

Jamie Malone:

For those of you that I haven't seen or don't remember, my name is Jamie Malone, and do training for the Department of Education in the Chicago office, and did have the privilege and the pleasure to go to Ireland and England last year, which I think we really enjoyed. I hope we helped a little bit. But the FSA Assessment is really a very good tool. We highly recommend it for our domestic schools, and for you as well because it allows you to brush up on what you know, but it also allows you to evaluate what it is that you are doing with your policies and procedures, how you've got rules put into place, all of that. And I think it really, really is a helpful tool.

One of the things domestic schools always say is if I go out to this and you've got all these worksheets on the system, and I start typing things into these worksheets then you can spy on what it is I'm doing right or wrong. We're not into that. We're not spying on anybody. This is a tool for you at your school to assess your overall administrative of the programs. And for those little teeny tweaks that you think you might need to make, this is a great way to go through hand review and evaluate them.

We are going to do a little bit different than we did the hands-on session on Monday, in that we're gonna actually let you work on your own after we give you a little intro. So you're not gonna have to sit there and just follow somebody else click. You have a little workbook in front of you, and you're gonna be able to go and click through and play yourself. So I think this should be really beneficial for you, and then when you get to work, you'll have an idea of at least how to get started.

So what we want you to do is learn how to navigate the FSA Assessment. That's the important thing. What is in that tool that can help you in your daily administration of the Direct Loan program. There are many benefits to it, as it has regular links to the handbook. It has regular links to the regulation, and also provides you with a number of different worksheets and charts that I think you'll find very beneficial.

Well, I think Joe and I have both said why we wanna use them. We wanna use them to evaluate an review what it is we're doing on a daily basis.

How do you find the foreign school assessments? Hopefully, you're all familiar with IFAP, our information For Financial Aid Professionals website, IFAP.eg.gov. That's the starting point. And, please, if you haven't bookmarked this as a favorite on your

browser, please do that when you get back home because this is one of the best resources for all schools that the Department of Education has available.

So you're going to go IFAP, and from IFAP you're gonna look on the right-hand side for the foreign schools page link. It's down on the right-hand side on the far right column. You're gonna click on foreign schools page link, and then you're going to see the text at the top, and then there's gonna be four big boxes in the middle of the foreign schools page. And the FSA Assessment tool so the bottom right box, okay? So that's where you'll want to take yourself.

Once you get there, you are going to see assessments that really look at everything that we have talked about since you all rived on Monday morning. We talked about student eligibility. Let me go to the next one so we can look at the blocks as they're set up. Student eligibility. What is that? Student eligibility's all the stuff about the citizenship and Social Security number and the regulation for Selective Service, the satisfactory academic progress. So this is a tool for you to use to go through that process. There is a worksheet there. There's an at-a-glance chart that just highlights for you at a quick glance what the student eligibility criteria are.

If you go to the school sections, or we call it the institutional elementary section, you're gonna see four boxes. And when I looked last night, the four boxes were in a little bit different order than they are here, but they are the same boxes. The first one was institutional eligibility. Institutional eligibility goes over your school's program participation agreement, or your contract with the Department of Education. It talks about how you have to submit audits to the date of attendance. How you have to have financial sometimes done and submit those. So overall general school elementary, how to use the E-App process which is something that the foreign schools team helps you with.

The second box was default prevention and management. And I'm sure you've heard all the domestic schools talking about how they're trying very hard to hold down their default rates as we move to the new calculation of the cohort default rate. You can be as involved in that process if you want. Of course, you're going to require your students do the entrance counseling and the exit counseling, but you can also set up a default management plan where you do regular intervention with your students, even if after they leave, you can receive what call delinquency reports if you

didn't already know that. And you can work to contact your students and get them on the right path, provide them with financial literacy information. All of that is something that we would encourage you to do, and this default prevention management tool will help you along that line.

