THE CALIFORNIA STATE UNIVERSITY

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EXECUTIVE VICE CHANCELLOR
CHIEF ACADEMIC OFFICER

Code: AA-2004-15
May 3, 2004

To: CSU Presidents

From: David S. Spence

Subject: **Student Financial Aid Administration – Coordination of Information and Resources**

During the Office of University Auditor's review of financial aid program administration during 2002, audit staff concluded that the interaction between financial aid offices and other campus departments warranted improvement at seven of the ten campuses reviewed.   The systemwide report (Audit Report Number 02-22) included a recommendation that "the chancellor's office remind the campus financial aid officers that information dependent on other campus departments needs to be adequately coordinated."

The *Program Participation Agreement (PPA)* that each President has executed with the Secretary of Education conditions the institution's eligibility to participate in federal Title IV student financial aid programs upon compliance with various requirements that include establishing and maintaining such administrative and fiscal procedures and records as may be necessary to ensure proper and efficient administration of funds received from the Secretary [20 U.S.C. 1094(a)(3)].

Regulations for Title IV student financial aid programs provide in 34 *Code of Federal Regulations* (C.F.R.), Section 668.16 that participation in these programs requires that, among other standards, an institution demonstrate administrative capability as evidenced by:

- designating an individual to be responsible for administering all Title IV student aid programs and coordinating those programs with all other programs of student financial assistance;

- communicating to that designated individual all the information received by any institutional office that bears on a student's eligibility for Title IV student aid programs; and

- developing and applying an adequate system to identify and resolve discrepancies in information that the institution receives with respect to a student's application for Title IV programs including any information normally available to the institution regarding a student's citizenship, previous educational experience, documentation of the student's social security number, or other factors relating to the student's eligibility for Title IV program funds.

Regulations also provide, in 34 C.F.R. Section 673.5(b), that:

"(1) When awarding and disbursing a Federal Perkins loan or an FSEOG or awarding FWS employment to a student, the institution shall take into account those resources it--
(i) Can reasonably anticipate at the time it awards Federal Perkins Loan funds, an FSEOG, or FWS funds to the student;
(ii) Makes available to its students; or
(iii) Otherwise knows about."

Given the broad array of factors that relate to a student's financial aid eligibility, each campus must ensure that adequate channels of communication and other provisions for the timely sharing of relevant information are established and maintained between the financial aid office and other campus offices and departments.

In response to the recommendation in Audit Report Number 02-22, the Chancellor's Office, in AA-2004-09, requested information from CSU financial aid directors on the campus-wide interdependencies for required data and services that relate to determination of financial aid eligibility and the coordination of awards. A summary of campus responses has been compiled and is included as Attachment A.

Financial aid directors are requested to review this Attachment and, in collaboration with other administrative areas, ensure that their local campus procedures and administrative systems provide for the maintenance and exchange of information and the coordination of award and resource data that have been identified. The Chancellor's Office recognizes that there are differences in the organizational structures and in the functional responsibilities of various offices and departments at the 23 CSU campuses. The attached summary is based on a compilation of campus responses and attempts to reference common, or generic, names for functional areas and offices. The attachment should not be regarded as either suggesting or recommending the location or responsibility for maintenance of data related to student aid eligibility or awards and resources. Campus reviews should concentrate on the fact that the campus has the information and that it is shared with the designated financial aid official.

Questions about this memorandum 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. Suggestions about recommended additions or changes to Attachment A may also be forwarded to Ms. Robinson and will be shared with CSU financial aid directors and incorporated in any subsequent update to the document.

