Quality Assurance Program

Quality Assurance Program

**A
framework
for
effectively administering
the Title IV Programs**

Quality Assurance

- Continuous Improvement Techniques
- Problem Prevention
- Increased Flexibility
- Increased Accountability
- Effective Oversight

QUALITY ASSURANCE PROGRAM

- A Partnership

- A Management Tool

- An Alternative Oversight Strategy

Benefits (1)

- Address operational weaknesses in the delivery process that cause delays or inaccuracies.

- Helps to improve accuracy.

- Provided relief from prescriptive integrated verification requirements, and the opportunity to customize verification.

- Improved institutional Title IV audits resulting in reduced financial liability and decreased staff time needed by institutions and ED to resolve audit exceptions

Benefits (2)

- Processed financial aid in a more efficient and productive manner.

- Improved services to students.

- Complemented and enhanced existing office management style.

- Increased awareness by other functional areas at the institution of the financial aid office and its commitment to quality.

The Quality Assurance Program

Title IV Dollar Volume
"The _Impact_ of QA at a Glance"

Chart C

Number of Institutions Participating in the QA Program by Type and Control
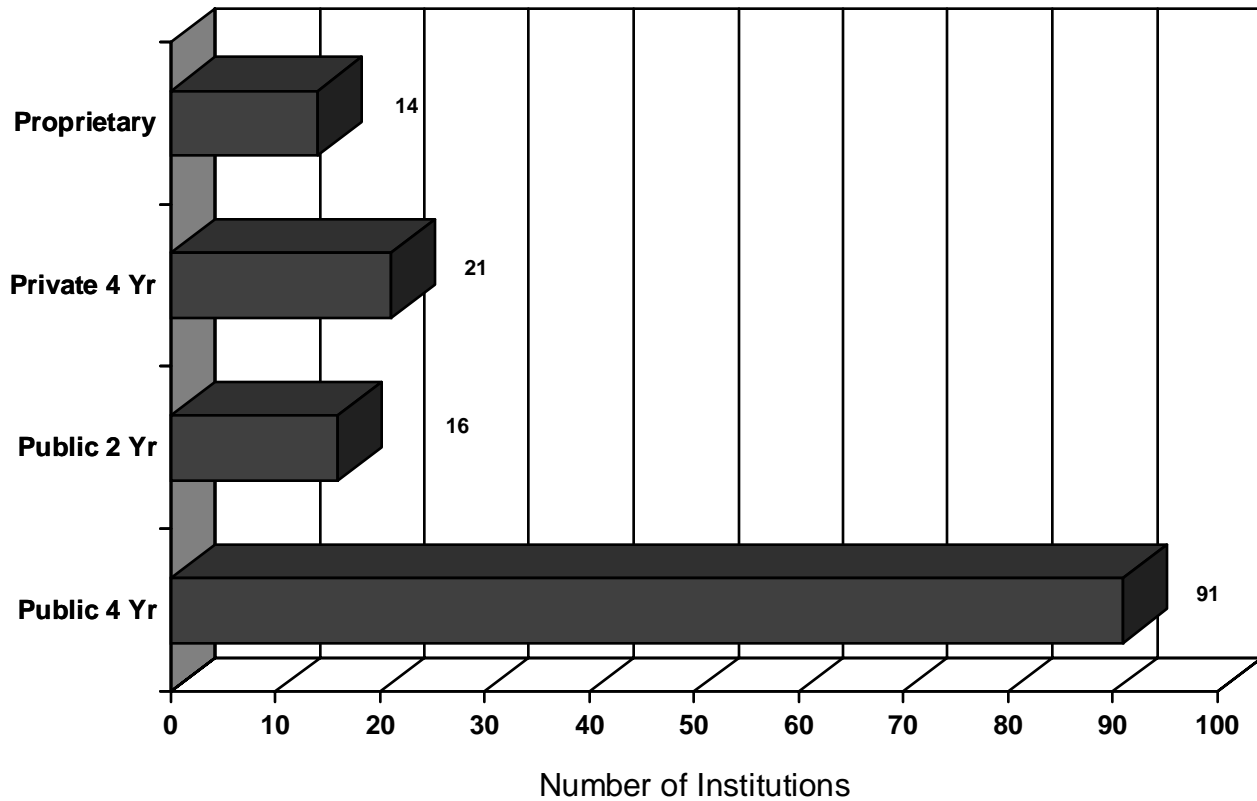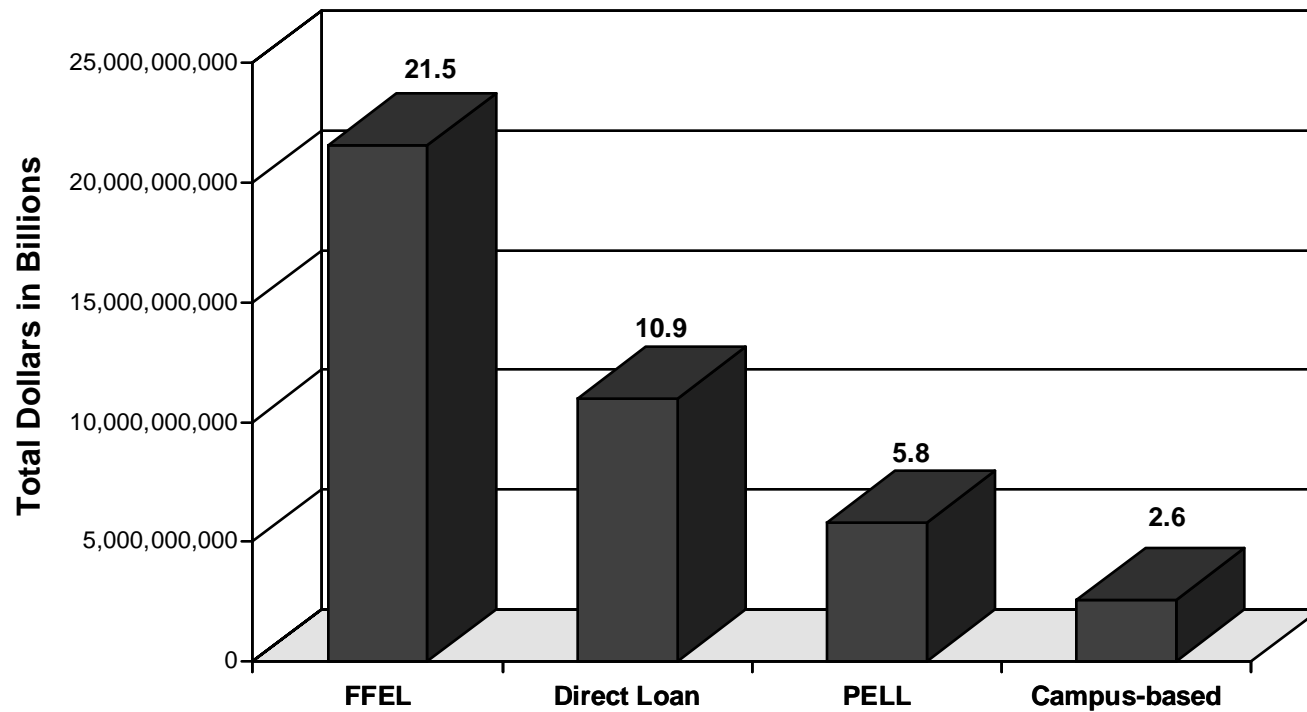

