Putting the Puzzle Together: P&P Manuals and Compliance

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WASFAA Spring 2015 Conference
#WASFAA
The P&P Puzzle

- Know the Goal
- Review the Regulations
- Ask Questions
- Involve the Right People
- Quality Assurance
- Annual Review
Template

- NASFAA Policy and Procedure Template
- FSA Assessments
- Colleagues!
Regulations

- NASFAA Student Aid Index
- Information for Financial Aid Professionals (IFAP) Publications
- Federal Student Aid (FSA) Handbook
- Electronic Code of Federal Regulations (E-CFR)

http://www.ecfr.gov/
Why Document?

• Attended a Conference
• New Staff Member
• Law and Regulation Changes
• Audit or Program Review
• Annual Review Process
Goal of the Documents

Who is the audience?

- Auditors
- Internal documentation
- Quick reference
- Staff training
Ask Questions

• Who completes this process?
• Institutional interaction?
• Technology involved?
• Frequency of process?
• Meeting expectations?
• Changes needed?
Involve the Right People

- Who does the work?
- Who does it impact?
- What type of policy is it?
Who is Involved?

Exit Counseling
• Loan Manager & Loan Processing Staff
• Information Technology Staff

Death of a Student
• Dean of Students
• Registrar
• Bursar
• Financial Aid
• Housing
Discussion Point: Death of a Student

• Does your office have a written policy?

• Do you include just the FA office obligations in the document or the whole process?

• Why might we want to include an overview of the whole campus process?
Quality Assurance

Is the process meeting expectations?

• Who, what, when, how?
• Internal audit, random sample
• How frequently do you monitor?

Direct Loan Quality Assurance Requirement Reminder
See the November 13, 2013 Electronic Announcement
Discussion Point: Exit Counseling

• Does your office have an exit counseling quality assurance process?

• How do you confirm those that require exit counseling are identified?

• How do you confirm exit counseling was sent?

• Do you account for undeliverable email addresses?
Annual Policy Review

• Schedule
  All documents at once or each on an individual schedule?

• Is policy current?
  How many documents are written and forgotten?

• Audit Ready
  Does what you say you do match actual practice?
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