



Business Process Review

Financial Aid

Version: 1.0

August 5, 2014

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Financial Aid Processes

Introduction

The Bergen Community College and Office of Financial Aid engaged CampusWorks to conduct a business process review of key aspects of the Financial Aid Office operations in order to provide recommendations for overall process improvement and to identify opportunities where the Colleague administrative system might be better utilized to enhance operations and reporting in the department. CampusWorks staff met with the Executive Director of Financial Aid to develop the set of key processes to be examined in the business process review. The key core processes examined during the business process review are: Manage Financial Aid Applications, Manage State Aid Programs, Packaging/Awarding, Funds Management, Common Origination and Disbursement, Non-Federal Loans, Reporting and Reconciliation, Annual Set-Up, and Satisfactory Academic Progress. The complete inventory of processes reviewed may be found in Appendix A.

The business process review began with a kick-off meeting where the process of a business process review was shared by the CampusWorks business process review facilitator with all staff members of the Financial Aid Office and included an outline of expected outcomes from the business process review as well as participant responsibilities. The expected outcomes are to validate that current processes fulfill the mission of the college, to improve the quality of student and employee experiences, to leverage investments in knowledge, technology and tools, to address changes from internal and external sources that impact the work performed in Financial Aid. Through the course of the business process review, gaps between current processes and technology may be identified that will result in the development of recommendations for improvement of business processes and performance. Wherever possible, these recommendations will include suggestions to more effectively leverage the use of the current technology *as delivered*. Where gaps exist that cannot be addressed using current technology to meet the needs of the College, options will be provided for the mitigation of these gaps to advance the mission of the department and College.

Following the kick-off meeting, members were interviewed over several weeks between late March and the end of April to identify steps, resources and activities for each of the identified processes. Next, the processes were translated into process maps and further described in accompanying narrative documents to relate the activities in both pictorial and narrative form. Finally, the staff were provided opportunities to review the process maps and narratives and to offer corrections or additions where necessary to ensure that the processes were accurately documented prior to identification of gaps and development of recommendations included in this final report. The process maps and accompanying narratives are included in the body of this report.

Participants in the Financial Aid Business Process Review

The following staff members of Bergen Community College participated in the business process review sessions and were facilitated by CampusWorks, Inc. staff Linda Champion and Eva Adams:

Participant	Title
Sharon Audet	Executive Director of Financial Aid
Patricia Pappas	Assistant Director of Financial Aid
Marcos Arteaga	Financial Aid Specialist
Rita Blanco	Financial Aid Data Specialist
Jeannette Dones	Financial Aid Specialist
Aisha Hill	Senior Financial Aid Specialist
Lynne Mandel	Financial Aid Specialist

Charlmaine McKinney	Financial Aid Specialist
Gisselle Pacheco	Financial Aid Specialist
Bonnie Rodriguez	Financial Aid Data Specialist
Rosa Salazar	Senior Secretary

Executive Summary

The Bergen Community College and Office of Financial Aid engaged CampusWorks to conduct a business process review of key aspects of their operations in order to provide recommendations for overall process improvement and to identify opportunities where the Colleague administrative system might be better utilized to enhance operations and reporting in the department. CampusWorks staff and Financial Aid leadership met initially to discuss areas of primary operational concern and to confirm a set of core and sub-processes to be examined in the initial phase of the business process review. The key core processes examined during the business process review are: Manage Financial Aid Applications, Manage State Aid Programs, Packaging/Awarding, Funds Management, Common Origination and Disbursement, Non-Federal Loans, Reporting and Reconciliation, Annual Set-up and Satisfactory Academic Progress. The complete inventory of processes reviewed may be found in Appendix A.

The underlying principle used when conducting the business process review was to assure staff members that the purpose of the process mapping sessions was to gather process information and was not an evaluation of what is done wrong or right by any particular member of the department. As staff noted concerns or issues that impact their ability to conduct their business as needed, the concerns were noted in the Parking Lot holding area and were considered as input for recommendations for improvement. Staff were reassured and witnessed that comments added to the Parking Lot were not attributed to any specific individual. A listing of these ideas/concerns/suggestions appears at the end of this document as Appendix B. These items are considered to be an important aspect of the business process review and should be reviewed with leadership of appropriate departments for follow-up and potential resolution. The overall process was assessed and recommendations were made for improvements to the process – again, removing individuals from scrutiny but looking at how positions could be utilized in a more effective manner through process improvement. In addition, staff realized immediate benefits in the course of the business process review through learning opportunities and process knowledge gained from information shared during process reviews.

The individual sub-process maps and narratives were offered to staff participants for review and confirmation. Feedback received from staff was significantly lacking, despite repeated attempts to obtain responses; therefore, in some instances, the processes have gaps which are highlighted to draw attention to missing information or responses. In light of this, the recommendations provided in the body of this report are offered to Bergen Community College with our knowledge of best practices applied to our understanding of the processes as originally explained during the business process review. CampusWorks' business process and Colleague Financial Aid process consultants reviewed the financial aid function in totality to identify areas where process improvements, both in work procedures and in usage of the Colleague administrative system, could be realized. The concerns noted in the Parking Lot also were reviewed and taken into consideration as part of the process improvement. The recommendations, based on established best practices, review of regulatory requirements and College policies, are included at the conclusion of this report. Upon review of the recommendations with the department leadership and staff, new 'To Be' process maps and accompanying narratives reflecting any adopted changes should be drafted to provide staff with revised processes in pictorial and narrative format to be used as a guide when conducting daily activities and reference during the re-implementation of Colleague.

Note: Throughout this document, each process is assigned a process number. This number is used for identification, with no numerical significance in terms of sequence or hierarchy attached to the process itself. This number identifies the process on the process map, in the narrative, and in the references to prior processes and subsequent process when appropriate.

General Findings

The overall finding of the business process review revealed that the Office of Financial Aid is providing assistance to current and prospective students, and that in most cases, staff understand the general processing requirements to provide enrolled students with financial aid. Throughout the review process, staff referred to written procedures or individual notes to explain their work processes, possibly due to new work assignments. However, where these processes were performed by several staff members or by staff other than the primary specialist for the process, there was often a lack of conformity with the established procedures. In some instances, processes were simply not performed, such as with Course Repeat Monitoring. The departure of the Senior Financial Aid Specialist who had developed technical skills and knowledge of the Colleague Financial Aid system has significantly impaired ongoing operations of the Financial Aid Office. Without replacement by an individual with similar skills and abilities, there has been an increased dependence on assistance provided by the Information Technology Services Colleague Support staff to maintain the current level of operations. In addition, investigation and adoption of new functionality in the Financial Aid Office has languished. The Financial Aid staff have been reluctant to initiate or accept proposed changes and improvements from the Executive Director, or to explore opportunities to adopt the use of automation into work processes.

An additional finding resulting from the review process revealed that there are staff who focus on their individual processes and tasks, such as their work with Pell or NJ-Stars, rather than the overall customer service experienced by the student. In many cases, there was a lack of process coordination between departments and between individual Financial Aid staff resulting in less than optimal service to students, such as coordination of information for NJ Stars, Veterans' benefits or Vocational Rehabilitation benefits. Implementing case management through assignment of financial aid specialists to students by last name rather than by aid program (such as Pell, TAG, NJ-Stars, etc.), currently being introduced by the Executive Director of Financial Aid, would allow more efficient, thorough and holistic attention to the individual student and to the associated financial aid record. Individualized communication to students would help to reduce questions and promote file completion if such messages included details of needed actions or missing items rather than merely indicating that the file is incomplete.

Within the various processes considered in the Financial Aid business process review, several processes were identified as needing improvement; process improvements can be realized in both more effective use of information systems as well as more effective and efficient business procedures used to manage the flow of operations outside of the information system. General business and system process recommendations overarching all operations are provided under the heading 'General Recommendations' while recommendations for process improvements relative to specific processes are documented under the 'Process Recommendations' heading in each core process section.

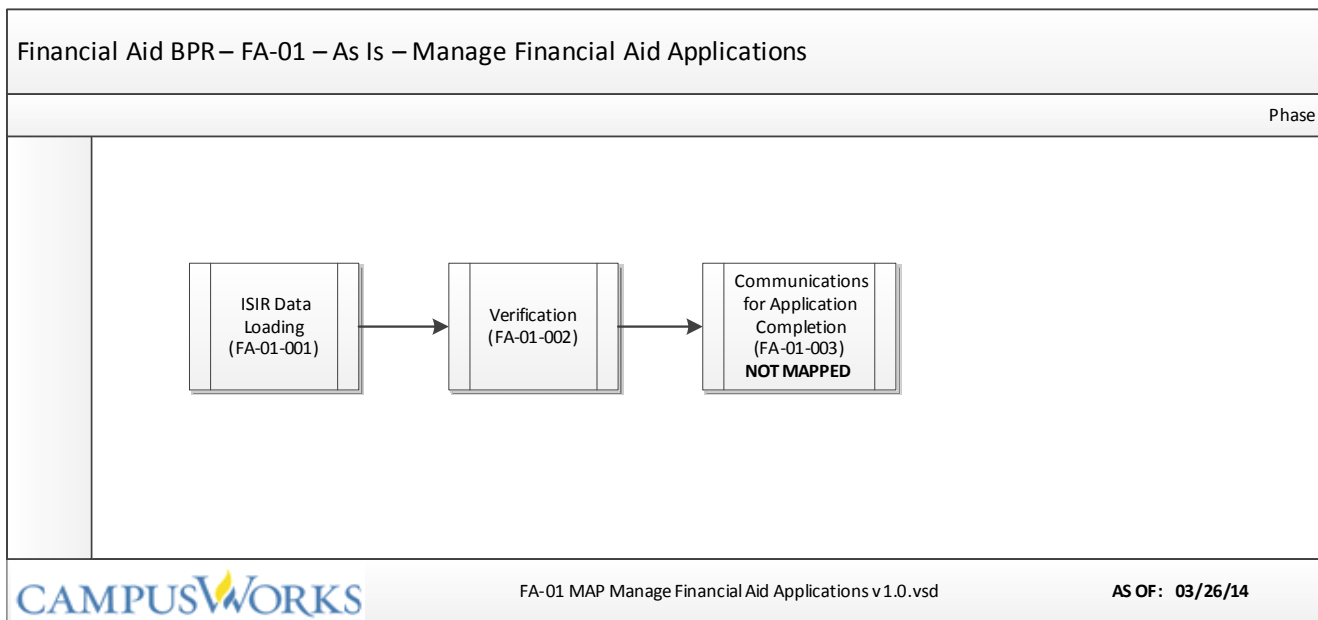
General Recommendations

- 1) Configure shared folder(s) where system reports can be saved for reference and provide access to appropriate staff to provide easier access to process reports without emailing potentially sensitive information to staff. Reports are currently saved to users' desktops or individual files and emailed to other staff as needed. Information saved to the desktop only is a risk to the College as it is not backed up for future reference and is not accessible to other staff during the user's absence.
- 2) Perform periodic reviews of Colleague delivered reports to determine if any new functionality has been delivered that could be incorporated into current processes to enhance operations and potentially eliminate the need for custom reports still being maintained.
- 3) Develop sound testing protocols and scenarios for system updates to ensure that updates applied to Colleague, FA~Link and AppXtender have not negatively impacted operations and processes, and to ensure that the newest features have been reviewed and incorporated into business processes where necessary.
- 4) Perform a comprehensive review of all communications to students to ensure that the communications maintain consistent and appropriate messages for the student. Review content to ensure that the messages provide individualized information needed by students rather than generic content of an incomplete file wherever possible. Obtain additional consulting in Communications Management as needed, to identify opportunities to more fully leverage this tool.
- 5) Perform a comprehensive review of rules used within Colleague, particularly transmittal and communication management rules, to ensure that the rules are updated as necessary to include new requirements. Obtain additional consulting in Financial Aid Rules as needed, to identify specific opportunities for improvement and develop needed rules.
- 6) Develop calendar for performing standard process, such as satisfactory academic progress calculation, appeals, federal reporting and systems updates to ensure that all staff are familiar with anticipated deadlines, and discuss with all staff to develop understanding of high level operations. A processing or operations calendar is useful for planning purposes to understand when critical operations must occur and in maintaining data integrity by ensuring staff understands any dependencies within processes. Currently, SAP is re-calculated during the semester by some staff members, and awards are removed if the results indicate that academic progress is unsatisfactory based on courses completed in mid-semester. This could cause students to be in repayment or other unintended results, if the full staff are not aware of this recalculation.
- 7) Provide staff development opportunities to ensure that staff remain current on all aspects of their duties, including federal and state aid requirements and system functionality. Develop technical skills of designated staff to perform needed information system set-up and maintenance, serve in a troubleshooting capacity, to reduce dependency on Information Technology resources and to provide training to staff as needed.

Core Process: Manage Financial Aid Applications (FA-01)

The Bergen Community College core process “Manage Financial Aid Applications” comprises processes necessary to import student federal aid information, perform verification of information received and communicate with student regarding additional information or documentation needed to complete the verification process prior to awarding federal aid.