Number of Institutions

Title IV Programs Ranked by Total Dollar Volume: All Participating Institutions by Program

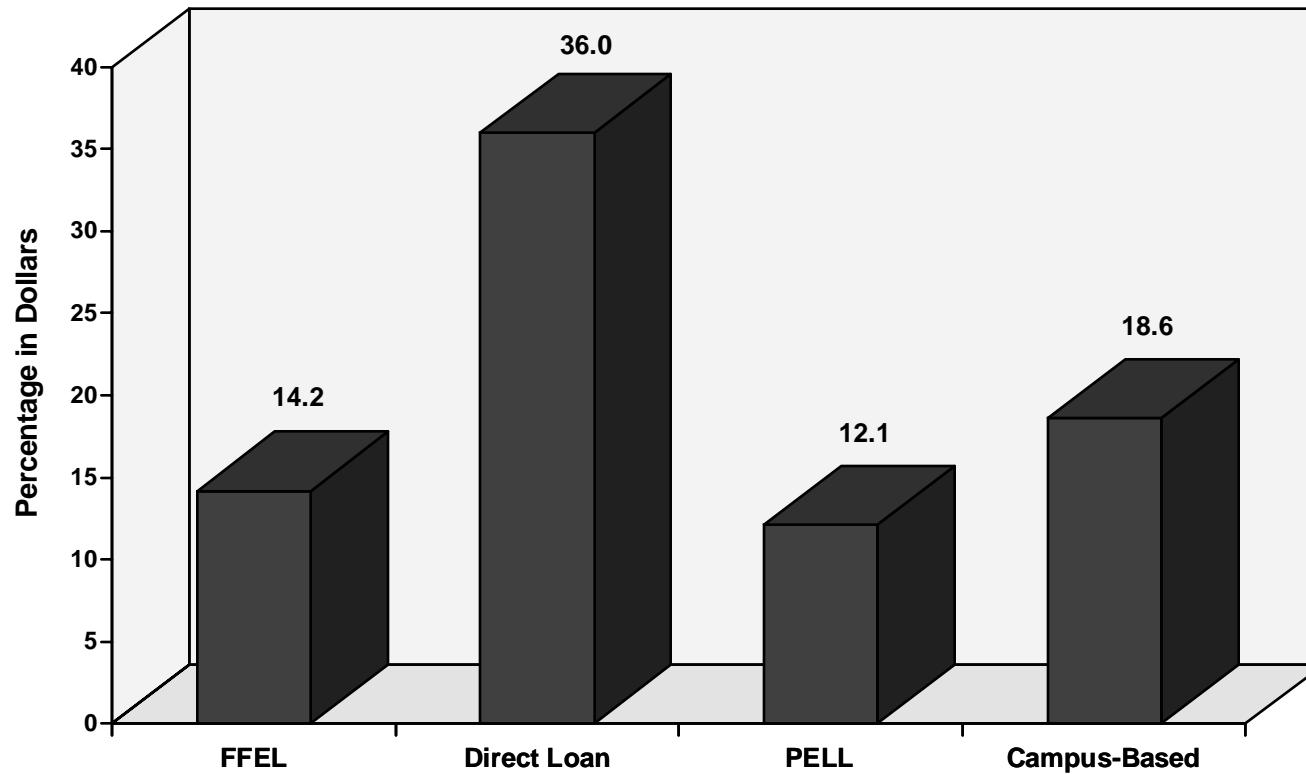**Source: Data provided by the Office of Policy, Planning and Innovation**
* Fiscal Year 1997 & Award Year 1996-97 data
**Varied Institutional Participation by Program
***Includes: Plus, Subsidized & Unsubsidized loans
**   for the FFEL & Direct Loan Programs .**