The third box is consumer information, and I know Byron had gone over that with you already. And I think y'all had a lot of groans and **upsettidness** with that. Believe me, the domestic schools are in the same boat there. There is an awful lot of on that does have to be provided to students when you have institutional housing. We talk about fire safety, and we talk about missing students. And we talk about crime on your campus and just general information about your school, the programs that are available, the costs of those programs. All of that information is under t general consumer information. And I know you received a good checklist there, but there's also very good information on the Web as well.

And then, lastly, automation. The department does require that schools that participate in our programs have a basic level of electronic participation. You know that because you need to access IFAP. We don't mail you all that paper, but we post all that information to IFAP.

You know about NSLDS and how you can go there, and you can look at students' records. You know about the FAA Access to CPS where you can go out and look at the students' ISIR and actually do corrections on their data for them if you want to do that.

Some of you have also tried through the SAIG and through EdConnect to communicate with the department that way. So there's a lot of electronics that are very basic, but are required, and then there's more that you can update and upgrade your systems to. So automation tool, we'll talk about that.

And then lastly, managing funds. The fiscal management is the overall management of determining how much Direct Loan money your students will receive, and how you're going to pull that down from the G5. Remember we talk about all those numbers of days in which you have to use the money, and numbers of day by which the money has to be posted to the account, and then you release the funds to the student. So all of that is reviewed in the fiscal management tool.

And then R2T4, which I know that you went over, right? I think there's another session this afternoon on that, how to go through when the student withdraws, and actually go through the worksheet and make a determination of how much Direct Loan money the student is actually eligible to receive, and to make a determine of whether you as a school must return Direct Loan funds to the Department of Education. So it's all out there, and they tried to set it up in a manner that follows your day-to-day dealings with the Direct Loan program, and dealings with your student.

This is when you open a particular page in the FSA Assessment. For example, this is consumer information. This gives you the page layout. There's a little text at the top, and then typically, there's a little link to an at-a-glance chart, and some checklists. And then you'll also see an activity bar. And this particular one has nine different activities that you can go out and work through. Some of them are kind of like story problems. I know when I was a little kid in elementary school, we had story problems in mathematics.

Some of them are like that. Some them are just charts or spreadsheets that you can fill in that will help you learn to understand what the requirements are and what needs to be done. And many times we always say Title IV or Direct Loan administration is an institutional responsibility. And I think you've probably determined that you do need to get some buy-in from at least a few other offices on your campus in order to make this whole process work. And so some of these worksheets and some of these tools can be valuable to other offices on your campus and other people who are helping you make the Direct Loan program work for your student.

This is the main page once you actually did drill down one more, you get to the consumer into made page, and you'll notice right in the middle are all the regulatory links. So you've got a hyperlink there to the direct federal regulation that pertains to that particular item. Consumer information, methods of disclosure. How do you put the information out there to your students. What does the regulation require? What information are you putting out there? Information about the availability of Direct Loans and maybe other aid that your institution has available.

And then any specific information related to your institution, related to drug requirements and the student body diversity, all of that information is out there. And, again, a lot of that information is information that you may not have access to in your daily job. It

may not be something that you actually have a handle on, and so you do need to reach out to other folks in your campus with that.

And then, of course, the activities that go along with each of those a on the very right hand side column. So it's very user friendly, very easy for you to go through.

So this is kinda what it would look like. When you first open it up, there's gonna be blanks out there on those worksheets on those charts. And then, hopefully, when you're done, you're going to have gone in and filled in the information that's pertinent for you. And maybe you wanna print these out and pass them out to those other staff on your campus that need to be involved in this. Maybe you want everybody to have a link to this and you can have it for everybody so that they can go out and look at it. But, please do look at what's available out there. Take some time to play with it and see what parts of it would be really helpful to you and your staff.

Okay. Now I'm gonna turn it over to Byron and he's gonna actually walk you through a quick scenario.