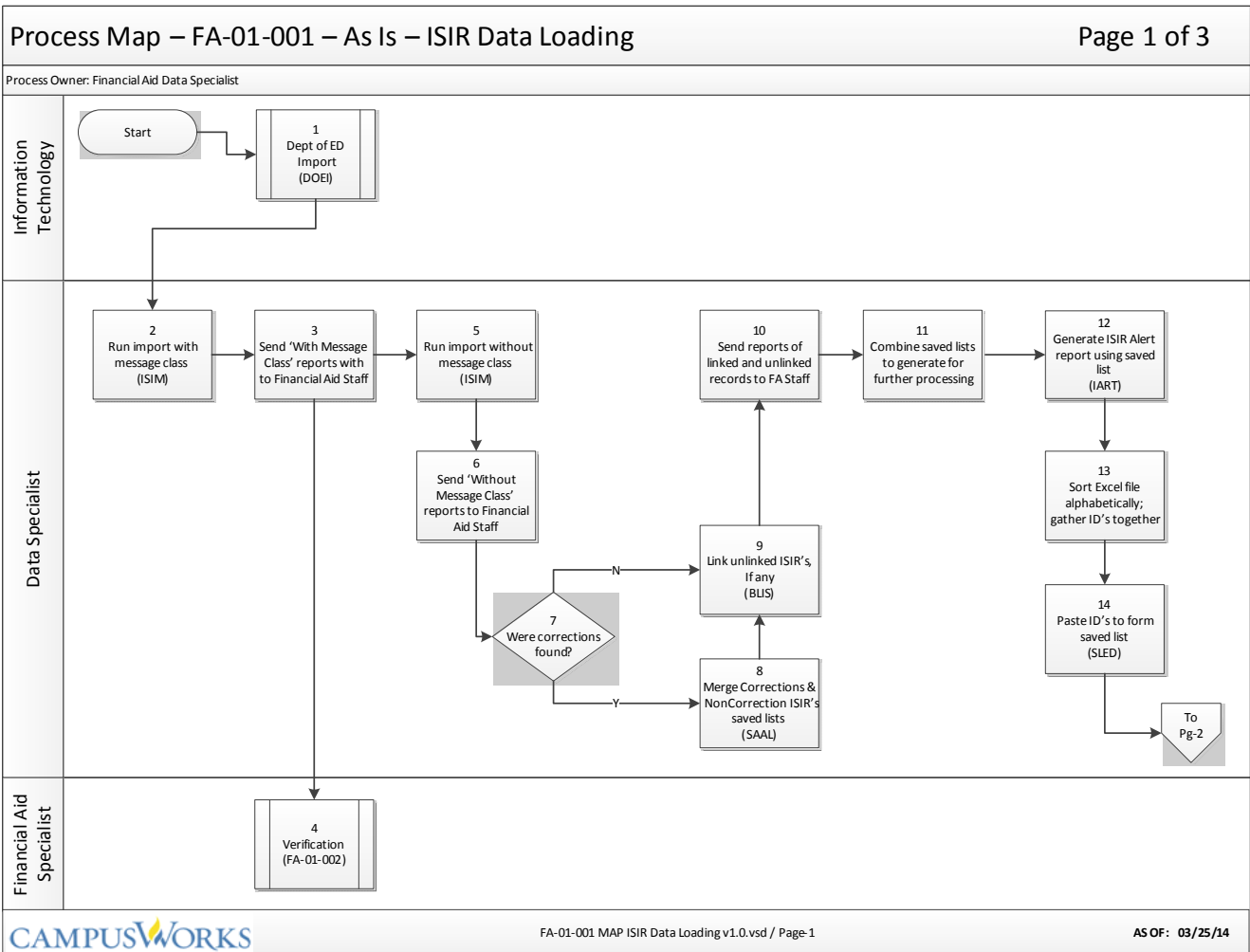
The Manage Financial Aid Applications Process at Bergen Community College consists of three sub-processes, as shown below: ISIR Data Loading, Verification and Communications for Application Completion. Because of staff unavailability during the scheduled meeting dates, the Award Letter Generation process was not reviewed or mapped.



The following workflows and definitions describe the Manage Financial Aid Applications processes of *ISIR Data Loading (FA-01-001)* and *Verification (FA-01-002)*.

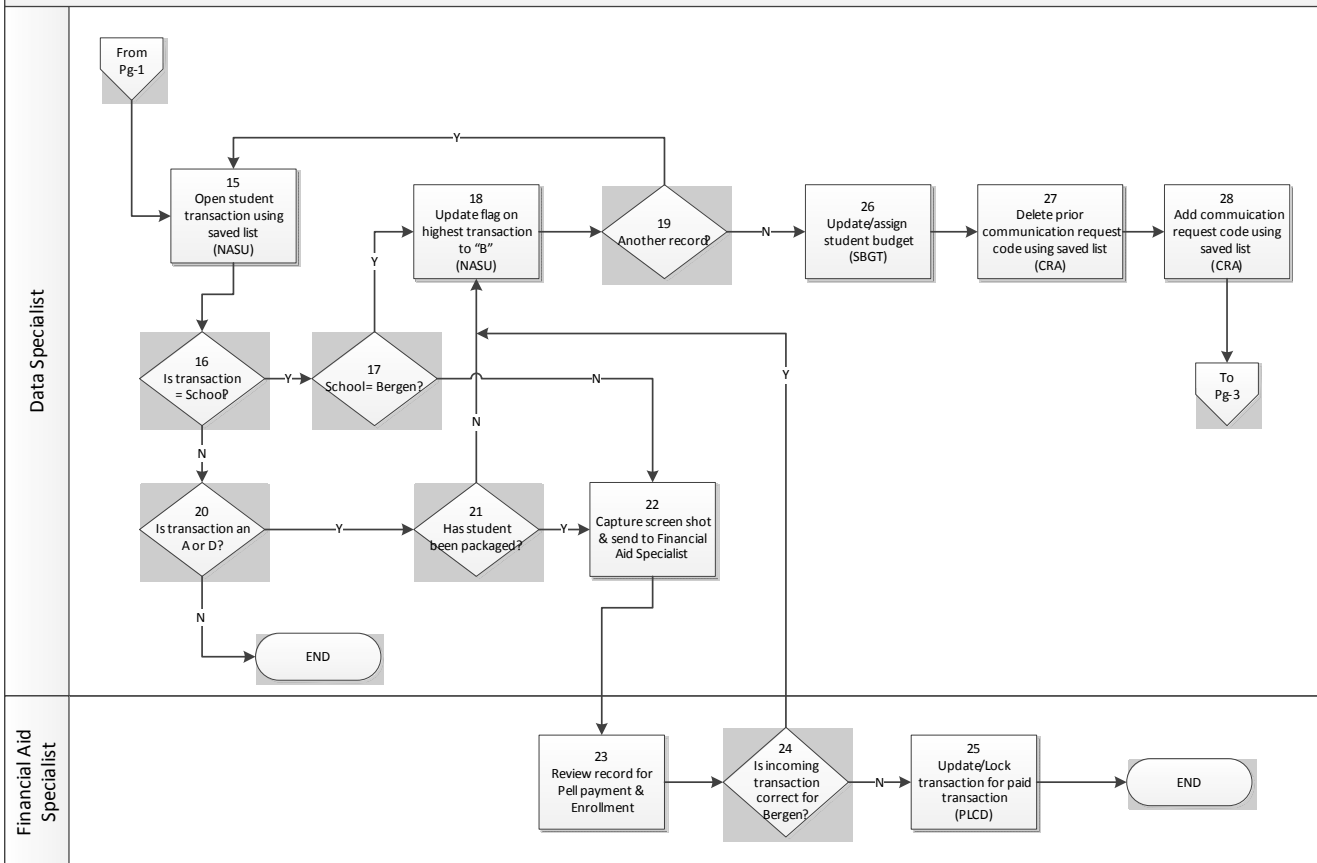
Process: ISIR Data Loading (FA-01-001)

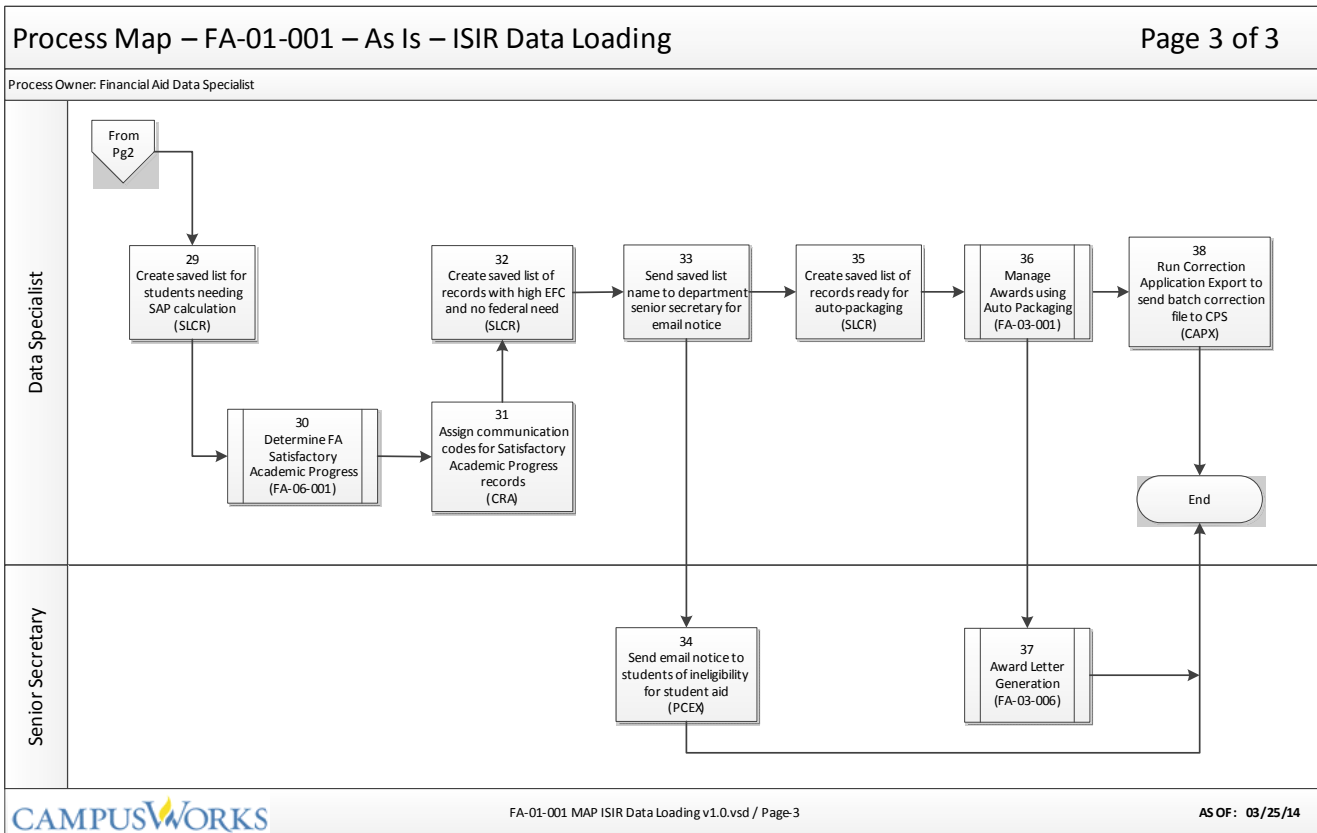
The following process flow depicts the steps that occur for *Manage Financial Aid Applications: ISIR Data Loading (FA-01-001)*. This process encompasses tasks necessary to import, process and review results of the Free Application for Federal Student Aid (FAFSA) data filed by Students through the Central Processing System (CPS) of the Department for Education (DOE). The ISIR is the electronic results of the FAFSA submission to the CPS. This ISIR data load will also include the follow up steps used during this process.



Process Map – FA-01-001 – As Is – ISIR Data Loading

Process Owner: Financial Aid Data Specialist





Description: ISIR Data Loading (FA-01-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *ISIR Data Loading (FA-01-001)* at Bergen Community College.

Previous Step:

- 1) Beginning of Process

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Follow established process for Dept. of ED Import (DOEI) processing.	Information Technology	Colleague Process Handler - Follow established department process for importing individual student information records received from Department of Education, using scheduled import process through Colleague Process Handler. - Dept. of ED Import (DOEI) is scheduled to run 3 times per day at 8:55am, 12:55pm and 4:55pm.	

<p>2) Run import with message class, using ISIM.</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Import ISIRs using message class of 'Correction' so that the records can be reviewed separately from records without corrections. - Add year and communication code during import, using CMC code 'FC15ISIR'. - Create student & ISIR records saved lists at bottom of ISIM process, using standard naming convention as below: ISIM.CORR.mmddyy.awyy - Save reports to desktop. 	<p>Correction ISIR's are imported.</p>
<p>3) Send 'With Message Class' reports to Financial Aid Staff.</p>	<p>Data Specialist</p>	<p>Import Reports; Email</p> <ul style="list-style-type: none"> - Send email to FA Staff with copies of the Message Class for Correction ISIR's current report. 	<p>Reports available to FA Staff.</p>
<p>4) Follow established process for Verification (FA-01-002).</p>	<p>FA Specialist</p>	<p>Needs Analysis Summary (NASU):</p> <ul style="list-style-type: none"> - Follow established department process for performing the Verification process (FA-01-002). 	
<p>5) Run import without message class, using ISIM.</p>	<p>Data Specialist</p>	<p>Colleague:</p> <ul style="list-style-type: none"> - Import ISIRs without designated message class. - Add year and communication code during import, using CMC code 'FC15ISIR'. - Create student & ISIR records saved lists at bottom of ISIM process, using standard naming convention as below: ISIM.STU.mmddyy.awyy - Save reports to desktop. 	<p>Remaining ISIR's are imported into Colleague.</p>
<p>6) Send 'Without Message Class' reports to Financial Aid Staff.</p>	<p>Data Specialist</p>	<p>Import Reports; Email</p> <ul style="list-style-type: none"> - Send email to FA Staff with copies of the Without Message Class for Correction ISIR's current report. 	<p>Reports available to FA Staff.</p>

7) Were Correction ISIR's found?	Data Specialist	'With Message Class' import report - Determine whether correction ISIRs were imported.	
8) If Correction ISIRs are found, merge Correction and Non-Correction saved lists together into one saved list, using SAAL.	Data Specialist	Colleague - Confirm that correction records were imported. - Combine the two saved lists previously created into one saved list for further processing, per the standard naming convention below: ISIM.CORR.mmddyy.awyy + ISIM.STU. mmddyy.awyy = ALL. mmddyy.awyy	Combined saved list created for further processes.
9) If Correction ISIRs are not found, use the Batch Link ISIR process to link unlinked ISIR's, using BLIS.	Data Specialist	Colleague - Use the Batch Link ISIR process to link an ISIR record to a Person/SSN record in Colleague where no record existed when ISIR data was originally imported. - Add year and communication code during import, using CMC code 'FC15ISIR'. - Create student & ISIR records saved lists at bottom of BLIS process, using standard naming convention as below: BLIS.STU.mmddyy.awyy - Save report to desktop.	Unlinked ISIR is linked to Person record with SSN.
10) Send reports of Linked & Unlinked ISIRs from BLIS process to Financial Aid Staff.	Data Specialist	Reports Saved on Desktop - Send email to FA Staff with copies of the current BLIS Linked and Unlinked reports.	Reports available to FA Staff.
11) Combine saved lists to generate complete list for further processing.	Data Specialist	Colleague; - If some previously unlinked ISIR's were linked in the prior steps, create a combined saved list to be used for additional processing; i.e. reports, assigning Student Budgets and Communication Management Missing Information.	Saved list created of all newly imported ISIR's for additional processing.