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Percent of Total Title IV Dollars for ALL QA Participating Institutions by Program

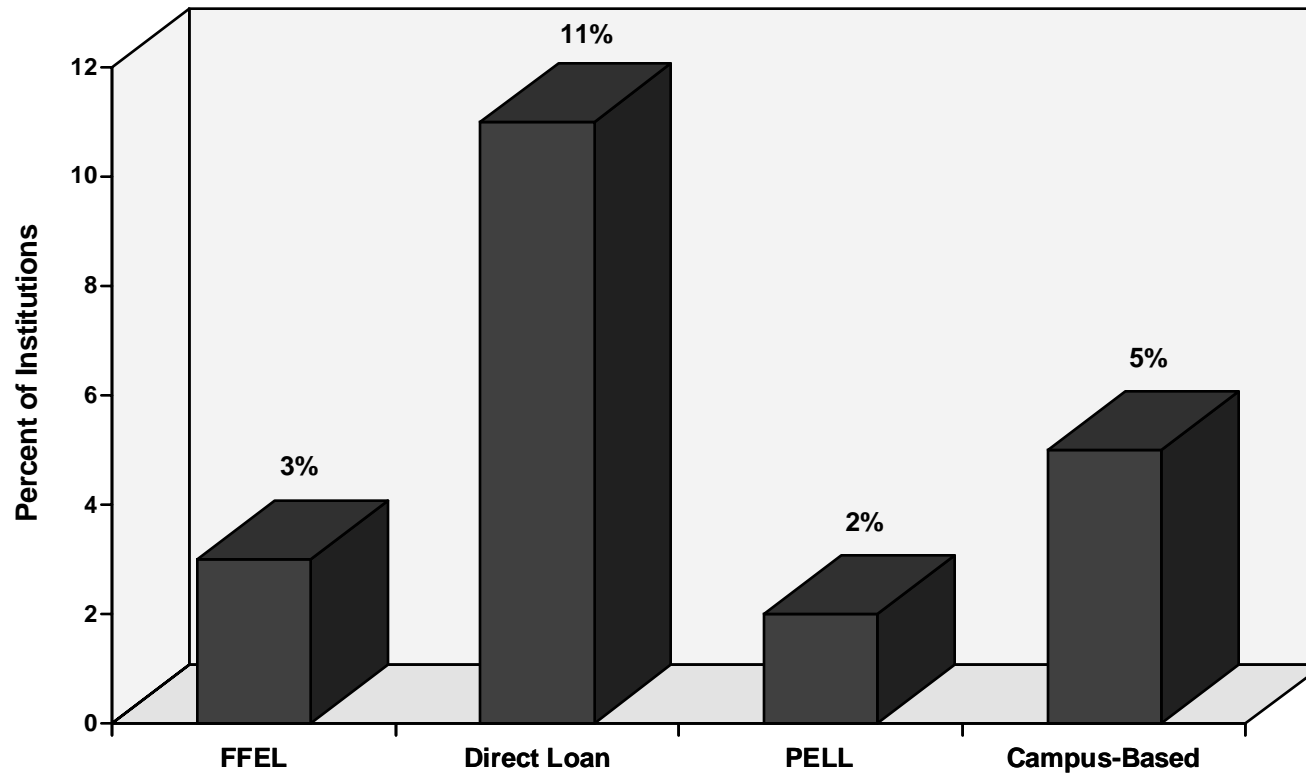**Source: Data provided by the Office of Policy, Planning and Innovation**
* Fiscal Year 1997 & Award Year 1996-97 data
**Varied Institutional Participation by Program
***Includes: Plus, Subsidized & Unsubsidized loans
**   for the FFEL & Direct Loan Programs .**

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Percent of Total Title IV Institutions Participating in the QA Program

Source: Data provided by the Office of Policy, Planning and Innovation
* Fiscal Year 1997 & Award Year 1996-97 data
**Varied Institutional Participation by Program
***Includes: Plus, Subsidized & Unsubsidized loans
    for the FFEL & Direct Loan Programs .