Byron Scott:

[Blank in audio] – everybody. I'm happy to tell you if you've been to any of the sessions I've done before, today I'm not going to drop anymore negative hateful bombshells on you about things you don't wanna do. Today, I'm gonna talk about how you can cope with all of the other cheery news I've passed on before. So let's just say that as a result of the consumer information sessions, you decided maybe you're not disclosing your information properly, because you have a lot of information on the Web, but you don't have a notice that tells students that it's on the Web, and you don't give them the exact electronic address where they can go find it

So you are starting to look through this and you discover there are some gaps in your consumer information, and you're gonna figure out what you're gonna do about that by completing the consumer information assessment. So as Jamie said, this is kind of what the main page will look at when you logon, and one of the things you'll see at the very top, the first blue link – and I know it's kind of hard to see way up there, there's the consumer information disclosure at-a-glance. And that's a document I talked about in the consumer information session.

It's a 20-page document that lists everything you need to do. It's a Word document, so when you click on that link, it will open a

document in Word. And in this document you'll be able to see – we're gonna demo you get to this, you're gonna be able to this has links embedded in it so as you're working through this document, or you're giving it to other people on your campus, they're gonna be able to go out and read the exact regulatory language, and in some cases, we actually have links to the law so people are gonna be able to go out and look at the law.

But for our example here before we let you get your hands on this, we've decided, the school's decided they're gonna do Activity 1, institutional and financial information for students. That's the basic information about your school, the Direct Loan program, things that. So they click on that link, and a Word document will open that will look something like this. And, again, once you open this in Word, it's on your computer. You'll be able to save it to your computer. It's nothing that we can look at. We're not spying on you. And you'll see, again, this is gonna have the links right in it, but the area in gray is information where you would type information in.

And so you've decided, you've looking over the asset, you figured out that you need to provide some more information, and you've decided that you didn't give schools the extract electronic address, and you didn't let them know that they could request a paper copy of it. So you'll see down in the very bottom blue box, it says, 'A school must provide a notice – a one-on-one distribution to enrolled students about the availability of the Consumer information. That's gonna describe what's available and how they get the full disclosures.'

So as we kind of talked about on the consumer information page, maybe this is a notice you'd send to your American students and say, "Go out and look at the American page, and here's the exact Web address where you can do that, and this is the information that you'll find there."

So you've decided you need to do that. You've got to improve consumer information disclosures and you're action plan, you're gonna solve the compliance concern you've identified by providing the exact Web address and the notice to students. So here – yes, ma'am.

Audience:

[Inaudible comment]

Byron Scott:

The question is, well, what if you've made a PDF available for download? Would that satisfy the requirement that you make

available a paper copy? The regulation says that you will provide a paper copy up on request. That's what the regulation says. I think if someone actually wrote to you or called you and said, "I want you to mail this to me –"

Audience: *[Inaudible comment]*

Byron Scott: I'm old-fashioned. I might want a paper copy. I'm guessing most 20 year olds have no interest in you mailing them something. So I don't think it would happen very often that someone would ask you to mail this. But technically, if they do, you should do that.

So you've decided you need to do an action plan. You're gonna have to fix something. And so we put together this action plan document to help you do that. You're certainly not required to use this Word document that we have. We've got it set up. You can do it. You don't have to. And you'll note there's this big list of activities and you're gonna see this when you log in. This would enable you to just focus on one particular area. Like, for example, there's one link, Activity 6 says, "Fire safety reports and student housing." That's a link you'll wanna make available to your housing office or dean of – wherever office is responsible for that on your campus, if you have on-campus housing. So this is what the action plan looks like when you open it.

And the first thing it says, "What assessment are you working on?" and then the next box is the action item. What do we need to fix? And so in this case, this is where we say, "We need to let people know where the disclosures are and that they can request a hard copy if they want, and we need to send them that link." And so the action plan then is the next box, and the school said, "We need to figure out what are we gonna do to solve this problem."

Well, we're gonna send a written notice to students that have an e-mail address, and if they don't have an e-mail address, we're gonna send them a written notice. And if they don't have that, we'll send them something that's the FAFSA. Then we have, "What offices need to be involved?" And this case the school said it's the financial aid office, the registrar, and the admissions office.