		<ul style="list-style-type: none"> - Combine the BLIS student saved list with the combined Correction/ Non-Correction student saved list created in Step 8, per the standard naming convention below: ALL.mmddyy.awyy + BLIS.STU. mmddyy.awyy = ALL.STU. mmddyy.awyy 	
12) Generate ISIR Alert report from saved list from previous step, using IART.	Data Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Generate the ISIR Alert report using the saved list saved as 'ALL.STU.mmddyy.awyy'. - Compare higher transaction ISIR with Colleague active ISIR to determine if the active ISIR .flag will need to switch, - Save report from IART process as Text file on Desktop and import to Excel. 	Report saved and reviewed to locate records with higher transaction ISIR than active ISIR.
13) Sort Excel file alphabetically; gather IDs together.	Data Specialist	<p>Excel</p> <ul style="list-style-type: none"> - Sort Excel file generated from ISIR Alert report alphabetically by last name. - Format and gather Colleague ID's. 	Colleague ID's retrieved from Excel file.
14) Paste ID's to create new saved list, using SLED.	Data Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Create new saved list by pasting ID's from Excel file of ISIR Alert report into saved list editor (SLED) to be used in further ISIR review. 	New saved list created for further ISIR review.
15) Open Student ISIR transaction from step saved list created in previous step, using NASU.	Data Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Using IART saved list, open each record on Needs Analysis form (NASU). 	Student transactions opened for review and resolution.
16) Is transaction created/changed by a school?	Data Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Determine if the transaction was created or changed by a school, and which school created this transaction, using the Needs Analysis Summary (NASU) form. 	

<p>17) If transaction is created by a school, is the school code Bergen?</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that the transaction was created or changed by a school. - Determine if the school code on the highest ISIR transaction is for Bergen, using the Needs Analysis Summary (NASU) form. 	
<p>18) If the school code is for Bergen, update the Active ISIR flag on the highest transaction, using NASU.</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that the school code on the highest transaction is for Bergen. - Remove the "B" flag on the current active ISIR using Field Delete on the Needs Analysis Summary (NASU) form. - Update the "B" flag on the highest ISIR transaction. 	<p>Highest ISIR transaction is marked as active ISIR.</p>
<p>19) After completing the school code update, is there another record to review?</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Determine if there is another record to be reviewed. - If there are additional records to review, return to Step 15. - If there are no further records to review, continue to Step 26. 	
<p>20) If transaction is not changed by a school, is the transaction changed by Applicant or Department of Education (ED)?</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Determine if the ISIR transaction was changed by the applicant or Department of Education. - If the transaction was not changed by the applicant or Dept of Education, the process ends. 	
<p>21) If transaction is changed by Applicant or ED, has the student been packaged?</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that the transaction was changed by the applicant or ED. - Determine if the student has been packaged for aid, using the Needs Analysis Summary (NASU) form. 	

<p>22) If the school code is not Bergen or if student has been packaged, capture a screen shot and send to FA Specialist, using NASU.</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that the school code is not Bergen or that the student has been packaged. - Capture a screen shot of the Needs Analysis Summary (NASU) form and send to the FA Specialist to review. - If student has not been packaged, return to Step 18. 	<p>Screen capture of transaction forwarded to FA Specialist.</p>
<p>23) Review the record for Pell payment and enrollment.</p>	<p>FA Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Review the record for a Pell award and/or disbursement, and to determine if the student is enrolled in at least 1 credit hour, using the Award Entry (AIDE) form. 	<p>Record reviewed for Pell and enrolled credits.</p>
<p>24) Is the incoming transaction correct for Bergen?</p>	<p>FA Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Determine if the incoming transaction is correct for Bergen. - If the transaction is correct for Bergen, return to Step 18 to update the ISIR transaction. 	<p>Highest ISIR transaction is marked as Active ISIR.</p>
<p>25) If the incoming transaction is not correct for Bergen and the student has Pell payment, lock the ISIR transaction upon which the Pell was paid, using PLCD.</p>	<p>FA Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that the transaction is not correct for Bergen. - Check if a Pell payment has been made, using the AIDE form. - If a payment has been made, detail on the Pell award to the PLCD form and lock the ISIR transaction upon which the Pell payment was made. - Note: The active ISIR on NASU must match the transaction number locked on PLCD. 	<p>ISIR transaction is locked for the transaction upon which the Pell Grant was paid.</p>
<p>26) If there are no further records to review, update or assign Student Budget from final saved list from all</p>	<p>Data Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Run the batch Budget Assignment (SBGT) process using Saved list from the ISIR Import process, ALL.STU.mmddyy.awyy.DATE 	<p>Student budget assigned to all records with imported ISIR.</p>

the ISIR imports, using SBTG.			
27) Delete prior communication request code using the final saved list of all the ISIR imports in the batch delete process on CRA form.	Data Specialist	Colleague - Delete previously assigned communication request code 'FRyyMIL' using the saved list from final ISIR import, ALL.STU.MMDDYY.AWYY, in the batch delete process (CRA).	Previous request code assignment deleted from student records.
28) Add communication request code using the final saved list of all the ISIR imports in the batch assign process on CRA form.	Data Specialist	Colleague - Run the batch communication request assignment process to assign the communication request code 'FRyyMIL' using the saved list from final ISIR import, ALL.STU.MMDDYY.AWYY, in CRA form.	New request code assigned to student records.
29) Create saved list for imported ISIR's that need a Satisfactory Academic Progress (SAP) calculation, using SLCR.	Data Specialist	Colleague - Perform a query to create a saved list of all ISIR records that do not have a SAP calculation using Saved List Creation (SLCR) form.	Saved list of records without SAP calculation created.
30) Follow established process Determine FA Satisfactory Academic Progress (FA-06-001).	Data Specialist	Colleague - Follow established department process to calculate SAP for imported ISIRs, using saved list created in previous step.	
31) Assign communication codes for Satisfactory Progress records, using CRA.	Data Specialist	Colleague - Assign communication request codes using batch assignment process to add FRYFASR (Fall) or FRYYSPSR (Spring) request codes after SAP calculation to notify student of SAP results.	Request codes assigned to records with imported ISIR and SAP calculations.
32) Create saved list of records with high EFC who have no federal need, using SLCR.	Data Specialist	Colleague - Create saved list of selected records with EFC greater than	Saved list created of student records identified as having no federal need.

		the Student Budget/Cost of Attendance.	
33) Send saved list name to department Senior Secretary for email notice.	Data Specialist	Email - Send 'No Need' saved list name to department Senior Secretary to assign email notice to students through PCEX.	No Need email is sent to students with a high EFC and no eligibility for federal aid.
34) Send email notice to students of ineligibility for student aid, using PCEX.	Senior Secretary	Colleague, email - Process email notice to inform students that their EFC exceeds need, using PCEX.	Email notices sent to students.
35) Select records ready for auto-packaging, using SLCR.	Data Specialist	Colleague - For 2013-14 records, create saved of records ready to be auto-packaged, using SLCR. - For 2014-15, use saved list of students from ISIR Data Loading.	Saved list available for running auto packager.
36) Follow established process Run Auto Package process (FA-03-001).	Data Specialist	Colleague - Follow established process FA-03-001 to auto-package records using saved list created in previous step.	
37) Follow established process Generate student Award Letter process (FA-03-006).	Senior Secretary	Colleague - Follow established process FA-03-006 to generate award letters.	
38) Run Correction Application Export to send batch correction file to CPS, using CAPX.	Data Specialist	Colleague - Run Correction Application Export (CAPX) process to capture any ISIR corrections completed since previous submission, using CAPX.	ISIR corrections batch sent to CPS.

Next Step:

- 1) FA-01-002 – Verification, or
- 2) FA-01-003 – Communication for Application Completion

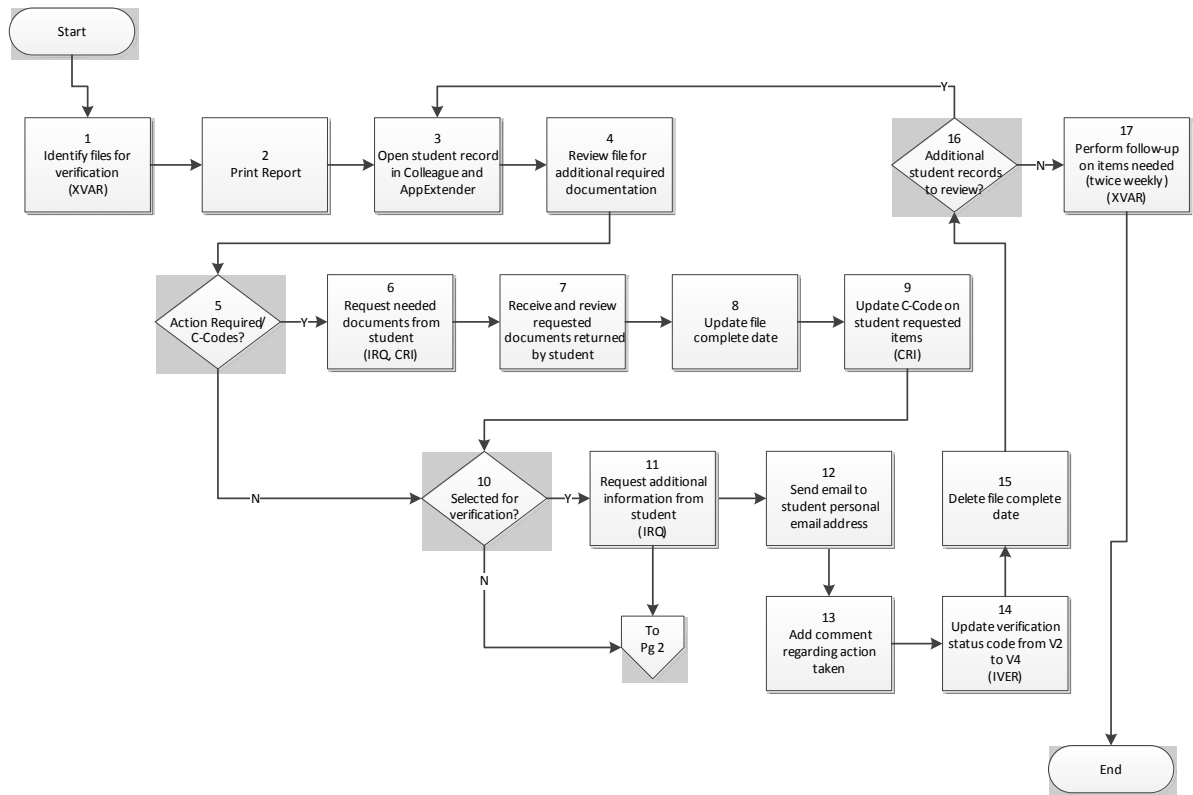
Process: Verification (FA-01-002)

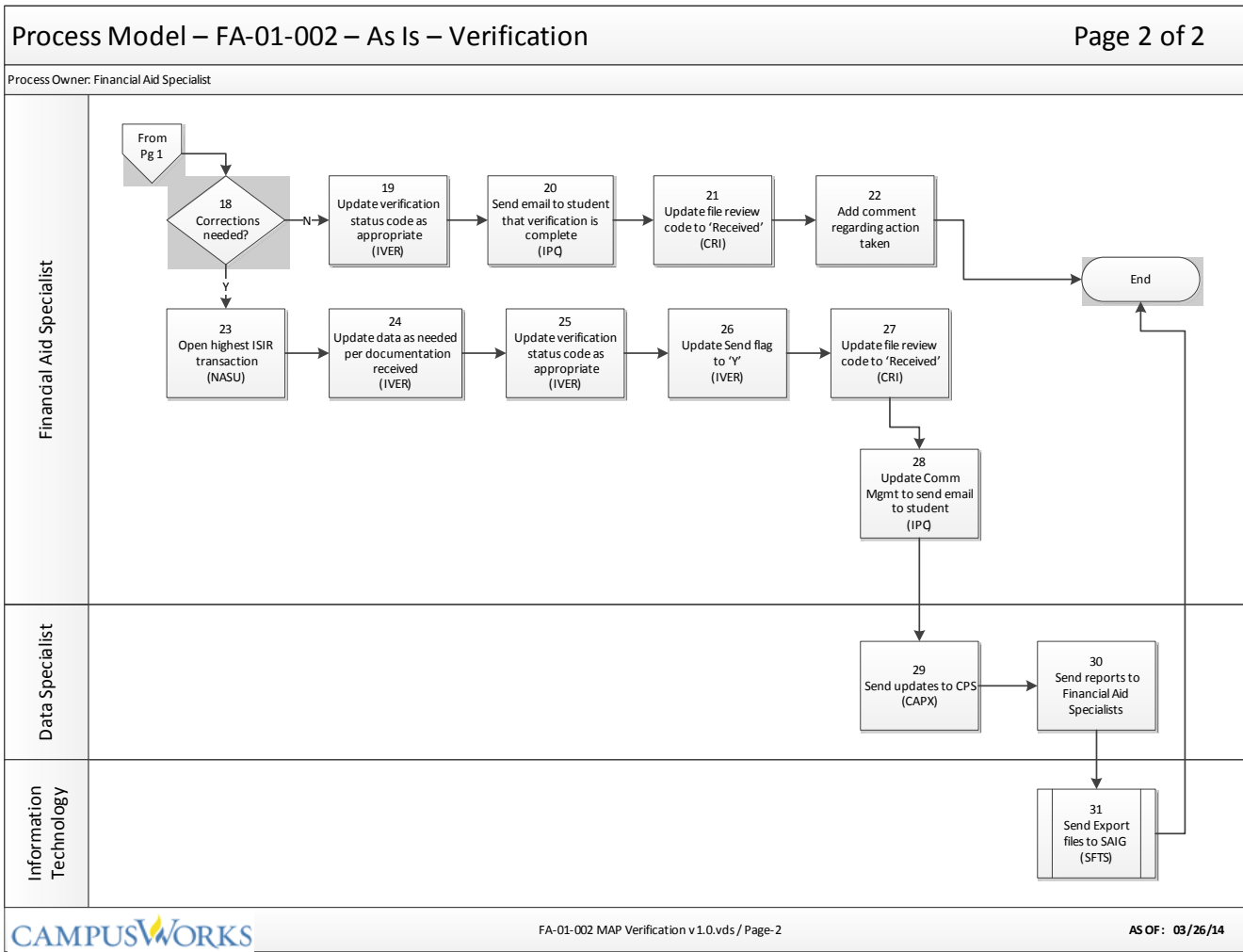
The following process flow depicts the steps that occur for *Manage Financial Aid Applications: Verifications (FA-01-002)*. This process comprises steps needed to validate information provided by the financial aid applicant as requested by the Department of Education.