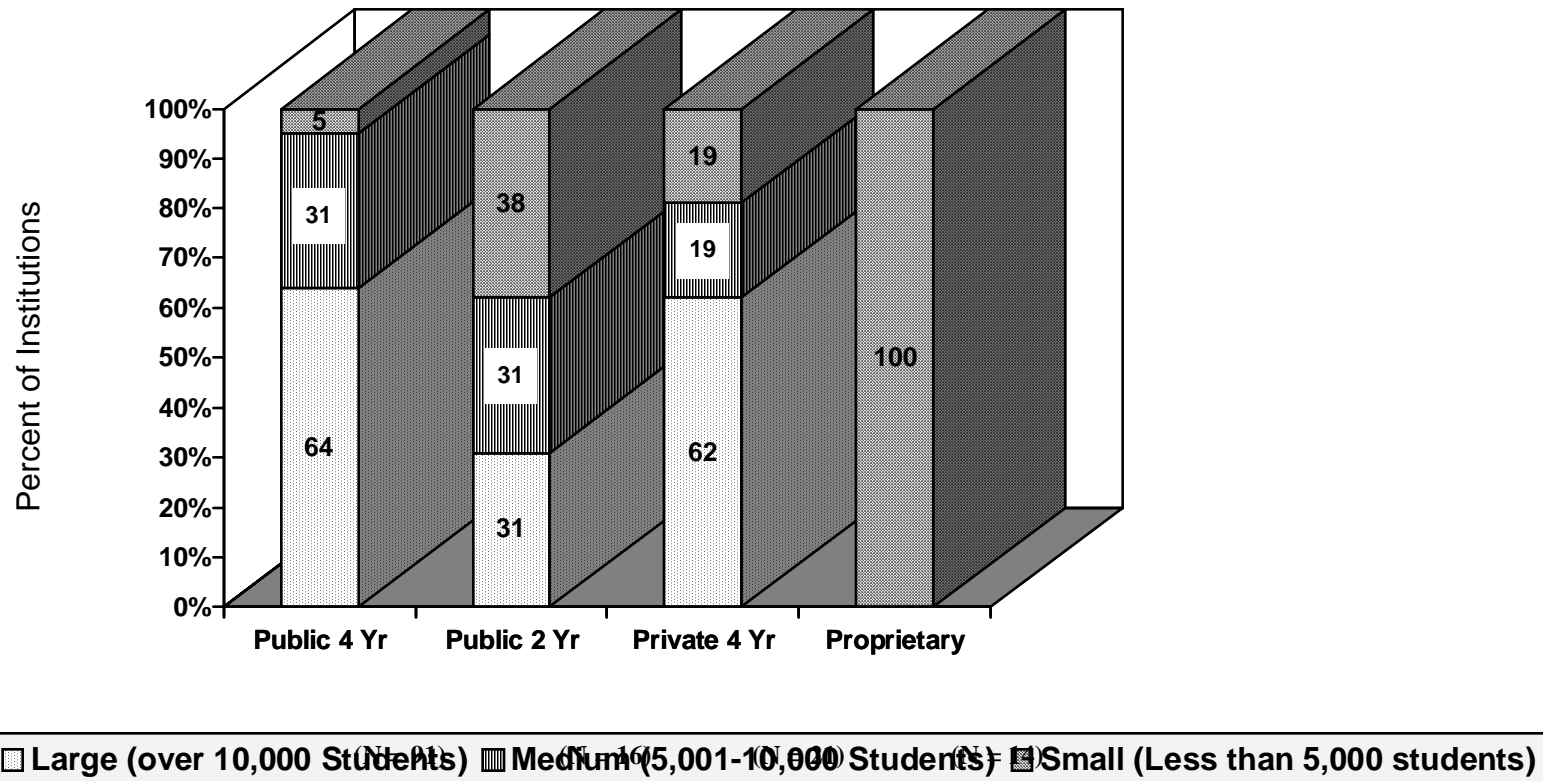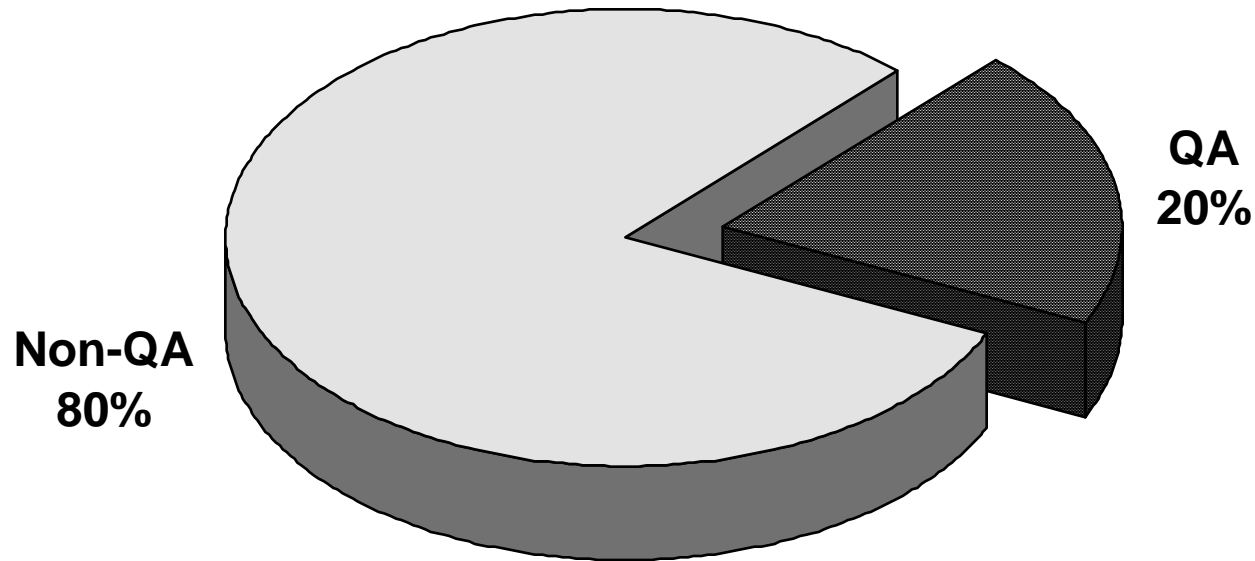# Percent of Institutions Participating in the QA Program by Size of Enrollment

Performance Accountability & Improvement Branch
Quality Assurance Program Data (1997-98 Award Year)
Percents may not equal to 100% due to rounding

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Percent of Total Title IV Dollars Managed by ALL QA Participating Institutions

