

**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: 2017 - 2018**

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

<b>Objective 1:</b>	<p style="color: red; text-align: center;"><b>Continue with updated file verification process to ensure accuracy.</b></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>
<b>Action Items</b>	Continue to develop process and update/train staff
<b>Indicators and Data Needed</b> (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
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	Matthew Zarris
<b>Milestones</b> (Identify Timelines)	FY17 external audit review
<b>Desired Outcomes and Achievements</b> (Identify results expected)	No audit finding for verification.

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<b>Objective 2:</b>	<b>Begin the implementation of a new policy and process where financial aid awards only cover courses that count toward the academic program.</b>
<b>Action Items</b>	Work with ITS on connecting Degree Audit to the Title IV credits in AIDE, writing rules for exceptions, etc.  Work with Advising to ensure accuracy of data for each program
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	Setup system in a test environment and begin running students through the process
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon; Hugo Solano; Emma Ziemis; Lisa Helm; Chris Huang
<b>Milestones</b> (Identify Timelines)	Successful implementation in test environment
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Prevent student from using all of their aid prior to completing a program and maintaining compliance with federal regulation.

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<b>Objective 3:</b>	<b>Implement new policy that prohibits the adjustment of Title IV aid after the census date.</b>
<b>Action Items</b>	Communicate change to the institution. The system is already setup to accommodate this change.
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	Manual adjustments to students' aid will be discontinued and the risk of awarding errors will be greatly reduced.
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon
<b>Milestones</b> (Identify Timelines)	Begin for 17-18 if possible. If not, then 18-19 for sure.
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Maintain compliance with federal regulation and hopefully limit the number of courses added late by students after the census date.

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<b>Objective 4:</b>	<b>Implement new policy that confirms attendance in all courses that apply to a students who have Pell Grants.</b>
<b>Action Items</b>	Work with the Registrar, Academics, and Advising on devising a system to confirm attendance by census date.
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	Explore areas of Colleague that could be used to report attendance (or non-attendance) in each course for each student.
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon; ITS; Chris Huang; Lisa Helm; Colleen Sexton
<b>Milestones</b> (Identify Timelines)	Begin for 18-19 if possible.
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Maintain compliance with federal regulation.