Process Model – FA-01-002 – As Is – Verification

Process Owner: Financial Aid Specialist

Financial Aid Specialist





Description: Verification (FA-01-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of Verifications (FA-01-002) at Bergen Community College.

Previous Step:

- 1) ISIR Data Loading, FA-01-001

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Identify files for verification, using XVAR.	Financial Aid Specialist	Colleague; - Identify records selected by Department of Education for verification by running the XVAR process. - Select records containing a file complete date and verification status of V2, V4 or V5.	Files selected for verification identified.

2) Print report.	Financial Aid Specialist	Colleague; - Print report generated by the XVAR process.	Report printed.
3) Open student record in Colleague and AppXtender.	Financial Aid Specialist	Colleague; AppXtender; XVAR report - Open each student record whose name appears on the XVAR report in Colleague and in Appextender.	Student records opened in Colleague, Appextender.
4) Review file for additional required documentation.	Financial Aid Specialist	Colleague; AppXtender; XVAR report - Review each record for additional requested documentation, checking AppXtender to verify if needed document may already be on file.	Files reviewed for requested documentation.
5) Are additional actions required or C-Codes present?	Financial Aid Specialist	Colleague - Determine if additional actions are required or if C-Codes are present on the student record.	
6) If additional actions are required or C-Codes are present, request needed documents from student using IRQ and CRI.	Financial Aid Specialist	Colleague - Confirm that additional actions are required or that C-Codes are present. - Request needed documents from student using the IRQ form to assign the missing item request letter (FRyyMISC) and CRI forms to confirm that the requested item had not been received earlier. - Email student personally with request for needed documents.	Additional needed documents requested.
7) Receive and review requested documents returned by student.	Financial Aid Specialist	Received documentation; Colleague	Returned items received and reviewed.

		- Receive and review requested documents returned by student.	
8) Update file complete date.	Financial Aid Specialist	Colleague - Update file complete date, as appropriate, when all items have been received.	File complete date updated.
9) Update C-Code on student requested items, using CRI.	Financial Aid Specialist	Colleague - Update C-Code item as received on the student requested items on CRI.	C-Code items updated as received.
10) Has student been selected for verification?	Financial Aid Specialist	Colleague - Determine if student has been selected for verification. - If student was not selected for verification, proceed to Step 18.	
11) If student was selected for verification, request additional information from student, using IRQ.	Financial Aid Specialist	Colleague - Confirm that student has been selected for verification. - Request any additional documentation required by Department of Education, using IRQ to assign missing items letter/email.	Additional documentation requested.
12) Send email to student personal email address.	Financial Aid Specialist	Colleague - In addition to sending information to student's Bergen email address, send email to student's personal email address requesting needed documentation.	Student emailed at personal email address.
13) Add comment regarding action taken.	Financial Aid Specialist	Colleague - Add a comment to the student record to note the action taken, date completed and by whom	Comments added to record.

		the action was performed.	
14) Update verification status code from V2 to V4 on IVER.	Financial Aid Specialist	Colleague - Update verification status from V2 to V4 to reflect selected for verification using IVER.	Verification status updated.
15) Delete file complete date.	Financial Aid Specialist	Colleague - Delete file complete date to prevent packaging while awaiting items required for verification.	File complete date deleted.
16) Are there additional student records to review?	Financial Aid Specialist	Colleague - Determine if there are additional student records to review. - If additional student record review is necessary, return to Step 3.	
17) If there are no further student records to review, twice weekly perform follow-up on items needed.	Financial Aid Specialist	Colleague - Confirm that there are no further student records to review at this time. - Twice weekly, perform follow-up on items needed by sending reminder emails to students with required items still outstanding.	Missing item follow-up performed.
18) Are corrections needed?	Financial Aid Specialist	Colleague - Determine if file corrections are needed based on information received from student from the C-Codes or Verification request.	
19) If corrections are not needed, update verification status as appropriate.	Financial Aid Specialist	Colleague - If corrections are not needed, update the verification status as appropriate to indicate verification complete.	Verification status updated.

		<ul style="list-style-type: none"> o From V2 to V7, or o From V5 to V7 	
20) Send email to student indicating that verification is complete, using IPC.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Send email to student indicating that verification has been completed, using IPC to assign appropriate communication code. - New step in process for Award Year 2014-15. 	Verification complete email sent to student.
21) Update file review code to 'R', using CRI.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Update file review code to 'Received', using CRI, to trigger packaging of potential financial aid awards. 	File review code updated.
22) Add comment regarding action taken.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Add a comment to the student record to note the action taken, date completed and by whom the action was performed. 	Comment added regarding action completed.
23) Open highest ISIR transaction, using NASU.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Open student ISIR transaction with the highest transaction number, using NASU. 	ISIR transaction opened.
24) Update data as needed per documentation received, using IVER.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Update data in ISIR transaction as needed using IVER, per the documentation received from the student. 	ISIR transaction updated.
25) Update verification status as appropriate.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Update the verification status as appropriate to indicate verification complete. o From V2 to V5, or o From V5 to V7 	Verification status updated.

26) Update Send flag to 'Y', using IVER.	Financial Aid Specialist	Colleague - Update the 'Send' flag to 'Y', using the IVER form to trigger sending the file to SAIG.	Send flag updated.
27) Update file review code to 'R', using CRI.	Financial Aid Specialist	Colleague - Update file review code to 'R', using CRI, to trigger packaging of potential financial aid awards.	File review code updated.
28) Send email to student indicating that verification is complete, using IPC.	Financial Aid Specialist	Colleague - Send email to student indicating that verification has been completed, using IPC to assign appropriate communication code. - New step in process for Award Year 2014-15.	Verification complete email sent to student.
29) Send updates to CPS, using CAPX.	Data Specialist	Colleague - Submit file updates, based on requested documentation received from student, to CPS using CAPX process.	Updates to student records submitted to CPS.
30) Send reports to Financial Aid Specialists.	Data Specialist	Colleague - Send reports to Financial Aid Specialists to maintain communication on completed files.	Reports sent to Financial Aid Specialists.
31) Send Export files to SAIG, using SFTS.	Information Technology	Colleague - Send export files to update information with SAIG, using SFTS process through Process Handler. - Process automatically runs each day at <TIMES>.	Export files sent to SAIG.

Next Step:

- 1) FA-01-003 Communications for Application Completion

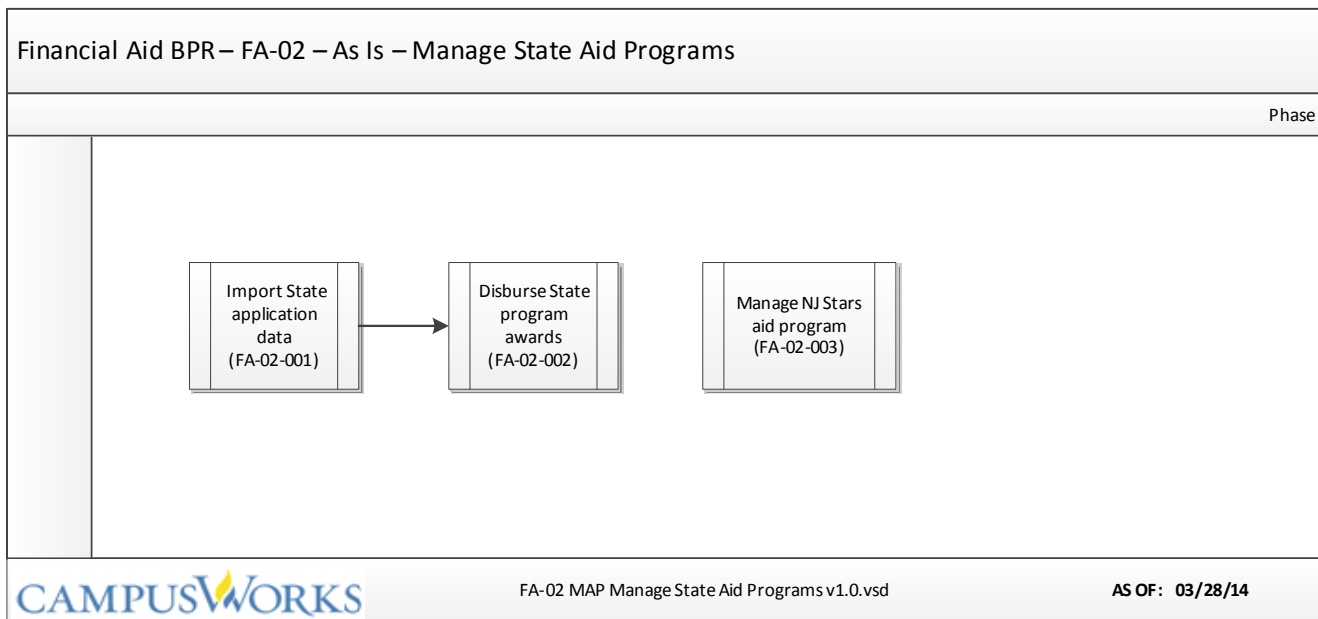
Process Recommendations – Manage Financial Aid Applications (FA-01)

- 1) Develop a formal C Code/Rejected ISIR process for resolution of these ISIR issues. The C Codes are not always checked during the regular verification process. These ISIR issues should be resolved prior to transmittal of funds to AR.
- 2) Identify specifications and work with Information Technology to develop a report (either in Colleague or other reporting tool) to identify financial aid records requiring verification but not verified to ensure that verification is completed or that all potential issues have been identified and communicated to students within expected timeframes.

Core Process: Manage State Aid Programs (FA-02)

The Bergen Community College core process “Manage State Aid Programs” comprises the actions taken to intake state aid program application data, verify applicants’ eligibility to receive state aid and to appropriately disburse state aid program funds.

The Manage State Aid Programs process at Bergen Community College consists of three sub-process, as shown below: Import State Application Data, Disburse State Program Awards and Manage NJ Stars Aid Program.



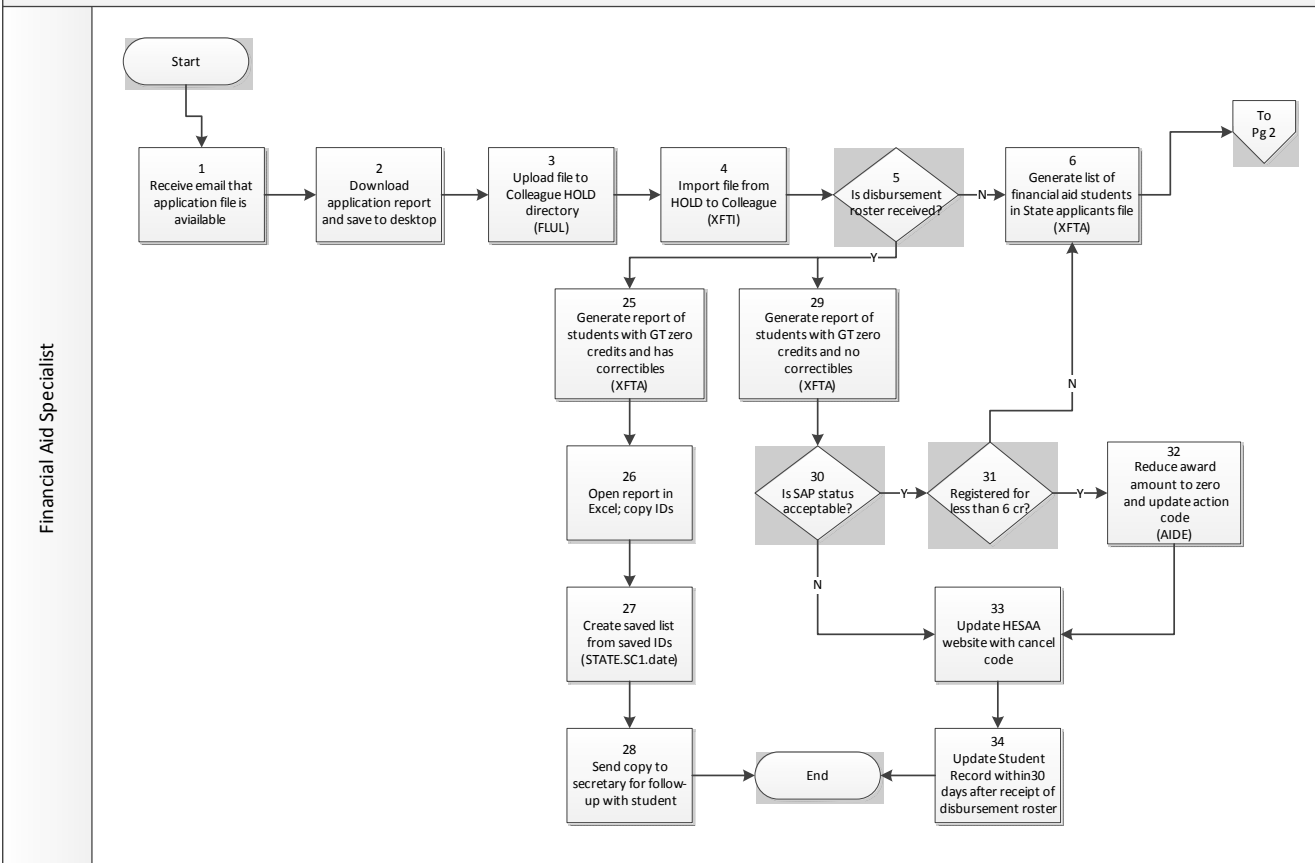
The following workflows and definitions describe the Manage State Aid Programs process of *Import State Application Data (FA-02-001)*, *Disburse State program awards (FA-02-002)* and *Manage NJ Stars aid program (FA-02-003)*.