QA
20%

Non-QA
80%

Source: Data provided by the Office of Policy, Planning and Innovation
* Fiscal Year 1997 & Award Year 1996-97 data
**Varied Institutional Participation by Program
***Includes: Plus, Subsidized & Unsubsidized loans
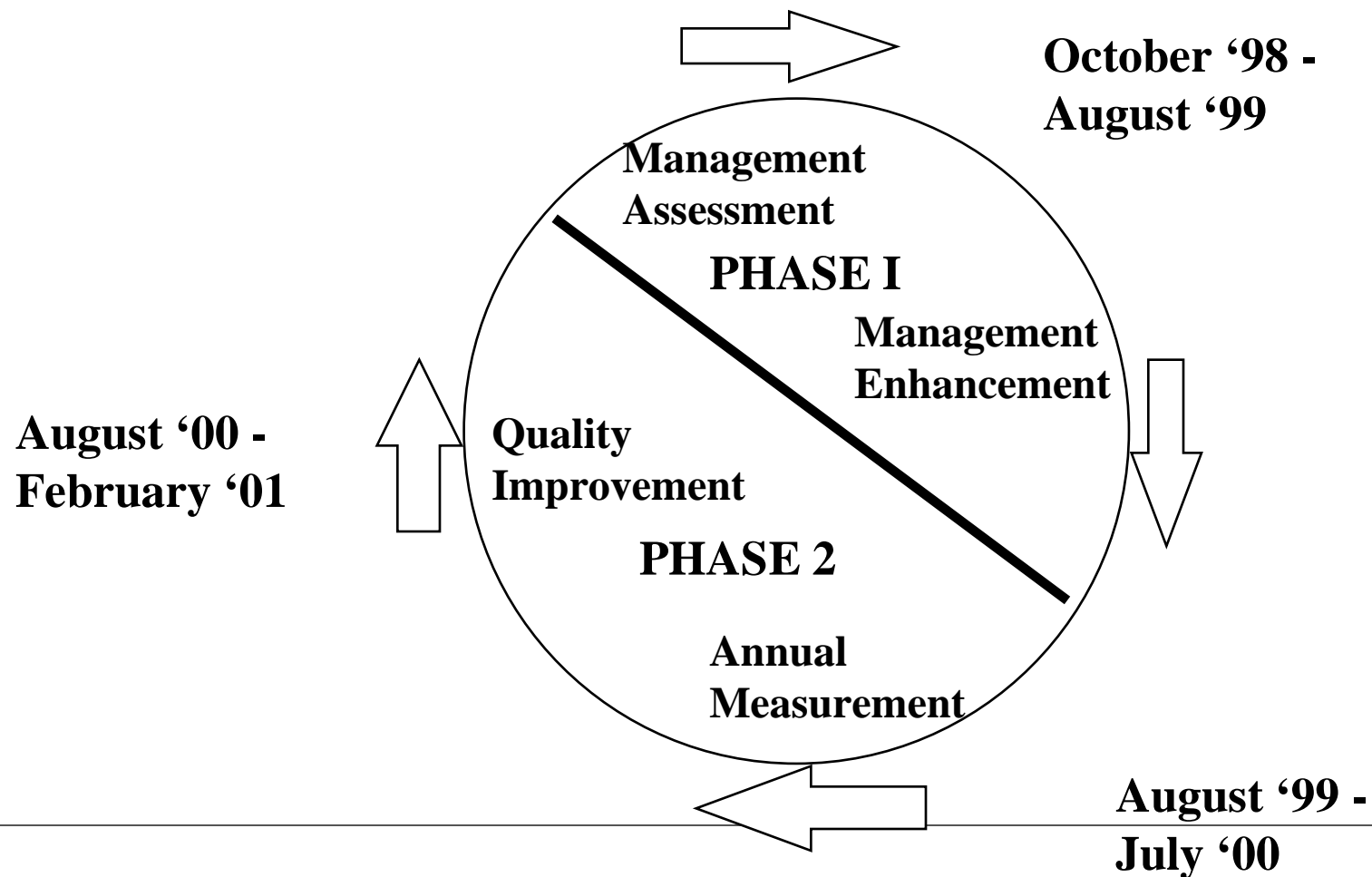   for the FFEL & Direct Loan Programs .

Steps For A Successful QA Program

- Gain Management Support
  - Upper Level Management
  - Department Heads

- Train institutional staff on QA Activities

- Inform students of institutional participation

- Establish QA Team(s) to do the work!!!

QA Task Cycle
What QA Schools Do - -

October '98 -
August '99

Management
Assessment

PHASE I

Management
Enhancement

August '00 -
February '01

Quality
Improvement

PHASE 2

Annual
Measurement

August '99 -
July '00

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1. Management Assessment Task

- Evaluate
  - Procedures
  - Practices
  - Policies
- Helps identify areas that require improvement