And then we've got the lead person to contact, who's gonna coordinate this. So it's you want to not just figure out what your plan is, but you want to make sure that somebody is responsible for actually implementing the plan. And then it says, "Is this a near-term or a long-term enhancement?" In this case, this is something simple, easy to fix. So our start date, we figured this out in our

consumer information session on Monday, but we think we're gonna have this fixed by next Tuesday. We'll give you time to get home and get over the jet lag. But anyway, then at the end, we give you a place to put in how did you fix it? What was the result of your effort? And in this case, we sent out a written notification. We follow up with return mail. And then, finally, we have an opportunity to say, "Did we update our policies and procedures manual? What section did we update, and when did we update that?"

So let's say why might you use the assessments? Well, maybe you would have an audit finding that you had consumer information requirements not met. That's kind of a broad finding. Maybe there'd be a narrow finding out a drug abuse prevention requirements not met. Now many school's goals in using the assessments is to prevent findings, but it's also an excellent tool if you do have an audit finding, whether it's related to consumer information or return Title IV funds or anything else, the tool, these assessments are a great tool to make sure you update your policies and procedures, especially if the audit finding or your review discloses something that's systemic, this is a way for you to update your policies, your procedures, your systems to make sure that you do everything you need to do.

You'll see as we work through this, there's a lot of information in the assessments. It's not that we expect you to go back and next Tuesday open all of these and immediately beginning trying to fix every possible concern you have. What you wanna do is set up a schedule and start working your way through these assessments on an ongoing and a regular basis to keep updated and to keep current wall of our regulations.

What we're gonna do now then is kind of switch gears and let you go into the assessments and actually click around and see what's there. And what I'm gonna do is get you started with the first page or so. You've got each computer's got a workbook. And I'm gonna see if I can get out here. If I open Explorer, will that be what I need to do?

[Side conversation]

So if you're following along, we're gonna start in your workbook, which is gonna tell you the very first thing you need to do is go to IFAP. And you should be able to be doing this as we go through here. And then you'll see we've got our foreign schools link right here, the information page. And as Jamie said, we've got these big

boxes, and here's the foreign school assessments. And so we're gonna start with student eligibility, and this is in Box 2 in your workbook.

And it's gonna ask you if you wanna open a Word document, and the answer is yes. You might have to click Control as well. And so this gives you – this is a Word document that will open on your computer. You can work with it on your computer. You can print it out, whatever's gonna work best for you.

And so we've got a question then, Box 2, "How many activities are listed under the Activity bar?" So we start with the heading, Foreign School Student Eligibility. Then we have the Activity bar.

Sir? I think we have a little computer problem.

How many activities are listed?

Audience: [Inaudible comment]

Byron Scott: Oh, I don't wanna Control them. Sorry. Sorry. Are you guys unlocked? Sorry about that. Thank you.

Okay. I'll let you kinda catch up. Go out to IFAP, and then the foreign schools page, and then open the student eligibility assessment. And when you get that, we wanna know how many activities are listed under the Activity bar. How many? Two, very good.

So then let's say you decide you want to come out to this document, and the next step we're gonna do in Row 3, is we're gonna look at satisfactory academic progress policy. So we are going to click – we're gonna go down here and right here in the second paragraph, you'll see a link it says, Satisfactory Academically Progress Policies and Procedures Template. So think on that. You might need to hold the Control button. And then OK. This is gonna open up another Word document for you. And you'll see here as you scroll down, we start the first page is about SAP for '10-'11 and prior years. We're not really gonna worry about that. And we're gonna go to Page 3 in this Word document.

And you'll see this talks about satisfactory academic progress for a '11-'12, and beyond. And then you'll see it says, "This section is required," and it gives you the regulatory links, and then it specifies all of this information for you. So, for example, if you're

following along on your little workbook, if you click on 668.34, hold the Control button and click this, you'll see that it takes you right out to the exact regulation that has all of the SAP information. So you've got really detailed steps in your workbook that you can follow along and do all of this.

Now the way this workbook is set up, it's gonna take you through all sections of the assessments where Jamie and I are gonna be available to kind of walk through and do this with you. You can look at every section of the assessment. If there's one particular area you wanna focus on. This time is really designed as a time for you.