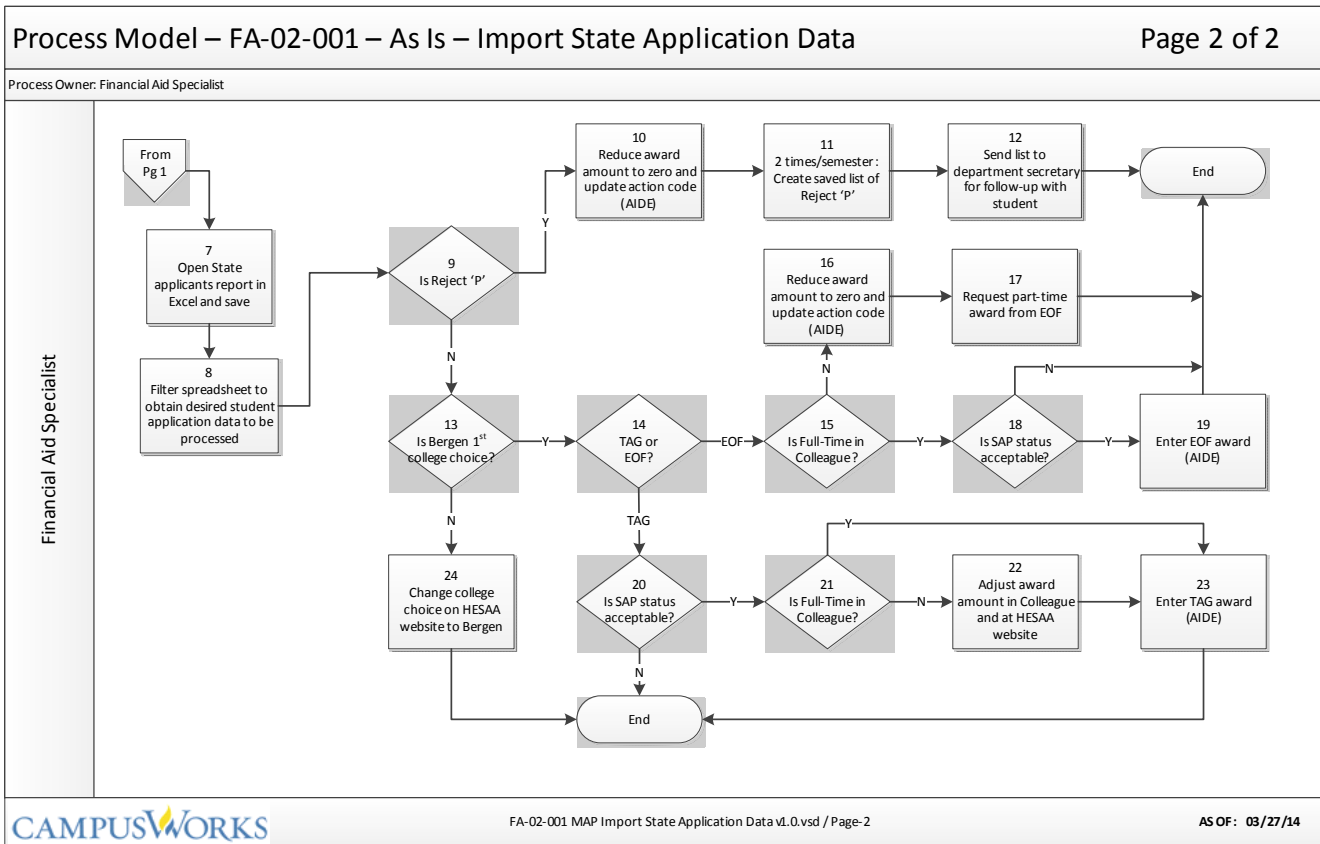
Process: Import State Application Data (FA-02-001)

The following process flow depicts the steps that occur to *Manage State Aid Programs: Import State Application Data (FA-02-001)*. This process encompasses steps needed to import State aid program information for processing on student records.

Process Model – FA-02-001 – As Is – Import State Application Data

Process Owner: Financial Aid Specialist





Description: Import State Application Data (FA-02-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *Import State Application Data (FA-02-001)* at Bergen Community College.

Previous Step:

- 1) Student application to State aid program, or
- 2) ISIR Data Loading, FA-01-001

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Receive email that application file is available.	Financial Aid Specialist	HESAA email; - Receive email from HESAA that the application file is available for download.	File available email received.
2) Download application report from HESAA website.	Financial Aid Specialist	HESAA email; - Download application report from HESAA website. - Save report to desktop with file name: NJyyyy.mmddyy.APP	Report downloaded to desktop.

		EX: NJ2014.041414.APP	
3) Upload file to Colleague HOLD directory, using FLUL.	Financial Aid Specialist	HESAA file; Colleague - Upload file from HESAA to Colleague HOLD directory, using FLUL process.	File uploaded to Colleague HOLD directory.
4) Import file from HOLD to Colleague, using XFTI.	Financial Aid Specialist	Colleague - Import the file from the HOLD directory to Colleague, using XFTI process.	File imported to Colleague.
5) Is disbursement roster received?	Financial Aid Specialist	HESAA email; Colleague - Determine if a disbursement roster has been received.	
6) If a disbursement roster has not been received, generate list of financial aid students in State applicants file.	Financial Aid Specialist	HESAA email; Colleague - Confirm that a disbursement roster has not been received. - Generate a list of financial aid students in the State applications file by running the XFTA process. - Save report on desktop as text file.	List of State applicants created.
7) Open State applicants report in Excel and save.	Financial Aid Specialist	HESAA email; Colleague - Open the applicants report generated by the XFTA process in Excel. - Save file with file name 'XFTA.(current date).(award year).xlsx EX: XFTA.0316.1314.xlsx	State applicants report saved in Excel.
8) Filter spreadsheet to obtain desired student application data to be processed.	Financial Aid Specialist	State applicants spreadsheet; - Filter the spreadsheet to obtain desired student application data - Populations to filter include: o Reject 'P' o EOF amounts	Spreadsheet filtered to desired populations.

		<ul style="list-style-type: none"> ○ college choice ○ manual award ○ enrollment status (full-time/part-time) 	
9) Is the data for Reject 'P'?	Financial Aid Specialist	<p>State applicants spreadsheet; Colleague</p> <ul style="list-style-type: none"> - After filtering the spreadsheet, is the data selected for Reject 'P' records? 	
10) If the data is for Reject 'P', reduce award amount to zero and update Action code, using AIDE.	Financial Aid Specialist	<p>State applicants spreadsheet; Colleague.</p> <ul style="list-style-type: none"> - Confirm that the data selected is Reject 'P' records. - Reduce the award amount to zero and update the Action code value to 'U', using the AIDE form. 	Award amount reduced to zero based on Reject 'P' code.
11) Twice a semester, create a saved list of all student records with Reject 'P'.	Financial Aid Specialist	<p>State applicants spreadsheet; Colleague</p> <ul style="list-style-type: none"> - Twice each semester, create a saved list of all student records containing the Reject 'P' code. - Saved List name as RejectP.mmddyy.AWYY EX: RejectP.041414.2014 	Saved list of Reject 'P' students created.
12) Send list to department secretary for follow-up with student.	Financial Aid Specialist	<p>Reject 'P' saved list; Colleague</p> <ul style="list-style-type: none"> - Send saved list to department secretary to follow-up on Reject 'P' code with students. 	Reject 'P' saved list sent to department secretary.
13) If the data is not for Reject 'P', is the data for Bergen 1 st College choice?	Financial Aid Specialist	<p>State applicants spreadsheet; Colleague</p> <ul style="list-style-type: none"> - After filtering the spreadsheet, is the data 	

		selected for Bergen 1 st college choice?	
14) If the data is for Bergen 1 st College choice, is the data for the TAG or the EOF program?	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that the data selected is Bergen 1 st college choice. - Determine if the data is for the TAG program or for the EOF program.	
15) If the data is for the EOF program, is the student full-time in Colleague?	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that the data is for the EOF program. - Determine if the student is enrolled as full-time in Colleague.	
16) If the student is not full-time in Colleague, reduce the award amount to zero and update Action code, using AIDE.	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that the student is not enrolled full-time in Colleague - Reduce the award amount to zero and update the Action code value to 'U', using the AIDE form.	Award amount reduced to zero based on less than full-time enrollment.
17) Request a part-time award from EOF.	Financial Aid Specialist	HESAA website; Colleague - Send email to EOF Director to request a part-time award.	Part-time award requested from EOF.
18) If the student is full-time in Colleague, is the SAP status acceptable?	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that the student is enrolled full-time in Colleague. - Determine if the student SAP status is acceptable.	

<p>19) Enter the EOF award, using AIDE.</p>	<p>Financial Aid Specialist</p>	<p>State applicants spreadsheet; Colleague - Confirm that the SAP status is acceptable. - Enter the EOF award and amount on the student award record, using AIDE.</p>	<p>EOF award applied to student record.</p>
<p>20) If the data is for the TAG program, is the SAP status acceptable?</p>	<p>Financial Aid Specialist</p>	<p>State applicants spreadsheet; Colleague - Confirm that the data is for the TAG program. - Determine if the student SAP status is acceptable.</p>	
<p>21) If the SAP status is acceptable, is the student full-time in Colleague?</p>	<p>Financial Aid Specialist</p>	<p>State applicants spreadsheet; Colleague - Confirm that the SAP status is acceptable. - Determine if the student is enrolled as full-time in Colleague</p>	
<p>22) If the student is not full-time in Colleague, adjust the award amount in Colleague and the HESAA website.</p>	<p>Financial Aid Specialist</p>	<p>State applicants spreadsheet; Colleague; HESAA website - Confirm that the student is enrolled less than full-time. - Adjust the award amount entered on the student record based on level of enrollment, in Colleague using AIDE and at the HESAA website.</p>	<p>Award amount adjusted based on less than full-time enrollment.</p>
<p>23) If the student is full-time in Colleague or after adjusting the award amount, enter the TAG award, using AIDE.</p>	<p>Financial Aid Specialist</p>	<p>State applicants spreadsheet; Colleague - Enter the TAG award and amount on the student award record, using AIDE.</p>	<p>TAG award applied to student record.</p>
<p>24) If the data is not for Bergen 1st College choice, change the</p>	<p>Financial Aid Specialist</p>	<p>State applicants spreadsheet; Colleague</p>	<p>College choice updated on HESAA website.</p>

college choice on the HESAA website to Bergen.		<ul style="list-style-type: none"> - Confirm that the data selected is not Bergen 1st college choice. - Change the college choice as displayed on the HESAA website to Bergen. 	
25) If a disbursement roster is included in the email, generate report of students with more than zero credits and correctibles, using XFTA.	Financial Aid Specialist	<p>State applicants spreadsheet; Colleague</p> <ul style="list-style-type: none"> - Confirm that a disbursement roster is included in the email. - Generate report of students by running the XFTA process with parameters including registration of at least one credit and with correctible information due from the student. 	XFTA process run for disbursement roster.
26) Open report in Excel; copy IDs.	Financial Aid Specialist	<p>State applicants report; Colleague</p> <ul style="list-style-type: none"> - Open the report generated in the XFTA process in Excel. - Copy the student id numbers from the report. 	Report created and IDs copied.
27) Create saved list from saved IDs.	Financial Aid Specialist	<p>State applicants spreadsheet; Colleague</p> <ul style="list-style-type: none"> - Using the student id numbers from the report, create a saved list of student id numbers - Save the list with the standard name 'STATE.SC1.(date)' Ex: STATE.SC1.031614' 	Saved list created.
28) Send copy to secretary for follow-up with student.	Financial Aid Specialist	<p>State applicants saved list; Colleague</p> <ul style="list-style-type: none"> - Send a copy of the saved list to the department secretary for follow-up with the student on 	Copy of saved list sent to department secretary.

		corrections needed to file.	
29) If a disbursement roster is included in the email, generate report of students with more than zero credits and no correctibles.	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that a disbursement roster is included in the email. - Generate report of students by running the XFTA process with parameters to include registration of at least one credit and no correctible information due from the student.	XFTA process run for disbursement roster.
30) Is SAP status acceptable?	Financial Aid Specialist	State applicants spreadsheet; Colleague - Determine if the student SAP status is acceptable.	
31) If SAP status is acceptable, is student registered for less than 6 credits?	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that the student SAP status is acceptable. - Determine if the student is registered for less than 6 credits.	
32) If the student is registered for less than 6 credits, reduce award amount to zero and update Action code.	Financial Aid Specialist	State applicants spreadsheet; Colleague - Confirm that the student is enrolled for less than 6 credits. - Reduce the award amount to zero and update the Action code value to 'U', using the AIDE form.	Award amount reduced to zero based on enrollment of less than 6 credits.
33) If SAP status is not acceptable or after reducing award amount to zero,	Financial Aid Specialist	State applicants spreadsheet; HESAA website - Confirm that the student SAP status is not	HESAA website updated.

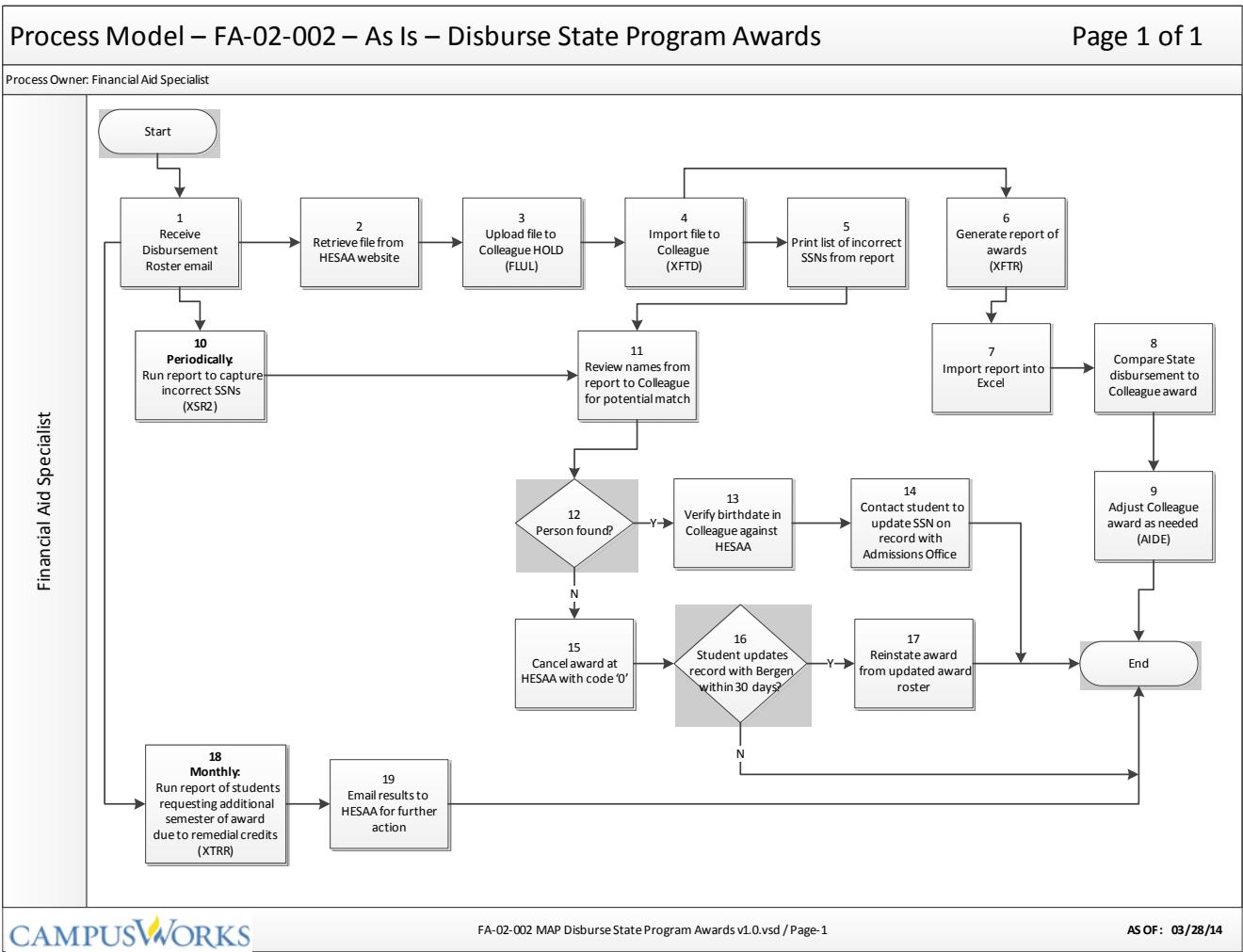
update HESAA website with cancel code.		acceptable or award amount has been reduced to zero. - Update HESAA website with cancel code for the award.	
34) Update student record at HESAA within 30 days.	Financial Aid Specialist	HESAA website; Colleague - Update the student record in HESAA within 30 days from receipt of disbursement roster for corrections due to credit load, satisfactory academic progress, etc.	