Activities To be Completed

- "A Good Tool" **Task Schedule**

- **Process Flowchart**

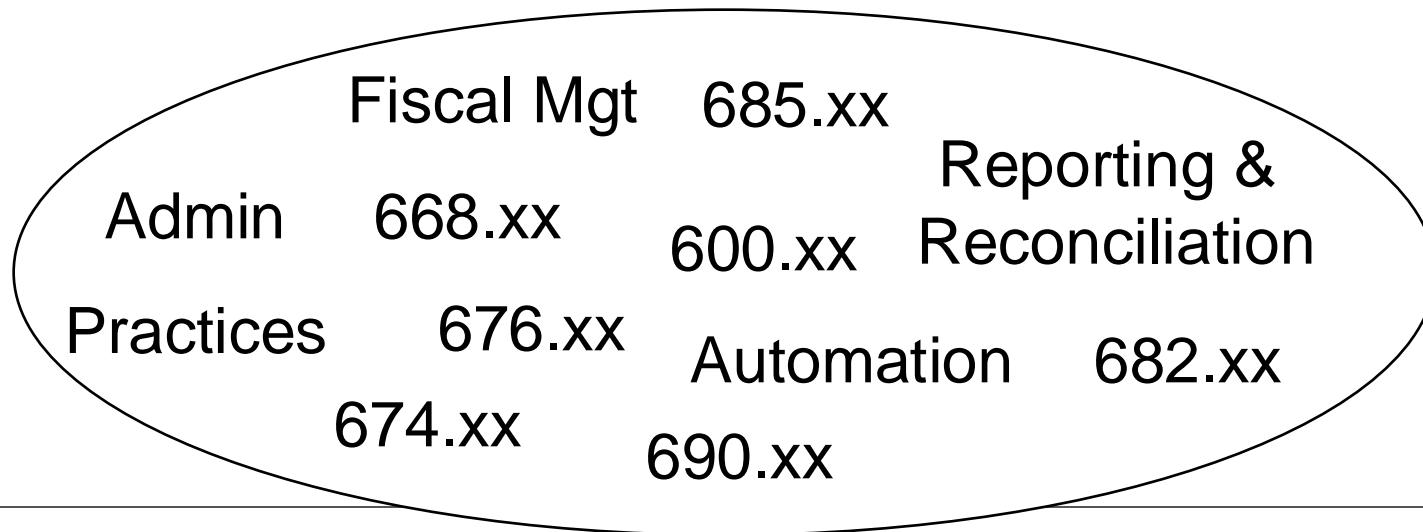- "Updated" **Management Assessment Worksheet**

Basic MA Activities

1, Flowchart Aid Delivery Procedures

2. Review management compliance areas.

Fiscal Mgt   685.xx

Reporting &
Reconciliation

Admin   668.xx

600.xx

Practices   676.xx

Automation   682.xx

674.xx

690.xx

2. Management Enhancement Activities

- Identify "Enhancement Item"
- Identify "Enhancement Action"
- Determine implementation Date
- Identify who will assure action is properly monitored
- Determine if action is near or long term
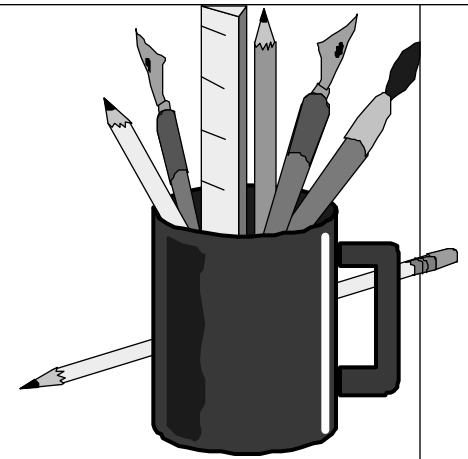
3. Annual Measurement Activities Why Measure???

- To determine in a quantifiable manner how well your institution's Title IV delivery system is working.

- To make decisions about where improvements can be made, what's working well, and what can be fine tuned. Decisions are based on data and represent your entire Title IV population

AM Activities

- <u>Activity One:</u> Plan Activities and Make Team Assignments

- <u>Activity Two:</u> Select & Certify Sample of Title IV Recipients

- <u>Activity Three:</u> Collect Documentation

- <u>Activity Four:</u> Verify Data, and Calculate Readings Using QAP Software

- <u>Activity Five:</u> Analyze Results and Submit Data to Contractor.

What the Sample Allows
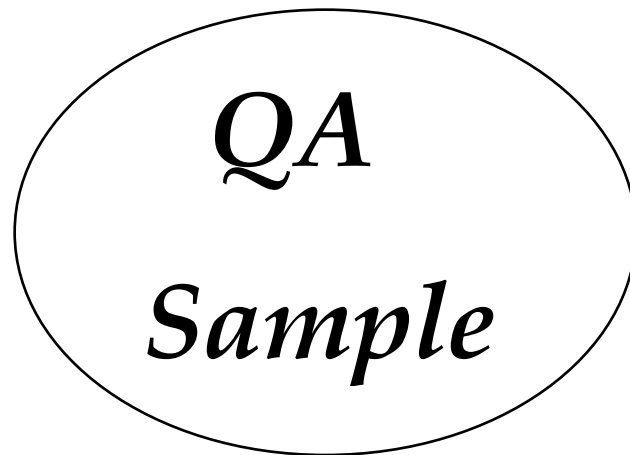
QA Sample
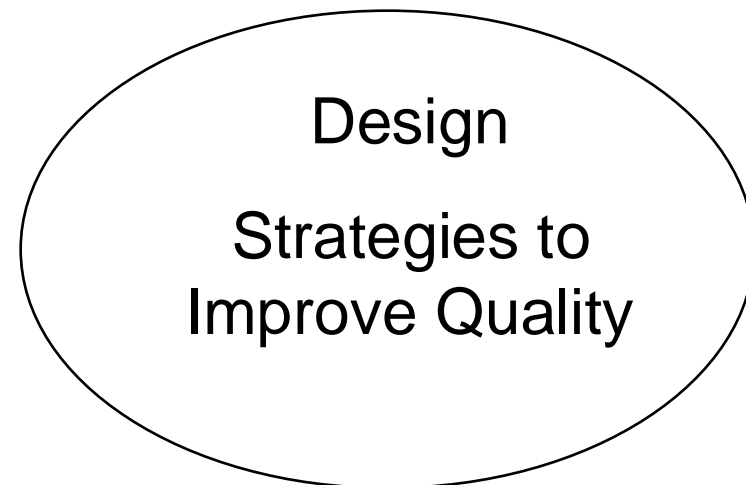
Allows you to

