



Financial Aid Best Practices

Worst Mistakes

HESC Consulting Services Program Evaluation



- ❖ **No Findings**
- ❖ **No Liabilities**
- ❖ **Opens a Dialogue with each office**
- ❖ **82% would have had a finding**

The Actions of One Office Affect the Entire Institution



**Audits and Reviews occur at the
Institution not at one office**

Compliance Findings



- ❖ **What Are They**
- ❖ **How Do They Happen**
- ❖ **Who is to blame**

Findings That Result from a Lack of Communication



- ❖ That's the way we've always done it.
- ❖ You will have to talk to Them about it.
- ❖ The “think so”




Findings that occur with the assistance of the Office of Admissions

- ❖ Ineligible Program**
- ❖ Institutional Eligibility**
- ❖ ATB**
- ❖ Admission Applications**



Findings that occur with the assistance of the Registrar

- ❖ Ineligible Program**
- ❖ Non Matriculated Students**
- ❖ Tap Waviers**



Findings that occur with the assistance of the Bursar

❖ Notification Issues

❖ R2T4



Keys to avoiding Compliance Errors

- ❖ **Communication, Communication, Communication**
- ❖ **Outside review of procedures**
- ❖ **Staff cross training**



Best practices

❖ **Self Evaluation**

❖ **Key areas**

❖ **Where does your office intersect with another?**

Obstacles to Self Evaluation

- ❖ Assumptions
- ❖ Time
- ❖ Patterns
- ❖ Objectivity





Best Practices

- ❖ **Market your office Internally**
- ❖ **Review internal problems after resolution**
- ❖ **Cross Train**



Best Practices

- ❖ **Directors Meetings**
- ❖ **Re- evaluate Office Responsibilities**
- ❖ **Act as one student services office**



Things to look for

- ❖ **Follow the process**
- ❖ **Share Procedure changes with each office**
- ❖ **Compare old catalogs with new catalogs**



Use the check list