Next Step:

- 1) FA-02-002 – Disburse State Program Awards

Process: Disburse State Program Awards (FA-02-002)

The following process flow depicts the steps that occur to *Manage State Aid Programs: Disburse State Program Awards (FA-02-002)*. This process encompasses steps needed to apply, verify and disburse State of New Jersey financial aid awards to a student’s financial aid record.



Description: Disburse State Program Awards (FA-02-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *Disburse State Program Awards (FA-02-002)* at Bergen Community College.

Previous Step:

- 1) Import State Application Data (FA-02-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Receive Disbursement Roster email.	Financial Aid Specialist	HESAA email - Receive email indicating the disbursement file is ready for download. - Email also contains report of state aid awards eligible for disbursement to student record.	Email received.

2) Retrieve file from HESAA website.	Financial Aid Specialist	HESAA website; - Retrieve disbursement file from HESAA website. - Save file using standard file name as shown: NJ<AYxx>.<mmdd>.DISB. EX: NJ1314.0317.DISB	Disbursement file retrieved and saved.
3) Upload file to Colleague HOLD, using FLUL.	Financial Aid Specialist	HESAA file; Colleague - Upload the HESAA disbursement file to the Colleague HOLD directory for later import, using FLUL process.	Disbursement file uploaded to Colleague.
4) Import file to Colleague, using XFTD.	Financial Aid Specialist	Colleague; - Import disbursement file from the Colleague HOLD directory into Colleague, using XFTD process.	Disbursement file imported to Colleague.
5) Print list of incorrect SSNs from report.	Financial Aid Specialist	Colleague; - Print page one of the report containing social security numbers for which there is no person record on file in Colleague.	List of incorrect SSNs printed.
6) Generate report of awards, using XFTR.	Financial Aid Specialist	Colleague; - Generate report of awards on student Colleague records, using XFTR. - Save report to desktop, using standard file name: XFTR.<date>.<AYxx> Example: XFTR.0317.1314	Report of awards generated.
7) Import report into Excel.	Financial Aid Specialist	XFTR report; - Import XFTR report into Excel for further processing.	Report imported into Excel.
8) Compare State disbursement to Colleague award.	Financial Aid Specialist	HESAA disbursement report; XFTR report; - Compare HESAA disbursement report to the report generated in	State disbursement validated against Colleague data.

		the XFTR process to validate amounts to be awarded to student.	
9) Adjust Colleague award as needed, using AIDE.	Financial Aid Specialist	HESAA disbursement report; XFTR report; Colleague; - Adjust award amount on student record in Colleague, as necessary where discrepancies are noted between the HESAA disbursement report and the XFTR report, using AIDE.	Colleague award adjusted as needed.
10) Periodically, run report to capture incorrect SSNs, using XSR2.	Financial Aid Specialist	HESAA records; - Periodically, generate report from HESAA to capture incorrect social security numbers, using XSR2 process.	Incorrect SSN report generated.
11) Review names from report to Colleague for potential match.	Financial Aid Specialist	XSR2 report; Colleague; - Review names provided in XSR2 report against Colleague person records to identify potential record matches.	Names reviewed for potential match in Colleague.
12) Is person found in Colleague?	Financial Aid Specialist	Colleague, XSR2 report - Determine if a potential person record match exists between XSR2 report and Colleague records.	
13) If potential record match is located, verify birthdate in Colleague against HESAA.	Financial Aid Specialist	Colleague; HESAA; - Confirm that a potential person record match is located - Verify birthdate in Colleague against HESAA records to confirm potential match.	Birthdate verified in Colleague.
14) Contact student to update SSN on record	Financial Aid Specialist	Colleague; - Contact student to update Admissions record with	Student contacted to update Admissions record.

with Admissions Office.		correct social security number in order to continue processing financial aid award.	
15) If potential match is not found, cancel award with HESAA using code '0'.	Financial Aid Specialist	Colleague; HESAA; - Confirm that a potential person record match cannot be located - Cancel student award on HESAA website, using code '0'.	Award cancelled at HESAA.
16) Does the student update his/her record with Bergen within 30 days?	Financial Aid Specialist	Tool; - Determine if the student provides updated information to the Bergen record within 30 days. - If no update is received the process ends.	
17) If the record is updated within 30 days, reinstate the award from the updated award roster.	Financial Aid Specialist	HESAA award roster; - Confirm that record has been updated within 30 days. - Reinstate student award upon receipt of updated award roster from HESAA.	Award reinstated.
18) Monthly, run report of students requesting an additional semester of award due to remedial credits, using XTRR.	Financial Aid Specialist	Colleague; - Monthly, generate report of students requesting an additional semester of state aid awards due to their need for remedial credits previously in their attendance, using XTRR process.	Report of additional semester award requests created.
19) Email results of report to HESAA for further action.	Financial Aid Specialist	XTRR report; - Email copy of report generated from the XTRR process to HESAA to request an additional semester of aid be provided to students.	Award request report emailed to HESAA.

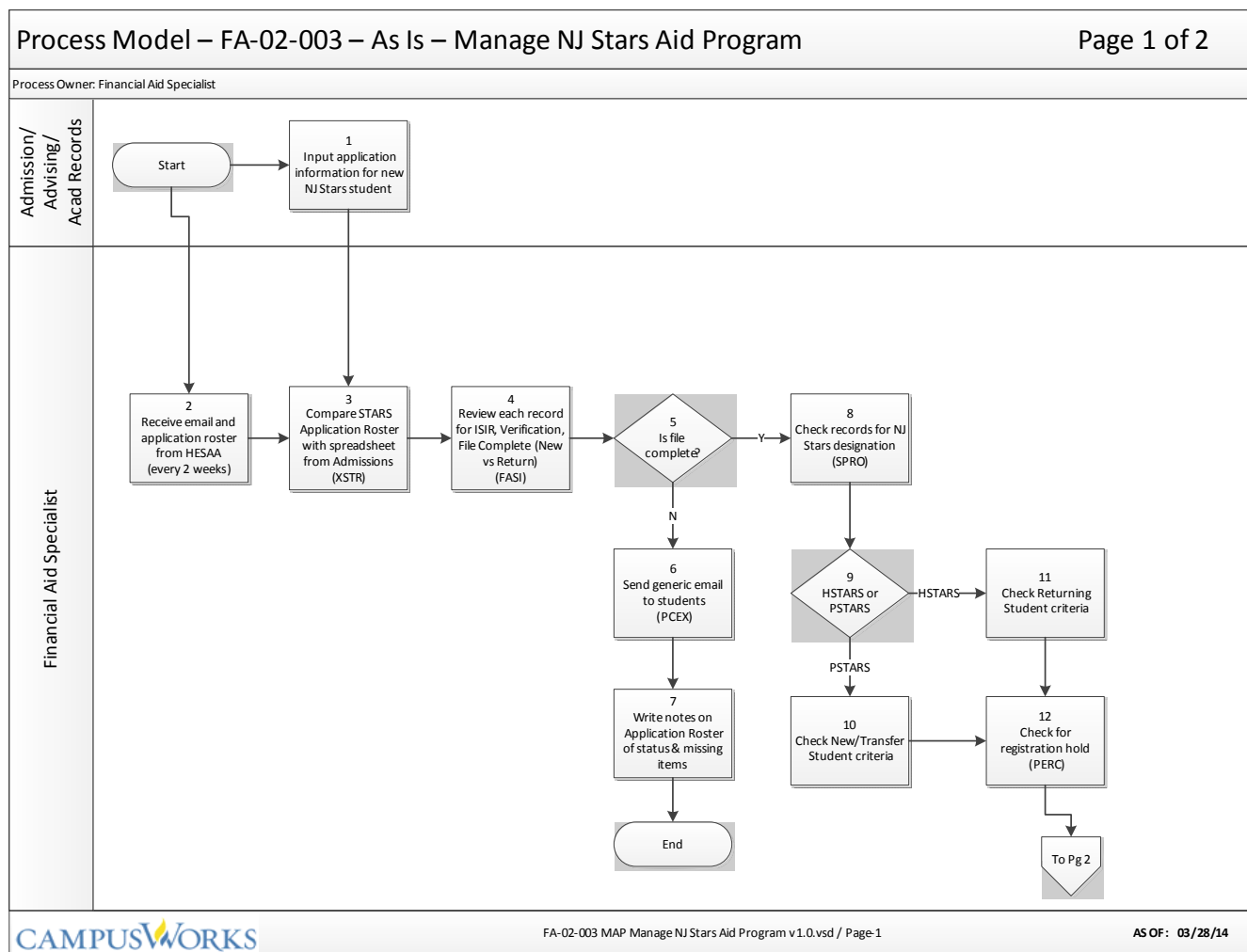
		- Response to requests received in future award rosters, if granted.	
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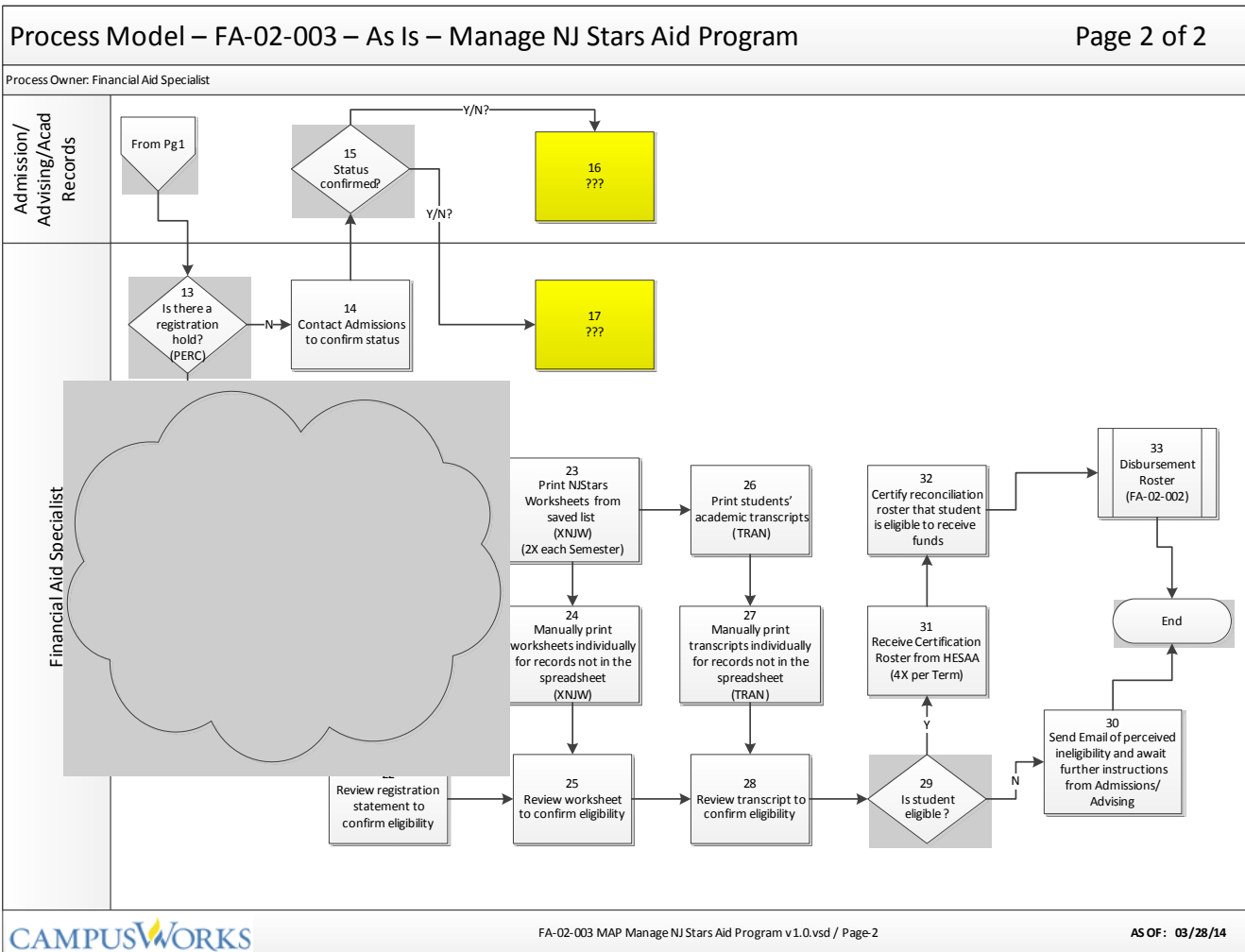
Next Step:

- 1) FA-04-001 – Disbursement/Transmittal

Process: Manage NJ Stars Aid Program (FA-02-003)

The following process flow depicts the steps that occur to *Manage State Aid Programs: Manage NJ Stars Aid Program (FA-02-003)*. This process encompasses tasks necessary to process and determine student eligibility for NJ Stars award & payment.





Description: Manage NJ Stars Aid Program (FA-02-003)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *Manage NJ Stars Aid Program (FA-02-003)* at Bergen Community College.

