APPENDIX A

# QUESTIONNAIRE ON THE INSTITUTION’S POLICIES AND PROCEDURES

The following questionnaire can be used to help identify the policies and procedures the institution uses to administer and account for state-funded student financial assistance funds.

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| --- | --- | --- | --- | --- |
| I. Financial Aid Committee | **YES** | | **NO** | **OTHER** |
| A. Has the institution established a financial aid committee to |  | |  |  |
| advise the financial aid director regarding institution policies |  | |  |  |
| for state-funded student aid? | \_\_\_ | | \_\_\_ | \_\_\_\_ |
| B. Has the institution: |  | |  |  |
| 1) Identified a procedure by which students can appeal |  | |  |  |
| decisions of the financial aid office? |  | |  |  |
| 2) Disseminated that information to students? |  | |  |  |
| II. Student Consumer Information |  | |  |  |
| 1. Are students informed of the availability of all State- |  | |  |  |
| Funded student aid programs? |  | |  |  |
| B.. Does the information made available include: |  | |  |  |
| 1) Names of the programs? |  |  | |  |
| 2) The amount of assistance from each program? |  |  | |  |
| 3) The eligibility requirements for each program? |  |  | |  |
| 4) The criteria used to elect recipients from the group |  |  | |  |
| of eligible applicants? |  |  | |  |
| 5) The application process for each program? |  |  | |  |
| 6) The packaging policy of the institution? |  |  | |  |
| 7) What the student must do to retain eligibility, |  |  | |  |
| including standards of satisfactory academic progress |  |  | |  |
| for financial aid? |  |  | |  |
| 8) What penalties may be imposed for fraud or abuse? |  |  | |  |
| 9) Procedures for appeal of disputed decisions? |  |  | |  |

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| --- | --- | --- | --- | --- |
| III. | Notice of Status | **YES** | **NO** | **OTHER** |
|  | A. Are students who submit applications for state-funded student assistance notified of the status of their application? |  |  |  |
|  | B. Is notification given on all need-based award offers? |  |  |  |

1. Are notifications of awards provided in:
   1. Written form?
   2. Electronic form
   3. Verbal?
   4. Other?
   5. For verbal notification, is conversation documented by note to file with date, time, and message?
2. Are application forms and award status notices maintained

in the financial aid office?

1. Satisfactory Progress
   1. Has the institution established "Standards of Satisfactory Academic Progress" which must be met if students are to continue to receive State-Funded student assistance?
   2. Do the standards address both:
      1. Good standing?
      2. Academic progress?
   3. Do the standards provide for:
      1. The grade point for need-based programs (or academic status if grade point is not calculated for the program) which must be achieved each term and/or the cumulative grade point for undergraduates (or academic status) which must be maintained to continue to be eligible for State-Funded student assistance?
      2. The number or percentage of hours attributable toward a degree or certificate which must be completed each term or academic year to continue to be eligible for state-funded student assistance, and the maximum number of hours or terms that may be supported by state or federally funded student aid at each degree level?
      3. The penalties for failure to achieve the above standards, including whether or not a probationary period is allowed, the process for removal of the penalty and reinstatement to full eligibility, and the process to appeal any penalty or decision concerning continuation

of aid?

|  |  |  |
| --- | --- | --- |
| 4) The procedures and timetable used to monitor each recipient's academic standing and progress? |  |  |
| 5) The policies and procedures for monitoring repeated |  |  |
| courses, remedial courses, and the treatment of the incremental measurement requirement? |  |  |

1. Withdrawal Procedures **YES NO OTHER**

|  |  |  |  |
| --- | --- | --- | --- |
| A. Has the institution established internal procedures to provide prompt notification to the financial aid office whenever a  student withdraws? Do the procedures: |  |  |  |
| 1) Identify how refunds of tuition or institutional room and | |  |  |
| board charges paid from student aid funds are handled? | |  |  |
| 2) Provide an opportunity for required exit interviews? | |  |  |

3) Provide an opportunity to discuss the implications of the satisfactory progress policy and procedures for

reapplying for aid at a later date?

