

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: 2018 - 2019

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

Objective 1:	<p style="color: red; text-align: center;">Continue with updated 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	Continue to develop process and update/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)	FY18 external audit review
Desired Outcomes and Achievements (Identify results expected)	No audit finding for verification.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	The outcomes of this objective have been met. There were no verification findings in the external audit and we do not expect any in the next audit.

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Objective 2:	Begin the implementation of a new policy and process where financial aid awards only cover courses that count toward the academic program.
Action Items	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
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Setup system in a test environment and begin running students through the process
Responsible Person and/or Unit (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon; Hugo Solano; Emma Ziems; Lisa Helm; Chris Huang
Milestones (Identify Timelines)	Successful implementation in test environment
Desired Outcomes and Achievements (Identify results expected)	Prevent student from using all of their aid prior to completing a program and maintaining compliance with federal regulation.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	We have begun completing degree audit for graduate students and will implement this for 2019-2020.

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Objective 3:	Implement new policy that prohibits the adjustment of Title IV aid after the census date.
Action Items	Communicate change to the institution. The system is already setup to accommodate this change.
Indicators and Data Needed (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.
Responsible Person and/or Unit (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon
Milestones (Identify Timelines)	Begin for 18-19 if possible.
Desired Outcomes and Achievements (Identify results expected)	Maintain compliance with federal regulation and hopefully limit the number of courses added late by students after the census date.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	This is projected to be accomplished beginning the 2019-2020 academic year.

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Objective 4:	Implement new policy that confirms attendance in all courses that apply to a students who have Pell Grants.
Action Items	Work with the Registrar, Academics, and Advising on devising a system to confirm attendance by census date. Also, continue participation in committee on the revision of Policy 26.
Indicators and Data Needed (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.
Responsible Person and/or Unit (Data collection, analysis reporting)	John Perry; Sylvia Ponce De Leon; ITS; Chris Huang; David Rhea
Milestones (Identify Timelines)	Begin for 18-19 if possible.
Desired Outcomes and Achievements (Identify results expected)	Maintain compliance with federal regulation.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	We are currently working on a way with ITS to require professors to confirm (or deny) attendance in courses so that they are accurately counted for Title IV compliance. It is projected work will take place on this in 2019-2020.