Previous Step:

- 1) Beginning process

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Input information for new NJ Stars student.	Admission/Academic Advising/Academic Records	Colleague; Student self-identification - Input application information containing student self-identification as an NJ Stars applicant.	New NJ Stars records added.
2) Receive email from HESAA with	Financial Aid Specialist	Email - Receive email from HESAA containing NJ Stars Application Roster.	Application roster received.

application roster, every 2 weeks		- Print roster from email.	
3) Compare NJ Stars application roster with spreadsheet from Admissions, using XSTR.	Financial Aid Specialist	HESAA Application Roster from HESAA; Admission spreadsheet - Compare application roster received from HESAA against names received in spreadsheet from Admissions.	Application lists compared.
4) Review each record for ISIR received, verification, file complete, etc, using FASI.	Financial Aid Specialist	Colleague - Check each record on application rosters for completeness of the financial aid record, using FASI.	NJ Stars applicant records reviewed.
5) Is student's file complete?	Financial Aid Specialist	Colleague - Determine if student file is complete.	
6) If file is not complete, send generic email to students, using PCEX.	Financial Aid Specialist	Colleague - Process batch generic Missing Info email to incomplete records using PCEX. - Email indicates only that financial aid record is incomplete; it does not explain to student what information is missing.	Generic batch email sent to all records with missing information.
7) Write notes on Application Roster of items needed for follow-up.	Financial Aid Specialist	HESAA Application Roster - Write notes on HESAA application roster of needed information or follow-up.	Notes available for future reference.
8) If file is complete, check records for NJ Stars designation, using SPRO.	Financial Aid Specialist	Colleague - If the file is complete, check the individual records for the appropriate NJ Stars designation. o HSTARS – returning student	NJ Stars designation confirmed.

		o PSTARS – new or transfer student	
9) Is student HSTARS or PSTARS?	Financial Aid Specialist	Colleague - Determine if student qualifies as HSTARS or PSTARS.	
10) If student is PSTARS, check new/transfer student criteria.	Financial Aid Specialist	Colleague or HESAA website - Confirm that student is PSTARS. - Review student eligibility for NJ Stars participation. - If PSTARS New student, check official HS transcript for class rank greater than or equal to 15%. - Check registered credits for no remedial credits - If PSTARS Transfer student, check HESAA web site for complete TAG, prior year award information and terms of enrollment.	PSTARS eligibility reviewed.
11) If student is HSTARS, check returning student criteria.	Financial Aid Specialist	Colleague; HESAA - Confirm that student is HSTARS. - Review student eligibility for NJ Stars participation. - Review student record for adequate for cumulative GPA, financial aid Satisfactory Academic Progress, current registered credits, and number of terms, using FASI and SASM. - Review HESAA site for complete TAG record in prior year.	HSTARS eligibility reviewed.
12) Check for registration hold on Person Restrictions form. (PERC)	Financial Aid Specialist	Colleague - Review student record for registration holds on PERC.	Student record reviewed for registration hold.

13) Is there a registration hold?	Financial Aid Specialist	Colleague - Determine if student has a registration hold.	
14) If student record does not have an NJ Stars hold, contact Admissions to confirm NJ Stars status.	Financial Aid Specialist	Email - Send email to Admission to confirm student's NJ Stars status.	Email sent to Admissions.
15) Is NJ Stars status confirmed?	Admission/Academic Advising/Academic Records	Colleague - Determine if student is eligible for NJ Stars participation.	
16) NEED INPUT FROM FA SPECIALIST ON ACTIONS IF STUDENT IS NOT ELIGIBLE FOR NJ STARS.			
17) NEED INPUT FROM FA SPECIALIST ON ACTIONS IF STUDENT IS ELIGIBLE FOR NJ STARS.			
18) If student has hold, add new student record to Verification of HS Rank roster.	Financial Aid Specialist	Verification of HS Rank roster - Confirm that student has NJ Stars hold on record. - Add new records to HS Rank roster for verification.	New records added to HS Rank verification roster for confirmation.
19) Create saved list from Admission spreadsheet, using SLED.	Financial Aid Specialist	Colleague; Admissions spreadsheet - Create saved list from Admissions spreadsheet by pasting Colleague ID's from spreadsheet (XSTR) into SLED.	Saved list created from Admissions spreadsheet.
20) Print Registration Statements for all records in saved list, using RGST.	Financial Aid Specialist	Colleague - Using saved list created in previous step, print registration statements for all students, using RGST.	Registration Statements printed for each record in saved list.

21) Manually print Registration Statement for records not on spreadsheet, using RGST.	Financial Aid Specialist	HESAA Roster - Print individual Registration Statements manually for students on HESAA roster but not on Admissions spreadsheet, as needed.	Registration Statements printed for each record as needed.
22) Review each Registration Statement to confirm eligibility.	Financial Aid Specialist	Registration statements - Review individual Registration Statement for courses enrolled, tuition charges and FA awards to confirm student eligibility.	Eligibility confirmed.
23) Print NJ Stars Worksheet for all records in saved list, using XNJW.	Financial Aid Specialist	Colleague - Print NJ Stars worksheets for records in saved list, using XNJW.	NJ Stars worksheets printed.
24) Manually print worksheets individually for records not in spreadsheet, using XNJW.	Financial Aid Specialist	HESAA Roster - Print individual NJ Stars Worksheets manually as needed, for records not on spreadsheet but on HESAA roster.	NJ Stars Worksheets printed for each record as needed.
25) Review each NJ Stars Worksheet to confirm eligibility.	Financial Aid Specialist	NJ Stars Worksheets - Review individual NJ Stars Worksheets for credits enrolled (active or remedial), tuition charges, FA awards by program and residency to confirm eligibility.	Eligibility confirmed.
26) Print Academic Transcript for all records in saved list, using TRAN.	Financial Aid Specialist	Colleague - Print Academic Transcripts for records in saved list, using XNJW.	Academic Transcripts printed.
27) Manually print Academic Transcripts individually for records not in spreadsheet, using TRAN.	Financial Aid Specialist	HESAA Roster?? - Print individual Academic Transcripts manually for students on HESAA roster but not on Admissions spreadsheet, as needed.	Academic Transcripts printed for each record as needed.
28) Review each Academic Transcript for overall	Financial Aid Specialist	Printed TRAN	Eligibility confirmed.

academic history, number of terms complete and if ready to graduate to confirm eligibility.		- Review Academic Transcript for academic history, number of terms, Program and are they ready to graduate to confirm eligibility	
29) Is the student eligible for NJ Stars?	Financial Aid Specialist	Colleague or HESAA Roster - Determine if the student is eligible for NJ Stars award.	
30) If eligibility is not confirmed, send email to Admission/Advising of perceived ineligibility and await instructions.	Financial Aid Specialist	Email; Colleague or HESAA Roster - Confirm that student is believed to be ineligible for NJ Stars award. - Send email to Admissions/Academic Advising that student is perceived ineligible for NJ Stars. - Hold file pending further instructions from Admissions/Academic Advising.	Admissions/Academic Advising contacted regarding student eligibility.
31) Receive Certification roster from HESAA (4 times per Term)	Financial Aid Specialist	Email; HESAA Roster - Receive roster of approved students for certification for funding.	HESAA Certification roster received.
32) If eligibility is confirmed, certify on Certification roster to receive funds.	Financial Aid Specialist	HESAA Roster - Confirm that student is eligible for NJ Stars award. - Complete certification roster and submit to HESAA to receive payment for each student.	Student eligibility certified to NJ Stars.
33) Follow established process to Process HESAA Disbursement (FA-02-002)	Financial Aid Specialist	Colleague - Follow established department process to process HESAA disbursements, FA-02-002.	

Next Step:

- 1) AD-03-001 Create Applicant/Prospect Records (Online), or
- 2) AD-03-002 Create Applicant Records (Paper)

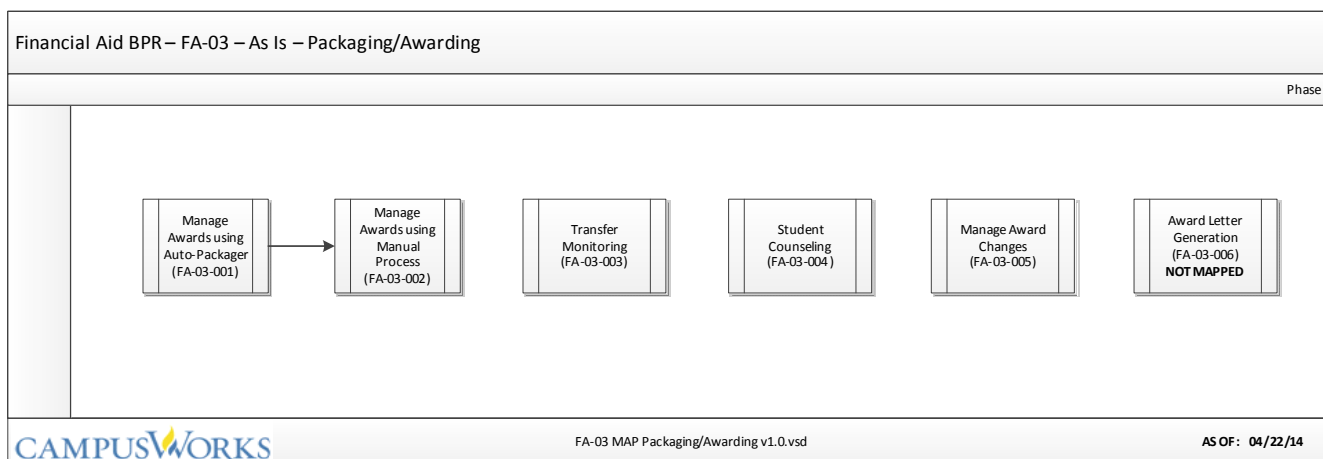
Process Recommendations – Manage State Aid Programs (FA-02)

- 1) Explore use of the import process created for State of New Jersey awards. The import process would provide automation to the NJ Stars process, and would allow for the developed custom reports to reduce the amount of printing needed to process the awards. Currently, the Specialist overseeing the NJ Stars program prints a registration statement, academic transcript and NJ Stars Worksheet for each participant record for her review and validation of data and to confirm of eligibility. The current process consumes an estimated 1,000-1,200 pages, and is reported that the Specialist needs over a week to review all documents and confirm eligibility for approximately 250 students. The process is performed 2-3 times per semester.
- 2) Collaborate with Admissions to develop an integrated process for sharing NJ Stars information and understanding hand-offs of responsibilities. Questions were raised during the process review regarding the Admissions XSTR report; it is unclear who runs the report or when it was last run.

Core Process: Packaging/Awarding (FA-03)

The Bergen Community College core process “Packaging/Awarding” comprises the processes necessary to determine eligibility for aid awards, assign awards to student records, manage changes to awards due to enrollment or eligibility changes, monitor student aid activity at other institutions to ensure student is not over-awarded, provide counseling for students as questions arise and generate the award letter notifying students of aid awarded to them.

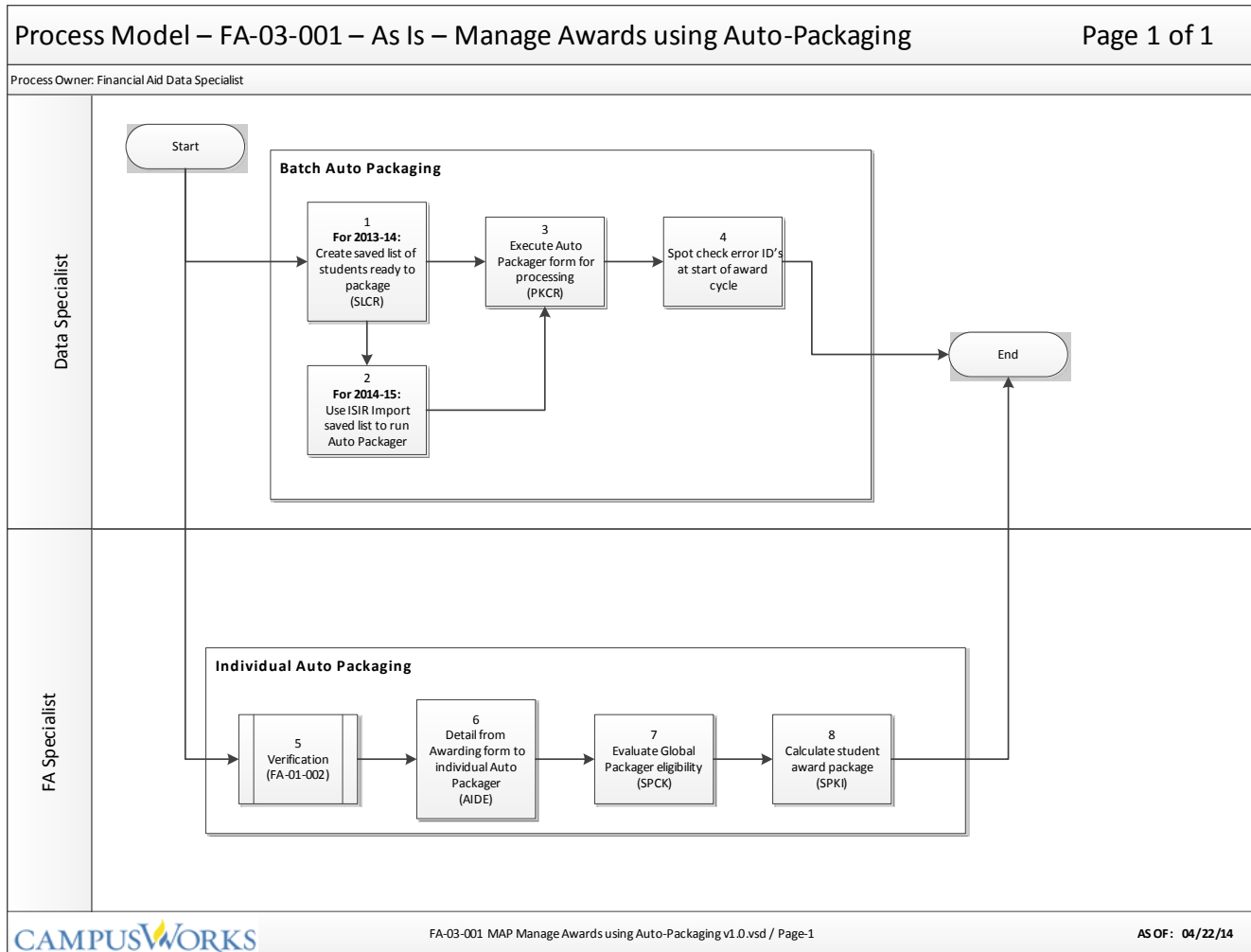
The Packaging/Awarding process at Bergen Community College consists of six sub-processes, as shown below: Manage Awards using Auto-Packager, Manage Awards using Manual Process, Transfer Monitoring, Student Counseling, Manage Award Changes and Award Letter Generation. Because of staff unavailability during the scheduled meeting dates, the Award Letter Generation process was not reviewed or mapped.



