Policies and Procedures: Are You Compliant and Student-Focused?

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WASFAA FALL 2018

Marquette University

- Developed compliant mechanism to make it easier for parents/guardians to speak with us
  - Marquette Central Access Number (MCAN)
- Implementing a portal to upload documents
- Exploring compliant electronic signatures
- Attempt to break the process into "understandable" bite size pieces
  - Utilize the Flesch-Kincaid Readability Scale
  - Sequential brochures
    - Step-by-Step Guide
    - Award Information Guide
    - Marquette Central Brochure
  - Video Guides

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Marquette University

- Ask only for what is required (i.e. Zero EFC's)
- Transparency
  - Financial Aid Notification
    - Breaks down direct costs
    - Breaks out and labels aid by type
  - Provide Access to the Shopping Sheet

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Marquette University

- Transparency (continued)
  - Created an Expense Worksheet
  - Debt Center

University of Wisconsin-Madison

University of Wisconsin-Madison

- Approach to compliance
  - Students first
  - Spirit of compliance and regulations
- Rely on our students and experts to inform policy and procedure
- In practice, focus on learning outcomes for students
- Evaluate and assess for improvement

Herzing University

- Don't lose sight of what policies and procedures are internal at the university, versus what is required by states, accreditors, and the Department of Education
- All proposed policy and procedure changes are put through a simple test: "How will this change impact the student and their experience?" & "Is this specifically required by an outside entity?"
- Standard Templating that quotes Regulations
  - Allows for focus on students, while clearly showing your review, competence, and interpretation of regulatory requirements

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2 Verification

2.1 Intro
New students (including re-entry and re-enroll students) who are selected for verification by CPS or by Herzing must submit all requested verification documents prior to becoming enrolled at Herzing University. If satisfactory documentation is not provided, the applicant's enrollment may be cancelled. Continuing students who are selected for verification are expected to turn in verification documents prior to the end of the semester in which the student is notified. If students do not submit verification documents prior to the end of the semester, it may result in a loss of eligibility for financial aid.

2.2 Notifying Students Selected for Verification
Applicants selected for verification will be notified of their selection in writing, via email. Applicants will receive a Notification of Verification email including:
- An explanation of the student's responsibilities with regard to the verification process
- School notification requirements
Applicants will also receive a Missing Information email including:
- A list of the document(s) being requested

Both the Notification of Verification and Missing Information emails will direct applicants to the Financial Aid Site where documents will be available for completion. Applicants will complete the verification requirements by accessing their Financial aid Site and reviewing their documents portlet.

ISIR Verification/
Corrections
Operational
Guidebook

Verification
Tracking Groups
2017-2018) DCL
GEN-16-07

2018-2019: DCL
GEN-17-05

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Herzing University

- Take the hard parts of regulatory compliance out of the student experience
  - Personalized support for students
  - Use of technology to connect with students (text, Zoom, etc.)
  - E-Signature documents; Smart forms; etc.
  - Better and more extensive templates of documents
  - Overall Portal experience
- Commitment to improving student materials that assist in understanding the financial aid process
  - Documents, applications, process flows, videos, webinars, support sessions, etc.

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Open Discussion

- What are your schools doing to support students while having solid policies and procedures?

- How can we continue to find new ways to ease the burden on students while remaining compliant?

- What questions do you have that we can discuss?

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Thank you for attending!

Don't forget to complete the conference survey

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