And so here's an example of how it brings up the regulations. You can just click on the X, little red X to close this window on the Internet. And we can go back to our Word document – Jamie. Do you have a question?

Audience:

[Inaudible comment]

Byron Scott:

Okay. But this is an example then this Word document, you could start typing things in here and saving this. And, again, this lays out just like we demonstrated on the slides. This is where you would start writing down who's gonna do what if you discover that you need to make some updates to your SAP policy.

And then you can go ahead and close this Word document. And then back here on the first page of the student eligibility, here's the link in the top of the page where you can open up an action plan. And you'll notice here this is an HTML. This opens up as a Web page, but probably what you're gonna wanna do is click on the Download a Blank Action Plan, because that will open a Word document 'cause you probably don't wanna try and save this as an HTML document, and you'll see if you click on Download a Blank Action Plan, it'll open a Word document where here, you can fill this in, send it around, attach it as an e-mail, do whatever you need to do to work with all the people on your campus.

And we're just gonna let you kind of work your way through as much of these assessments, opening and closing windows and Web pages as you want to. You may need to come back here to the foreign schools information page to open up a new assessment. This you'll see here, if you wanna walk through the consumer information one, I'll show you this is – here's where you get that consumer info disclosure at-a-glance document. And here you'll see this is that 20-page document I was waiving around to you.

And you'll notice in here then there are links to all the various sections of the regulations, which part of Sub-Part D, you'll see the regulatory links here. So 'bout just work your way through the rest of this workbook as much of it as you want. Jamie and are gonna walk around and be available to help you, answer questions, show you things, 'cause we really want you to kind of get your hands on this and see what it has that will be workable for you.

I think you can stay here as long as you want. If you sneak out early for lunch, we're not really gonna be offended. But we thought it'd be better for you guys to get in and play around with this than just have me stand up here and show you things. So there you go.

I'm gonna take a second and demonstrate something or all of you based on a question about how you might use this to put together a policies and procedures manual or some ideas about developing and policies and procedures manual. As Joe mentioned, this tool flows out of the assessments that were developed for domestic schools, and those were originally developed for schools in our QA program because they were required on an ongoing basis to do some assessments and we thought this was a great tool, not just for QA schools, but we rolled it out to all the domestic schools, and then as a result of working a lot more closely with you guys in the last couple years, we've realized it would be a great tool for foreign schools.

So we updated it to have things that are relevant to you, so you wouldn't be looking at things about Pell or whatever. But one of the things that we don't have specific for the foreign schools is something about developing a policies and procedures manual. So I'm gonna show you where we have that on the domestic assessments, but it's just really important to remember that the domestic assessments have things that aren't applicable to you. You don't need to develop an policies and procedure for administrating work-study or the Pell grant program. And so – or campus security. So just kind of keep that in mind.

But if you wanna look at the domestic assessments, it's from the IFAP homepage, and there's a link called Tools for Schools. And then that'll open a window, and this is a really helpful website for you guys to keep because you'll see there's a link there for COD, computer-based training, all of the conference presentations, training for EDEExpress, FSA Coach, something about the net price calculator.

Anyway, one of the links here is for the FSA Assessments, and this will open up the domestic assessments page. And you'll see it's kind of broken down in some of the same ways that the foreign schools assessment are, but you'll see then there's a guide to creating a policies and procedures manual. And this talks about – breaks it down by section. It's even got a link for a cover page for how you might wanna set up your policies and procedures manual, and then it goes through and there's a link for administrative capability, general provisions. Section 4 is Perkins. You won't need to worry about that. But it give startup an appendix. It's even got an Appendix B, an example of a completed section of administrative capability policies and procedures.

And this is gonna tell you the regulations often specifically say that you must have a policy for blah, blah, blah, or a procedure this, that, and the other thing. And this tool summarizes every place you need to have a written policy and procedure, and this Appendix B gives you an example of what a completed document might look like.

So if you're trying to figure out what you wanna do at your institution, this is an example of how you could put together a policies and procedures manual. And so I just wanted to show you where you could access this out in the domestic assessment.