and filing of responses to audit exceptions reports.
- Evaluate Financial Aid Staff performance at each college to ensure each Financial Aid Office is in compliance with Federal and State regulations and following consistent guidelines.

V. COLLEGE'S RESPONSIBILITIES

- Plan, coordinate, and implement the daily operation of the college's financial aid program.
- Assist students and the college with processing of financial aid applications in accordance with district guidelines.
- Determine eligibility for financial aid and award aid accordingly,
- Order and disburse financial aid checks to eligible students,
- Assist in the compiling of required information for federal, state, and district reports.
- Train and supervise support staff.

VI. STAFFING

A college actual staffing pattern will be determined by the District with input from the college's administration.

1. The Financial Aid Supervisor: primary responsibilities will be reviewing students' file for completeness and accuracy, packaging student files, counseling students/parents regarding financial aid rules and regulations, supervising staff and implementing the daily operation of the office, ordering and/or canceling financial aid warrant checks, reconciling Title IV and State funds on a monthly schedule, and performing Return to Funds (R2T4) calculations, notifying students by email/mailers concerning SAP during the semester; answering students' questions regarding mailers. Coordination of Petitions Committee; Preparing mailers, letters and annual forms in collaboration with the District Director and other Peralta Financial Aid Supervisors; tabulating and preparing statistical reports, such as FISAP, BFAP and reconciliation of all MIS data, periodically, and upon request. The Financial Aid Supervisor will be responsible for maintaining Program Integrity in accordance with Federal And State Program Participation Agreements; preparation of student files and materials for Internal and External Audits and Program Reviews. The Financial Aid Supervisor will serve as liaison to College Administration and Faculty and staff for questions about financial aid, student eligibility and application of Federal and State guidelines. Additionally, the Financial Aid Supervisor may be responsible for processing Private Scholarships, Chafee Grants, Americorps vouchers and payments, college work-study paperwork, processing changes in student allocations; reviewing the college work-study payment register and processing "non-college work-study" earnings, Working directly with the EOPS Department as EOPS and CARE students are identified; determining eligibility; posting EOPS and CARE grant amounts, units and GPA on recipients, and inputting EOPS and CARE award data to the financial aid system. The Financial Aid Supervisor will work with the District Financial Aid Director, Liaison, and Programmer to coordinate training and cross-training, as well as collaboration on Financial Aid System implementation.
2. The Financial Aid Specialist: primary responsibilities will be reviewing student financial aid application forms for accuracy and completeness, securing additional information from students as necessary, processing financial aid applications and transcripts; preparing and maintaining student files, determining students' eligibility for aid based on established criteria pertinent to each program, inputting data into computer terminal for review as necessary by supervisor; disbursement of aid checks and/or enrollment fee waivers, coordinating the processing and emailing/ mailing of financial aid documents to students, answering students' questions regarding the documents, notifying students by email/mailers concerning units during the semester; answering students' questions regarding mailers, tabulating and preparing statistical reports periodically and upon request; monitoring Satisfactory Academic Progress; general student eligibility compliance; monitoring Ed Plans and SAP appeals. Additionally, the Financial Aid Specialist may be responsible for processing

college work-study paperwork, processing changes in student allocations, reviewing college work-study payment register and processing "non-college work-study" earnings; and processing Private Grants and Scholarships; student Loans; conducting FAFSA and Student Loan Workshops; processing student loan eligibility and transmission of Promissory Note. Working with the EOPS Department as EOPS CARE students are identified and determined eligible; posting EOPS and CARE grant amounts, units and GPA on recipients, and inputting EOPS and CARE award data using computer terminal. They will assist with Federal and State Fund transmission and reconciliation, compilation of data for audits; and preparation of written and statistical reports as necessary.

3. The Financial Aid and Placement Assistant: primary responsibilities will work at the Financial Aid Counter; providing applications collecting documents and checking for accuracy and completeness; providing information and assistance to students regarding available financial aid programs such as grants, loans, scholarships, enrollment fee waiver and work study employment, inputting data into computer terminal for work study employment, preparation for financial aid disbursements, and proper accounting procedures, forwarding email/mailers to students concerning units during the semester, answering students' questions regarding mailers, tabulating and preparing statistical reports periodically and upon request, processing college work-study paperwork, processing changes in student allocations, reviewing college work-study payment register and processing "non-college work-study" earnings, working with the EOPS/CARE Department to identify eligible students, posting EOPS/CARE grant amounts, units and GPA on recipients, and inputting funding and BOGG data using computer terminal. They will monitor Satisfactory Academic Progress; serve on Petitions committee; enter BOGG data; assist with MIS reconciliation and compilation of data for audits.
4. The Clerical Assistant: primary responsibilities will be assistance at the Financial Aid Counter; answering the telephone, retrieving emails, and assisting students, faculty, and the general public, assisting students in completing a variety of forms, including the FAFSA; assisting at FAFSA Workshops; checking financial aid applications and documents submitted to the Financial Aid Office for accuracy and completeness, explaining the different types of financial aid available to students, providing general clerical support including copying, filing, creating student files and assisting with the development of forms. The Clerical Assistant may verify that a student has met the minimum qualification for a student loan, collecting and verify a college work-study student's time sheet for submittal.