DSS/mlr
Attachment (1)

cc: CSU Provosts/Vice Presidents of Academic Affairs
      CSU Vice Presidents of Administration
      CSU Vice Presidents of Student Affairs
      CSU Directors of Financial Aid
      Mr. Allison G. Jones
      Mr. Larry Mandel
      Chancellor Charles B. Reed
      Mr. Richard P. West

Interdependencies for Required Data and Services

Related to Financial Aid Eligibility Determination and Award Coordination

Acronyms Used In Table:

AA, SAS	Academic Affairs, Student Academic Support
AB	Assembly Bill
APLE	Assumption Program of Loans for Education
COA	Cost of Attendance
DOR	Department of Rehabilitation
ELM	Entry Level Mathematics
EOP	Educational Opportunity Program
EPT	English Proficiency Test
FA	Financial Aid
FISAP	Fiscal Operations Report and Application to Participate
FWS	Federal Work-Study
IPEDS	Integrated Postsecondary Education Data System
JLD	Job Location and Development
PPA	Program Participation Agreement
RA	Resident Assistant
SAP	Satisfactory Academic Progress
SEARS	Student Expenses and Resources Survey

Notes:

CSU campus financial aid directors will be provided with an electronic version of this table that will facilitate sorting by function (information or service provided) and accommodate identification of the specific campus office from which information is obtained.

AA, SAS
Office of the Chancellor
The California State University
May 3, 2004

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

Campus Office/Functional Area	Information/Services Provided To Financial Aid Office
Academic Advisement	SAP - Advice on Policies and Procedures
Academic Advisement	SAP - Appeals Assistance
Academic Advisement	SAP - Clearance of Advisement/SAP Holds
Academic Advisement	SAP - Student Advisement/Development of Academic Plans
Academic Advisement	Student Eligibility - Academic Disqualification Information
Academic Advisement	Student Eligibility - Academic Probation Information
Academic Advisement	Student Eligibility - EPT/ELM Compliance
Academic Advisement	Student Eligibility - Withdrawal Information
Academic Department Offices	Award/Resource Information - Scholarships, Fellowships, & Other (Including Fee Waivers)
Academic Department Offices	SAP - Appeal Support Letters
Academic Department Offices	Student Eligibility - Enrollment in Preparatory Courses
Academic Department Offices	Student Eligibility - Academic Disqualification Information
Academic Department Offices	Student Eligibility - Academic Probation Information
Academic Department Offices	Student Eligibility - Graduate Program Classification Status
Academic Schools/Colleges/Department Offices	Eligible Program Information
Accounting Services	**see Student Accounts Office**
Admissions Office	Award/Resource Information - Fee Waivers
Admissions Office	Special Program Eligibility - Dependent Fee Waivers, EOP, AB 540 Status, Athletic Code
Admissions Office	Student Eligibility - Admission Decisions
Admissions Office	Student Eligibility - Advisement on Special Coding (e.g., Conditional Admits)
Admissions Office	Student Eligibility - State Residency Determination and Changes
Appeals	**see Financial Aid Advisory Committee**
Associated Students' Organization	Award/Resource Information - Stipends and Grants
Athletics Department/Office	Award/Resource Information - Athletic Grants
Advisory Committee(s)	**see Financial Aid Advisory Committee**
Bookstore	Award/Resource Information - Book Vouchers for Aid Applicants with Pending Aid Awards
Bookstore	COA - Information on Costs for Books & Supplies, Computers, etc.
Branch Campuses	Reporting - PPA - Eligible Program Information
Bursar/Business Office	**see Student Accounts Office**
Business Office	Student Eligibility - Tax Withholding Status for Foreign Nationals
Career Center	**see Student Employment Office**
Chancellor's Office - AA, SAS	COA - SEARS Data and Systemwide Range Data
Chancellor's Office - AA, SAS	Reporting - FISAP - Enrollment/Fee Revenue Information
Chancellor's Office - AA, SAS	Reporting - PPA - Information for Certain Required IPEDS Reports
Chancellor's Office - AA, SAS	Reporting - PPA - Information on 3rd Party Servicers
Chancellor's Office - Advancement	Award/Resource Information - Scholarships
Chancellor's Office - International Programs (IP)	Award/Resource Information - Scholarships
Chancellor's Office - International Programs (IP)	COA - Program Costs
Chancellor's Office - International Programs (IP)	Student Eligibility - Enrollment Confirmation & Updates
Child Care/Children's Center	Award/Resource Information - Grants, Fee Waivers
Child Care/Children's Center	COA - Information on Child Care Costs
Collections Office	**see Student Accounts Office**
Computer Center/Insitutional Technology Services	COA - Information on Recommended Computer Configuration and Costs
Computer Center/Insitutional Technology Services	Information on Back-ups and Disaster Preparedness/Recovery Plans
Contracts and Procurement	FWS - Off-Campus Contracts
Disabled Student Services	Award/Resource Information - DOR Benefits, TRIO Grants
Disabled Student Services	COA - Information on Special Costs
Disabled Student Services	SAP - Appeal Recommendations

