



THE CALIFORNIA STATE UNIVERSITY

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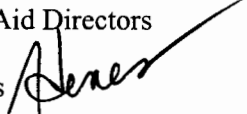
ALLISON G. JONES
Assistant Vice Chancellor
Academic Affairs – Student Academic Support

Code: AA 2004-09

March 19, 2004

Response Requested
By April 15, 2004

To: CSU Financial Aid Directors

From: Allison G. Jones 

Subject: Request for Information on Campus Financial Aid Policies and Processes

This request is being made in order to compile information on various financial aid policies and processes of financial aid offices at campuses of the California State University. We need this information to respond to recommendations from the Office of the University Auditor (see Financial Aid, Systemwide Report Number 02-22 at http://www.calstate.edu/Audit/Audit_Reports/0222FASystemwide.pdf). AA-2003-34 issued on October 31, 2003 provided notice to campuses regarding the audit recommendations and that notification was recently augmented by advice in AA 2004-08 issued on March 2, 2004.

As indicated in the audit report, the obligations of the Chancellor's Office in response to the audit include the following items:

- Reminding campuses of the need for adequate coordination of information between the financial aid office and other campus offices and departments;
- Establishing a means to assure that campuses periodically evaluate supporting documentation in comparison to best business practices for adding extra housing allowances, augmenting budgets for computer purchases, and exercising professional judgment; and
- Examining the need for a systemwide policy requiring financial aid recipients receiving computer allowances to provide receipts supporting costs incurred.

In an effort to ensure that the Chancellor's Office is able to accommodate campus concerns in responding to the above items, your assistance is needed in providing information on current policies and processes relative to the above items.

Attachments A and B solicit information from your campus regarding the above-referenced items. Your responses will be essential in efforts to identify "best practices" that may benefit all CSU campuses. They will also be critical in demonstrating that adequate internal and quality control measures are in place to ensure that student aid funds are distributed in accordance with prevailing statutes and regulations and, in the case of professional judgment decisions, in a fair and objective manner.

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Questions about this request may be directed to Ms. Mary L. Robinson, Associate Director for Student Financial Aid, Academic Affairs, Student Academic Support, at (562) 951-4737 or mlrobinson@calstate.edu.

AGJ/mlr

Attachments (A & B)

cc: CSU Presidents
Provosts/Vice Presidents of Academic Affairs
Vice Presidents of Administration
Vice Presidents of Student Affairs
Financial Aid Business Officers

**Interdependencies for Required Data and Services
Related to Financial Aid Eligibility Determination and Award Coordination**

Campus Office/Functional Area	Provides Information/Services To Financial Aid Office	Receives Information/Services From Financial Aid Office
Academic Advisement		
Academic Departmental Offices	scholarship award information	
Admissions Office	admission decision information	
Associated Students Organization	stipends/award information	
Athletics Department/Office	award information	
Bursar/Business Office (see Student Accounts)		
Career Center		
Collections Office (Perkins Loans)	loan counseling services	information on loans made
Disabled Student Services	benefits	
EOP Office	information on program participants	
Extended Education (Continuing Education)	enrollment information	
Foundation/University Advancement	award information	
Housing Office	RA benefits information; information on student contracts and amounts due	
Graduate Division	fellowships and other award information	
International Programs/Study Abroad		
Outreach Office		
Payroll	FWS earnings	
Placement (Job) Center		FWS job postings
Records/Registrar's Office	enrollment status information	
Scholarship Office	award information	
Student Accounts Office	fee waivers and 3rd party fee payments; Return of Title IV aid calculations	
Student Employment Office		
Teacher Education/Credential Office		

Instructions:
Please add or move information about the types of information or required services and add lines for additional offices/departments if necessary

Campus Name:

Completed By:

Campus Policies and Processes
Related to Financial Aid Eligibility Determinations

Describe your current policies and processes related to cost of attendance adjustments in general and specifically for the purchase of a computer and additional housing allowances over your campus standard allowances. Include information on how you establish the amounts that are to be allowed for the adjustments, any limitations or restrictions on students who can receive adjustments or the number of adjustments (e.g., adjustment for computer purchase once in duration of degree program), and the documentation that you require for various types of adjustments.

If you have a campus form, or forms, designed for use by students in requesting budget adjustments, appeals to satisfactory academic progress decisions, or other special circumstance considerations please provide a copy or the campus URL where the form(s) can be accessed.

Describe your administrative processes for establishing policies and procedures with respect to budget adjustments, satisfactory academic programs, and the use of professional judgment in dealing with special circumstances of students or their families.

Describe your processes or review structures for ensuring adherence to your policies and procedures and for evaluating and revising them. Please include a description of efforts to periodically review and ensure quality control of the professional judgment decisions and associated documentation made by your staff members.

Campus: _____

Completed By: _____