- *Measure*
- *Analyze*
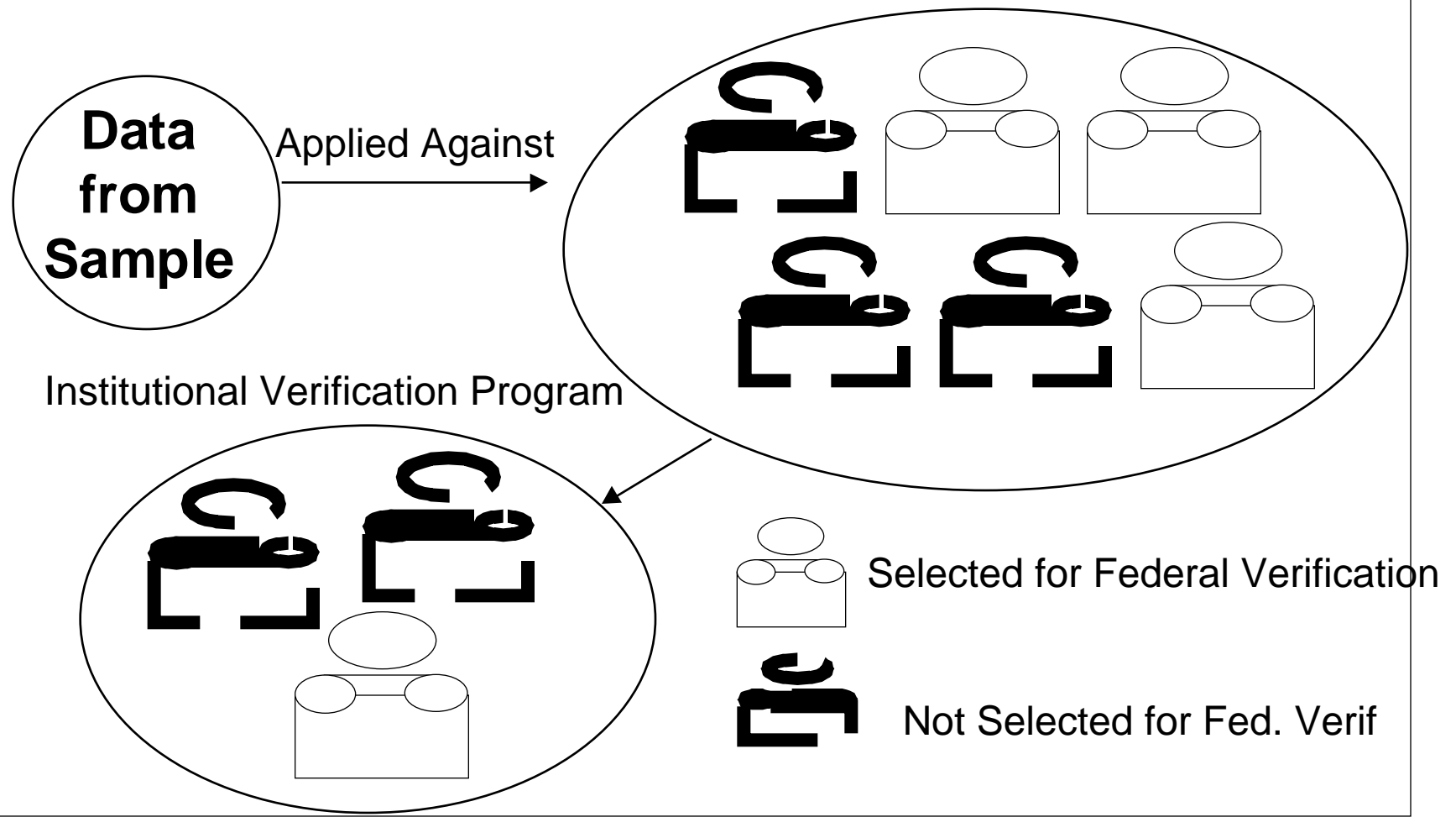- *Design*
- *Target*

Data From Sample

- What Data Elements are problematic
- Who is making the errors

Data Used to

Design Your Own Verification

Program

- What Data Elements are problematic

Design

Strategies to Improve Quality

Institutional Verification Program

Data from Sample

Applied Against

Institutional Verification Program

Selected for Federal Verification

Not Selected for Fed. Verif

4. Quality Improvement Task

- To determine the **source and cause** of problems or weaknesses.
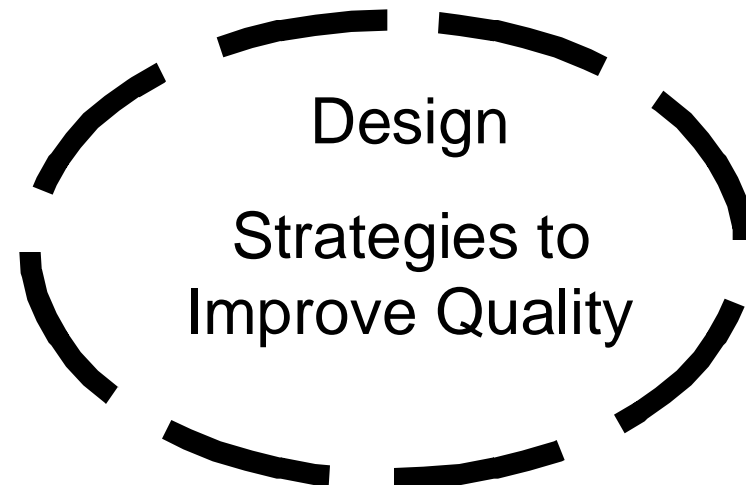- To design Quality Improvements that **address problems.**
- To **implement change.**