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

Campus Office/Functional Area	Information/Services Provided To Financial Aid Office
EOP Office	Input on EOP Grant Packaging Policies/Priorities
EOP Office	SAP - Appeal Recommendations
EOP Office	Student Eligibility - Status for EOP Grants
Extended Education (Continuing Education)	COA - Course Fees & Costs
Extended Education (Continuing Education)	COA - Program, Special Session Cost Information
Extended Education (Continuing Education)	Eligible Program Information
Extended Education (Continuing Education)	Student Eligibility - Enrollment Status Information
Extended Education (Continuing Education)	Student Eligibility - Special Sessions/Self Support
Financial Aid Accounting	see Student Accounts Office
Financial Aid Advisory Committee	Advice on Financial Aid Policies and Procedures, Student Service Issues, & Appeals
Foundation/University Advancement	Award/Resource Information - Scholarship Fund Management; Criteria for Awarding
Foundation/University Advancement	Emergency (Short-term) Loan Processing
Foundation/University Advancement	Scholarship Programs - Accounts Information - Balances, Interest, & Fund Transfers
Graduate Division	Award/Resource Information - Fellowships, Stipends
Graduate Division	Reporting - Title III Application
Graduate Division	SAP - Academic Advisement for Graduate Students not in FA SAP
Graduate Division	Special Program Eligibility - Graduate Equity Fellowship
Graduate Division	Student Eligibility - Confirmation of Enrollment Classification/Status
Graduate Division	Student Eligibility - Confirmation of Thesis Status
Graduate Division	Student Eligibility - Preparatory Coursework, Unclassified Postbaccalaureates
Health Services	see Student Health Services
Housing Office	Award/Resource Information - RA Benefits Information
Housing Office	COA - Confirmation of On-Campus Residents and Contract Amounts Due
Housing Office	COA - Notification When Student Withdraws from Student Housing
Housing Office	COA - On-campus Room and Board Costs
Human Resources	Award/Resource Information - Fee Waivers
Human Resources	Employees - Confidentiality Statements, Conflict of Interest Statements
Human Resources	FWS - Pay Rate Information
Institutional Planning and Research	Reporting - Provision of Enrollment Data, Demographic Information
Institutional Research	Reporting - Coordination of Required IPEDS Reporting
Institutional Research	Reporting - Data for Surveys (e.g., Common Data Set)
Internal Audit	Award/Resource Information - Scholarship Awards for Non-Resident Aliens
International Programs	see Chancellor's Office - International Programs
Nursing Department	COA - Special Program Costs
Nursing Department	Student Eligibility - Enrollment Confirmation for Nursing Loans
Office of Research and Sponsored Programs	Award/Resource Information - Stipends, Grants, Scholarships
Other Locations	Reporting - PPA - Eligible Program Information
Payroll	FWS - Student Employment & Earnings Reports
Placement (Job) Center	see Student Employment Office
President's Office	Award/Resource Information - President's Scholars and Other Awards
Procurement	FWS - Contracts with Off-Campus Employers
Public Safety/University Police	Special Program Eligibility - Parking Fee Waiver for Disabled Students
Records/Registrar's Office	Award/Resource Information - Veterans Benefits Information
Records/Registrar's Office	Reporting - National Student Clearing House
Records/Registrar's Office	SAP - Student Grades, Units Complete, Special Status Data (Probation, Disqualification)
Records/Registrar's Office	Student Eligibility - Cross Enrollment, Visitor Status, & Concurrent Enrollment
Records/Registrar's Office	Student Eligibility - Degree-applicability of External Coursework
Records/Registrar's Office	Student Eligibility - Enrollment Status Information (Units, Student Level, Citizenship, Residency)

