

Goals for 2007-2008:

Goal 1: PeopleSoft Financial Aid Module Implementation

Our goal is to successfully implement the PeopleSoft SA Financial Aid Module for the 2008-09 processing year. Our “go live” target date is 2/1/08. Not only will successful implementation depend upon adequate resources, time, technical & functions support, consultant assistance, and staff training, but it will also depend upon the interface with the other SA and finance modules.

Goal 2: Implement Internal Control & Quality Assurance Program

The OFA&S is audited on an annual basis. One of the areas evaluated by auditors is a department's internal controls. This includes identifying the Preventative Controls in place to discourage errors or irregularities from occurring, as well as the Detective Controls in place to find errors or irregularities after they have occurred. Preventative Controls are usually addressed by promoting proper policies and procedures and providing ongoing staff training, whereas Detective Controls are usually addressed by implementing a quality assurance program that includes secondary verification of decisions made and/or files reviewed. Auditors typically request documentation of the decisions and/or files reviewed by our Detective Controls. Therefore, in order to strengthen our Detective Control documentation, as well as identify areas for Preventative Control training needed, we will implement the following quality assurance program. Therefore, beginning in July 2007, each month a random sample of 3 files per counselor will be reviewed. These files are selected by the federal government for institutional verification and have already been counselor-certified. During this secondary review, the Assistant Director will complete the form below and make any corrections needed to the student files. He will then meet with the counselors to discuss his findings.

By strengthening our Detective Control documentation, we will be in a better position to identify opportunities to increase office efficiency and quality assurance, while reducing our possible audit findings. For example, similar errors made by multiple counselors, or repetitive errors made by an individual counselor, suggests the need for additional training and/or clarification of policies and procedures. Whereas, sporadic errors made by individual counselors suggests the need for a review of the distractions and interruptions experienced by the counselor during their review of student files.

Goal 3: Policies and Procedures Manual Update

With the implementation of PeopleSoft, and the constant changes to federal student aid rules and regulations by the government via the Higher Education Reconciliation Act of 2/8/06 and the impending Congressional Federal Student Aid Reauthorization changes anticipated later this year, it is important to update our OFA&S Policies and Procedures.