Data From Sample

- What Data Elements are problematic
- Who is making the errors

  Data Used to

  Design Your Own Verification

  Program

- What Data Elements are problematic

  Design

  Strategies to Improve Quality

QI Tasks - 5 Activities

- **Activity One: Develop a schedule of Activities for the Quality Improvement Task.**

- **Activity Two: Identify Significant QA Readings.**

- **Activity Three: Identify Probable Causes of QA Readings and Select Quality Improvements.**

- **Activity Four: Implement Quality Improvements.**

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ED Provides:

- Annual Training Workshops

- QA Workbook

- QA Software

  - QA for Windows

  - QA Toolkit

  - User's Manual

  - Technical Assistance

- PAIB Technical Assistance Coordinator

It Is All About . . .

- Accountability

- Teamwork

- A Working Partnership

Year One Institutions

- Are only required to complete the qualitative component of the QA Program, i.e. Management Assessment and Management Enhancement during their lst year.

Reporting

- Mid-Year Report
- Progress on tasks and activities from August through January.
- due **February 15th.**

- End-of-Year Report
- Progress on tasks and activities from February through July.
- Due **August 15th.**

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- Data diskette due to QA Contractor on July 15th.

TO PARTICIPATE

Review the August 8, 1995 Notice and send
   a Letter of Application to:

   U.S. Department Of Education,
   PAIB, Quality Assurance Program

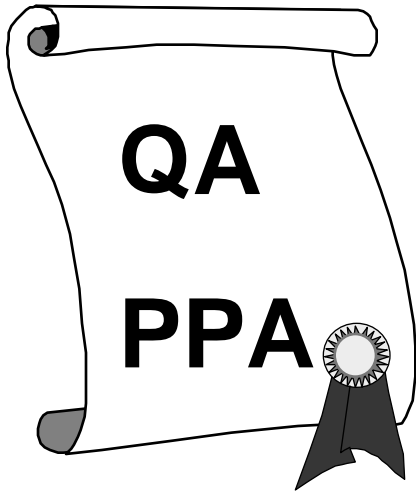   600 Independence Ave., S.W.

   ROB-3, Room 3925

   Washington, D.C. 20202-5232

Or call: (202) 260-4788

   fax: (202) 708-9485

Quality Assurance Program Participation Agreement

QA

PPA

- A formal agreement
- The scope of the QAP Participation Agreement covers five specific areas of understanding.
- The *period of performance* is generally two years, and begins on July 1.
- Institutional Requirements
- OPE Assurances
- Institutional Commitments, and
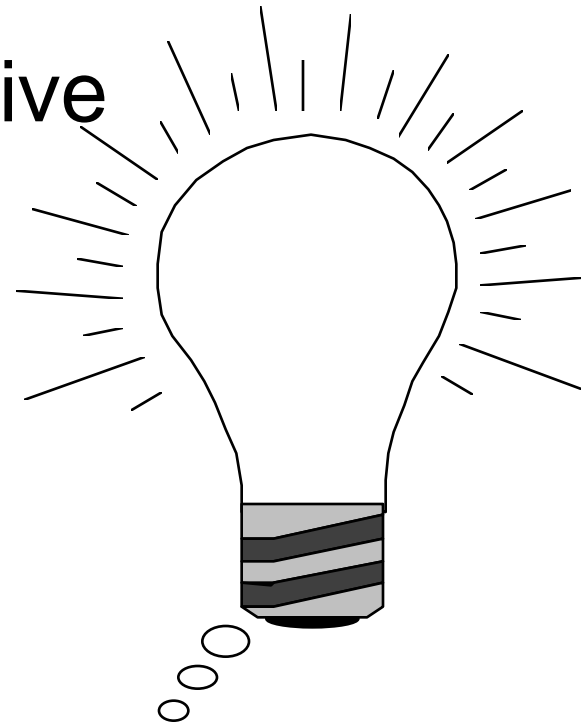- Termination of Participation

OPE Assurances

OPE will not - -

- Extrapolate program-wide data from the sample selected to conduct the statistical analysis.

- Assess financial liability based on such extrapolation

- Make public any institution-specific data as part of program evaluation or progress review activities.

QA Site Visit

- **The Process is Proactive**

- **2 Types of Site Visits**
  - → Technical
  - → Expanded

PAIB Contacts

Team 1

Regions 1, 2, 5

- Holly Langer-Evans, Team Leader, Boston Reg'l Office - (617) 223-9603

- Jackie Bannister, Team Member, Washington DC Office - (202) 708-7438

- Anne Tuccillo, Team Member, Washington DC Office - (202)708-9452

Team 2

Regions 3, 4, 6, 7

● Francine Reeves, Team Leader, Atlanta Reg'l Office   - (404) 562-6289

● Sharyn Plunkett, Team Member, Washington DC Office   - (202)708-8443

Team 3

- Regions 8, 9, 10

- Team Leader - Vacant

- John Hill, Team Member, Washington DC Office   - (202)708-8497