1. Policies for Need-Based Funds **YES NO OTHER**
   1. Do the application policies require use of the U.S. Department of Education Free Application for Federal Student Aid (FAFSA)?
   2. To be considered for aid, do independent students submit documentation to their school's financial aid office in

accordance with federal requirements?

* 1. Are discrepancies between the FAFSA and the income tax

return resolved?

* 1. Has the financial aid office obtained information regarding students certified for:
     1. a. Veterans benefits if required? (Note: Effective with

the 2012-13 award year, veteran educational

benefits are no longer treated as estimated financial

assistance)

b. Other public benefits? \_\_\_\_ \_\_\_\_ \_\_\_\_

* + 1. Are benefits compared with the financial aid application and apparent discrepancies resolved?
  1. Is it institutional policy that no State-Funded, need-based student assistance is disbursed until a complete application is submitted containing:
     1. All required application signatures?
     2. Required certification by student that (he/she) does not owe a repayment to any institution and is not in

default on any educational loan to any institution?

* + 1. Sufficient information to determine eligibility?
    2. Sufficient information and detail on application to

evaluate need using a valid FAFSA?

* + 1. Statements of penalties for intentionally providing

incorrect information?

**YES NO OTHER**

* 1. Does the student’s budget include the current year's tuition and fees, recognizing difference in charges for:
     1. Full-time enrollment?
     2. Half-time enrollment?
     3. Less than half-time enrollment?
  2. Does the student’s budget include books and supplies and recognize difference in costs for:
     1. Full-time enrollment?
     2. Half-time enrollment?

# NOTE: Less than half-time enrollment is no longer eligible for state aid.

* 1. Does the student’s budget provide the cost of living for

student and include the following expenses:

* + 1. Housing?

* + 1. Food?
    2. Transportation?
    3. Clothing, personal maintenance, recreation

and entertainment?

* + 1. Medical care?

* + 1. Dependent care?
    2. Loan fees for student borrower?

8) Disability expenses (if applicable)

1. Study abroad expenses (if applicable)
2. First professional license (if applicable)
3. Coop education expenses (if applicable)
   1. Does the institution's written packaging policy address the **YES NO OTHER**

following elements:

|  |  |  |  |
| --- | --- | --- | --- |
| 1) Use a published financial aid application deadline or |  | | |
| process applications on a rolling award basis? |  |  |  |
| 2) The method by which aid is awarded to less than full- |  |  |  |
| time students? |  |  |  |
| 3) The methodology for making need-based awards: |  |  |  |
| * award some aid to all eligible applicants? |  |  |  |
| * award some aid to all the neediest students (e.g., |  |  |  |
| EFC=0), but provides aid to other lower-need |  |  |  |
| students if funds are available? |  |  |  |
| * attempts to meet full need of the neediest students? |  |  |  |

|  |  |  |
| --- | --- | --- |
| VII. Award Notices | **YES** | **NO OTHER** |
| J. Do award notices for state-funded student assistance contain: |  |  |
| 1) The period for which aid is granted? |  |  |
| 2) The awards offered, including the full name of the |  |  |
| award? |  |  |
| 3) Award conditions including: |  |  |
| * compliance with the Standards of Satisfactory |  |  |
| Academic Progress policy?   * conditions specific to a particular program, |  |  |
| including agreement to repay any loan? |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 4) A mechanism by which the student can reject each component of the aid package? |  |  |  |
| 5) A statement that the student has read, understands, and agrees to the award conditions? |  |  |  |
| K. Does the institution revise awards in response to |  |  |  |

change in a student’s:

* + 1. Period of enrollment?
    2. Level of enrollment (e.g., full-time)?
    3. Costs?
    4. Resources (Whenever student is over-awarded)?

1. Does the institution fully document in the individual record any action taken to amend or suspend an

award after initial offer and acceptance?

* 1. Does the file clearly specify the reason for change?