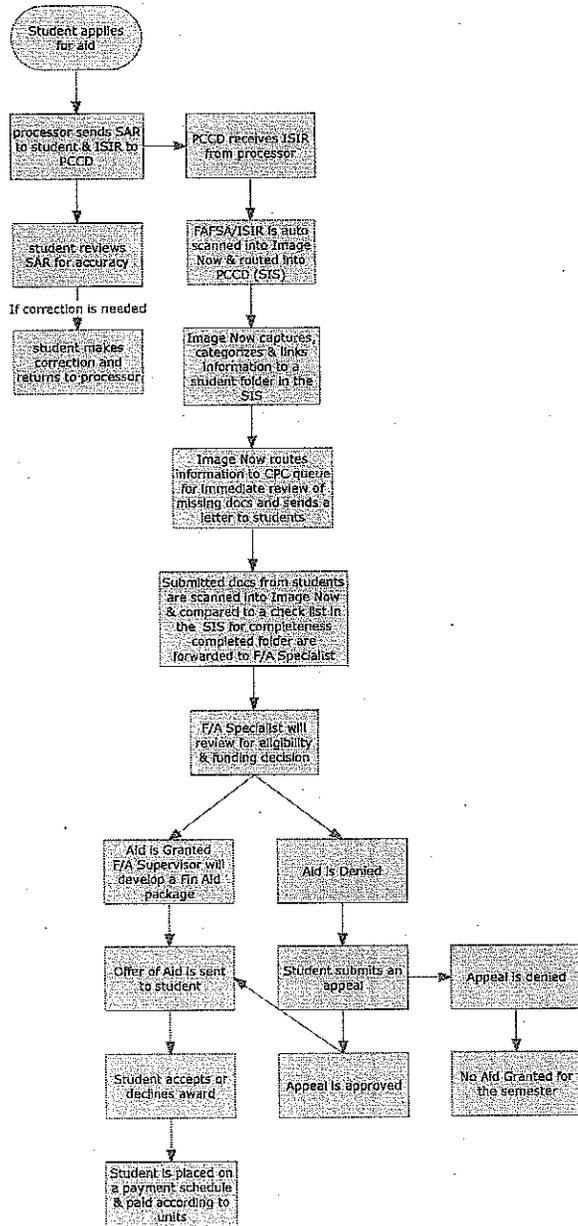
Staffing by District and College
2010-2011

| Staffing | PCCD Service Center | Berkeley City College | College of Alameda | Laney College | Merritt College |
|---------------|--|--|--|--|--|
| | Approximate Enrollment 35,648 | Approximate Enrollment 6,914 | Approximate Enrollment 7,327 | Approximate Enrollment 13,927 | Approximate Enrollment 7,480 |
| Staff Summary | Director of Financial Aid Campus Liaison Staff Specialist IT Support Staff | Financial Aid Supervisor Financial Aid Specialist Placement Assistants |
| Total Staff | 3 | | | | |

* Fall 2009 enrollment numbers.

To help understand the paper flow Dr. Mathews created a diagram explaining how a student's FAFSA would flow through the system from the point when a student completes a FAFSA and submits it to the Central Processing Service (CPS), to the point where the district/campus produces an aid check.

Paper flow



- GOAL
- * Speed award decision
 - * Improve student services
 - * Boost productivity

Glossary of Terms
 SAR- Student Aid Report
 ISIR- Institutional Student Information Report
 FAFSA- Free Application for Federal Student Aid
 PCCD- Peralta Community College District
 CPC- Central Processing Center
 SIS- Student Information System
 Image Now- Document Imaging and workflow software
 F/A- Refers to one of the Financial Aid Staff members

IX. PROCESSING STEPS

- Step 1 Student completes and submits a FAFSA application to the Processing Servicer (CPS)
- Step 2 The Processor sends a Student Aid Report (SAR) to the student for review and accuracy and sends an Institutional Student Information Report (ISIR) to the Institution.
- Step 3 If the student needs to make a correction the student makes the correction and resubmits the SAR to the processor, and the processor will generate a new ISIR and send it to the institution.
- Step 4 ISIR/FAFSA is automatically scanned into document imaging system and routed into the PCCD Student Information System (SIS). This requires new software or it is built into the new (Web-based SAFE system).
- Step 5 Document imaging system categorizes and links information to a student file in the SIS,
- Step 6 Document imaging system routes information to the Financial Aid Specialist queue informing the specialist that there are documents ready for review, based on a predetermined check list.
- Step 7 Financial Aid Specialist reviews the file for eligibility, completeness and accuracy; if it is not selected for verification, and once it is complete, the student file is finalized by the Specialist; packaged and a check is ordered.
 - 7.a If additional documents are required, the Specialist will request the needed documents from the student; the file is placed in a holding status until the required documents are submitted.
- Step 8 Files having conflicting information, over award issues, or if a student did not meet Satisfactory Academic Progress (SAP), the issue must be resolved prior to being processed.
- Step 9 Student files with no conflict will be packaged.
 - 9.a Students who did not meet SAP must complete an appeal form and wait for a decision.
 - 9.a.1 If the appeal is granted, then the file will be reviewed for all final information, and if complete; packaged and paid.
 - 9.a.2 If the appeal is denied, the student is not awarded aid for the semester; the student must make Satisfactory Academic Progress prior to being reinstated or comply with all other requirements indicated by the Petitions/Appeals committee.
- Step 10 Offer of Aid is sent to student.
- Step 11 Student has the ability to accept or decline award offer.
- Step 12 Award is entered into the financial aid system and placed on a payment schedule according to a processing cycle.
- Step 13 Student awards and disbursements are reconciled according to Federal and State reporting requirements, or if there is a R2T4 done that notice is placed in the file.