

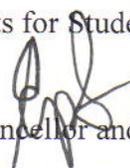
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MEMORANDUM

Coded: AA-2012-16

Date: October 8, 2012
To: CSU Vice Presidents for Student Affairs
From: Ephraim P. Smith 
Executive Vice Chancellor and Chief Academic Officer
Subject: **Financial Aid Systemwide Audit Report 11-70: Systemwide Policies and Procedures**

In response to the audit recommendation we communicate the following to campuses:

1. The 1990 CSU Manual of Financial Aid Policies and Guidelines is an historical and/or reference document. As such, its current usage is limited.
2. There are two formats by which policy and other guidance will continue to be communicated to CSU campuses.

Format 1: Chancellor's Office Memos

1. Academic Affairs Coded Memos

Coded Memos contain current and historical information on State University Grant (SUG) award limits, student cost of attendance allowances, financial aid database report, audits, etc. Coded Memos are found at <http://www.calstate.edu/acadaff/codedmemos/index.shtml>. Coded memos are communicated via email to financial aid directors with copies to other interested administrators.

CSU Campuses
Bakersfield
Channel Islands
Chico
Dominguez Hills
East Bay

Fresno
Fullerton
Humboldt
Long Beach
Los Angeles
Maritime Academy

Monterey Bay
Northridge
Pomona
Sacramento
San Bernardino
San Diego

San Francisco
San José
San Luis Obispo
San Marcos
Sonoma
Stanislaus

2. Executive Memos

Executive memos are usually issued by the Chancellor or Executive Vice Chancellor(s) to campus Presidents and/or Vice-Presidents with copies, via email, to financial aid directors. Recent topics have included SUG policy changes, systemwide audit findings, and Cal Grant. Executive Memos are not stored at a website like Coded Memos; as such it is the responsibility of the campus financial aid directors to retain this documentation.

3. State University Grant (SUG) Allocations

The annual campus allocations are included as an attachment as part of the annual budget memo from the Chancellor's Office budget office. Memos are located at:
<http://www.calstate.edu/budget/fybudget/coded-memos/>

4. Chancellor's Office Financial Aid Memos

Financial Aid memos will provide policy guidance on such topics as Cal Grant, Veteran's benefits, Department of Education notices, etc. Financial Aid memos are not stored at a website like Coded Memos; it is the responsibility of the campus financial aid directors to retain this documentation. Financial aid memos are sent to the financial aid directors via a list-serve. These memos will identify the following:

- Subject area
- Nature of the communication-policy, procedure, and/or guidance
- Effective date and/or applicable academic year(s)
- Campus responsibilities
- Reference and links to other resources as appropriate

Format 2: Email notifications and monthly conference calls

1. Email notifications

The Chancellor's financial aid staff may provide less formal notices to financial aid directors regarding topics of interest, guidance on current issues, reminders, projects, etc. Email notifications may also follow executive or coded memos to provide clarification or request feedback. Directors are expected to subscribe to the Aid Directors list-serve. Individual campus emails will also be issued as a means to provide one-on-one guidance.

2. Monthly Conference Calls

The Chancellor's financial aid staff hosts a monthly financial aid director's conference call to discuss pertinent topics affecting the financial aid community and/or CSU system. The Chancellor's financial aid staff presents a host of topics and invites financial aid directors to participate in the discussion.

Campus' role and expectations

Upon receipt of any of the communications described above, campuses shall integrate the materials and/or information into their campus policies/procedures. This documentation may need to be shared with other campus departments along with training and student communications. In addition, campuses are advised to include reference materials received from the Chancellors Office in their policies/procedures as appropriate (e.g. CSAC Special Alerts, Dear Colleague Letters).

Finally, campus financial aid directors are expected to maintain an open dialogue with the Office of the Chancellor regarding implementation difficulties and requests for additional guidance, as well as present topics for future discussion.

Should you have any questions, please contact Mr. Dean Kulju, Director, Financial Aid, at (562) 951-4737 or dkulju@calstate.edu.

EPS/dk

- c: CSU Presidents
- CSU Provosts/Vice Presidents for Academic Affairs
- CSU Vice Presidents of Administration and Finance
- Chief Financial Officers
- Directors of Financial Aid
- Dr. Benjamin Quillian, Executive Vice Chancellor and Chief Financial Officer
- Dr. Ron Vogel, Associate Vice Chancellor, Academic Affairs
- Mr. Larry Mandel, University Auditor
- Mr. Eric Forbes, Assistant Vice Chancellor, Student Academic Support
- Mr. Dean Kulju, Director, Financial Aid, Student Academic Support