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

Campus Office/Functional Area	Information/Services Provided To Financial Aid Office
Records/Registrar's Office	Student Eligibility - Expected Graduation Date/Degree Receipt
Scholarship Office	Award/Resource Information - Coordination of Resources
Student Accounts Office	Award/Resource Information - 3rd Party Fee Payments
Student Accounts Office	Award/Resource Information - Fee Waivers
Student Accounts Office	Award/Resource Information - Voc Rehab Fee Payments, Parking/Transportation/Book Sponsorship
Student Accounts Office	COA - Mandatory Fees
Student Accounts Office	Disbursement - Schedule Information
Student Accounts Office	Disbursement - Coordination; Fund Account Reconciliation; Fee Holds Information
Student Accounts Office	Disbursement - Deferred Payment Plans (Fees, Housing, Meal Plans)
Student Accounts Office	Disbursement - Direct Deposit Advice and Arrangements
Student Accounts Office	Emergency (Short-term) Loan Services
Student Accounts Office	Fund Management - Information on Cash Requirements, Draw-Downs,
Student Accounts Office	Housing Information and Housing Refund Information
Student Accounts Office	Loan Exit Interviews
Student Accounts Office	Perkins Loan Program - Counseling Services, Collection Estimates
Student Accounts Office	Perkins Loan Program - Student Questionnaires
Student Accounts Office	Reporting - 1098T Reporting
Student Accounts Office	Reporting - FISAP - Expenditures & Other Data
Student Accounts Office	Return to Title IV Funds Calculations
Student Accounts Office	Student Eligibility - Disenrollment list
Student Accounts Office	Student Eligibility - List of FA Students with Unpaid Fees
Student Accounts Office	Student Eligibility - Student Fee Deferrals
Student Discipline (Rights & Responsibilities) Office	Student Eligibility - Expelled/Suspended Students
Student Employment Office	FWS - Advertises Available Work-Study Positions
Student Employment Office	FWS - Information on Student Job Classifications, Pay Rates, & Placements
Student Employment Office	Reporting - FISAP - JLD Data
Student Health Services	SAP - Appeals Assistance
Student Health Services	Student Eligibility - Medical Withdrawals
Student Special Services (SSS)	Award/Resource Information - Stipends
Study Abroad	see also Chancellor's Office - International Programs (IP)
Study Abroad/National Student Exchange	Award/Resource Information - Scholarships, Grants
Study Abroad/National Student Exchange	COA - Special Program Costs
Study Abroad/National Student Exchange	Program Eligibility - Consortium/Contractual Agreements
Study Abroad/National Student Exchange	Student Eligibility - Enrollment Confirmation & Updates
Teacher Education/Credential Office	Award/Resource Information - Scholarships, Grants
Teacher Education/Credential Office	Eligible Program/Coursework - Courses Required for Credential Programs
Teacher Education/Credential Office	Special Programs - APLE Information Dissemination and Eligibility Certification
Teacher Education/Credential Office	Student Eligibility - Admission to First Credential Program
Teacher Education/Credential Office	Student Eligibility - Enrollment Status in Required Coursework
Teacher Education/Credential Office	Student Eligibility - Preparatory Coursework, Unclassified Postbaccalaureates
TRIO Student Support Services Office	Award/Resource Information - TRIO Grant Awards
Veteran's Affairs	Award/Resource Information - Veterans Status and Benefits