National Association of Student Financial Aid Administrators (NASFAA)

Standards of Excellence

Peer Review

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Goal of Standards of Excellence Review Program

Strengthen and enhance the efforts of colleges and universities to administer and deliver financial aid on their campuses.

Peer Review Program

Peer Review Process Examines

- Financial aid operations and delivery of funds to students
- Compliance with Title IV statutes and regulations
- Computer systems, automation, and technology usage
- Human resources and facilities
- Customer service issues

Helps to Identify and Highlight

- Innovations in the delivery of financial aid
- Recognizes institutional strengths
- Collects data to establish national benchmarks

ETSU Requested Areas for Focus

- Organizational Structure
- Staffing
- Training
- Policies and Procedures
- Communication Efforts
- Customer Service

NASFAA Recommendations

- Processing
- Training/Staff Roles
- Communications
- Technology
- Institutional Resources

Processing

- Review and streamline current internal processes
- Shift of specific Title IV processes to Bursar's Office
- Paper Promise to Pay Process
- Utilize current technology
- Automate processes to increase productivity

Training and Staff Roles

- Remove silos
- Cross-training program
- Implement ongoing training program for FA staff
- Provide external training opportunities
- Build Processing and Service staff relations

Communications

External – Student

- Review current communications
- Duplication of efforts
- Utilize student focus group
- Assemble Student Advisory Council
- Targeted campaigns
- Evaluate role of Call Center

Internal – Faculty/Staff

- Keep University units informed of changes in policies, procedures, regulations
- Hold panel discussions and/or workshops
- Include Director & AD in communications

Technology

- Dedicated IT staff to support only Financial Aid
  - Ability to speed up resolutions
  - Programming to reduce manual processes
  - Reduce processing time
  - Improve efficiency
- Make better use of current technology
  - University resources available not being utilized
  - US DOE resources/tools to assist with compliance

Focus for Fall 2017

- Items which align and assist with enrollment goals
- Create process to track progress/results
- Use of technology
- Streamline processes
- Create communication plan
- Staff training (continuous)
- Review staff duties/roles

Plan for Communicating NASFAA Review Recommendations

- Executive Team

- Interim University Council

- Student Government Association

- Faculty Senate

- Staff Senate

Questions