The following workflows and definitions describe the Packaging/Awarding processes for *Manage Awards using Auto-Packager (FA-03-001)*, *Manage Awards using Manual Process (FA-03-002)*, *Transfer Monitoring (FA-03-003)*, *Student Counseling (FA-03-004)*, and *Manage Award Changes (FA-03-005)*.

Process: Manage Awards using Auto-Packager (FA-03-001)

The following process flow depicts the steps that occur for *Packaging/Awarding: Manage Awards using Auto-Packager (FA-03-001)*. This process encompasses tasks necessary to automatically assign awards to students based on their family contribution and need.



Description: Manage Awards using Auto-Packager (FA-03-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the *Manage Awards using Auto-Packager (FA-03-001)* process at Bergen Community College.

Previous Step:

- 1) ISIR Data Loading (FA-01-001), or
- 2) Verification (FA-01-002)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) For 2013-14:	Data Specialist	Colleague - For 2013-14, create saved list using SLCR for	Saved list created of student records ready for auto packaging.

Create saved list of students ready to auto package, using SLCR.		students who are ready to auto package.	
2) For 2014-15: Use saved list of students from ISIR Data Loading.	Data Specialist	Colleague - For 2014-15, use saved list of students created from ISIR Data Loading.	Saved list of student records ready for auto packaging available.
3) Execute auto packager form for processing, using PKCR.	Data Specialist	Colleague - Execute the Auto-Packager process (PKCR). - Enter prompts on PKCR o Award year o Update package = Y o Student packager report = SP o Fund report priority = Y o Fund report award = Y	Students meeting auto packaging criteria awarded aid.
4) Spot check error student ID's at the beginning of awarding cycle.	Data Specialist	Colleague - Check individual records starting from FASI for ISIR, Pell entitlement or other issues why they were not packaged during testing process. - For trouble shooting student in packager, change student packager report = ERV (Extended Rules Validation) to see where the student record is "failing" packaging criteria or if there is an issue with a certain rule definition.	Auto packager ready for production.
5) Follow 'Verification' process, FA-01-002.	Financial Aid Specialist	Colleague - Follow 'Verification' process (FA-01-002) to continue with record verification.	Student Verification completed.
6) Access Award Entry form and detail to packager after verification is	Financial Aid Specialist	Colleague - Detail on the Packager link from the AIDE form to use auto packager	Packager form opened for student record.

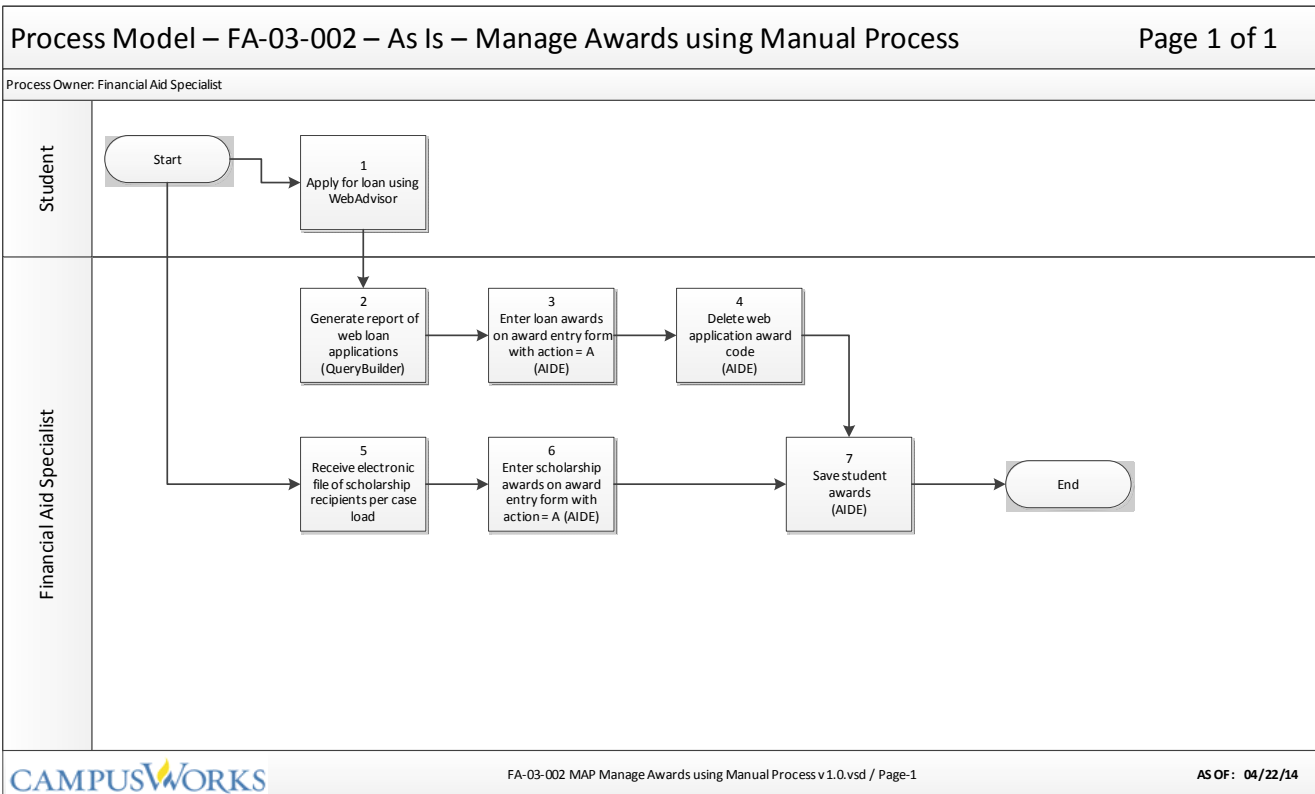
complete for student, using AIDE.		functionality on the individual student.	
7) Evaluate global eligibility packager for student, using Student Packager form (SPCK).	Financial Aid Specialist	Colleague - Detail on the “evaluate” field to determine if student record passes global criteria for auto packaging. - If Global = Yes, go to bottom of form and calculate the auto package.	Determined eligibility for auto packaging.
8) Calculate student award package, using SPKI.	Financial Aid Specialist	Colleague - Detail on the Calculate Package field if the student record passes the global eligibility. - View the student potential package created in simulation mode from auto packager - Save or cancel results, using SPKI. o Save results to package student o Cancel results to remove the award package. o If you save back to AIDE, you may still “cancel” the packaged award from the record.	Student receives an auto packaged award.

Next Step:

- 1) FA-03-006 – Award Letter Generation, or
- 2) FA-03-003 – Transfer Monitoring, or
- 3) FA-03-005 – Manage Award Changes, or
- 4) FA-04-001 – Disbursement/Transmittal

Process: Manage Awards using Manual Process (FA-03-002)

The following process flow depicts the steps that occur for *Packaging/Awarding: Manage Awards using Manual Process (FA-03-002)*. This process encompasses tasks necessary to manually assign awards to students based on their family contribution, need and other criteria determined by sources outside of the Financial Aid Office.



Description: Manage Awards using Manual Process (FA-03-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the *Manage Awards using Manual Process (FA-03-002)* process at Bergen Community College.

Previous Step:

- 1) ISIR Data Loading (FA-01-001), or
- 2) Verification (FA-01-002)
- 3) Receive list of scholarship recipients

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Apply for loan using WebAdvisor.	Student	WebAdvisor - Request a Direct Loan through 'My Loans' link in the Financial Aid module of WebAdvisor. - As a result of internal processing, the Web Loan award code is added to the student's Award Entry form (AIDE).	Student applied for Direct Loan.
2) Generate report of Web Loan	Financial Aid Specialist	Colleague - Execute QueryBuilder report to generate a list	List of Web Loans created.

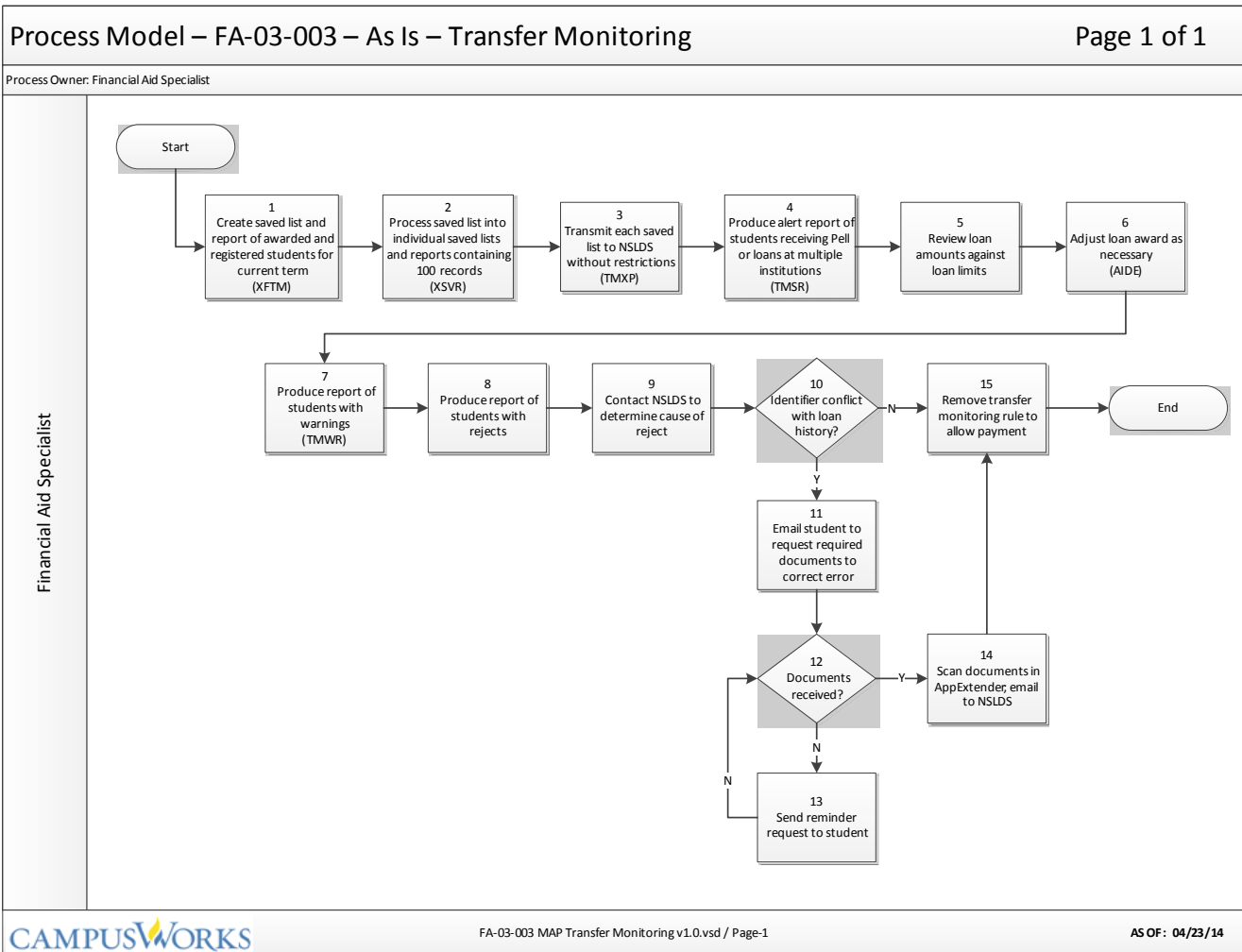
applications, using QueryBuilder.		of students with 'W...' Web Loan award code.	
3) Enter loan awards on award entry form with award action = "A", using AIDE.	Financial Aid Specialist	Colleague - Enter correct Direct Loan awards on award entry form (AIDE) with award action = "A".	Correct Direct Loan award code entered on AIDE.
4) Delete Web Loan award codes from award entry form on AIDE form.	Financial Aid Specialist	Colleague - Using Field Delete, delete the Web Loan award codes from award entry form (AIDE) for each student.	Web Loan award deleted from AIDE.
5) Receive electronic file of scholarship recipients per case load.	Financial Aid Specialist	Scholarship Recipients file - Receive electronic file of scholarship recipients from Executive Director of Financial Aid.	Scholarship recipients list received.
6) Enter scholarship award codes on award entry form with award action = "A", using AIDE.	Financial Aid Specialist	Colleague - Enter correct scholarship award codes on award entry form (AIDE) with award action = "A".	Scholarship recipients' awards updated.
7) Save student awards, using AIDE.	Financial Aid Specialist	Colleague - Save and update from award entry form (AIDE) to update the student's award.	Updated student award.

Next Step:

- 1) FA-03-006 – Award Letter Generation, or
- 2) FA-03-003 – Transfer Monitoring, or
- 3) FA-03-005 – Manage Award Changes, or
- 4) FA-04-001 – Disbursement/Transmittal

Process: Transfer Monitoring (FA-03-003)

The following process flow depicts the steps that occur for *Packaging/Awarding: Transfer Monitoring (FA-03-003)*. This process encompasses steps needed to monitor student mid-year transfer enrollment at a new institution to determine effect on continued eligibility to receive financial aid, in compliance with federal financial aid requirements.



Description: Transfer Monitoring (FA-03-003)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *Transfer Monitoring (FA-03-003)* at Bergen Community College.

Previous Step:

- 1) Manage Awards Using Auto-Packaging (FA-03-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Create saved list of awarded and registered students for current term, using XFTM.	Financial Aid Specialist	Colleague; - Create saved list and report of awarded and registered students for the current term, using XFTM and inputting registration start date and end date of the day before the process is run. - Save saved list as:	Saved list and report of awarded and registered students created.

		<p>(need naming standard)</p> <ul style="list-style-type: none"> - Save report to Transfer Monitor folder on computer. 	
2) Process saved list into individual saved lists and reports containing 100 records, using XSVR.	Financial Aid Specialist	<p>Colleague;</p> <ul style="list-style-type: none"> - Using the saved list created in Step 1, process the saved list into multiple saved lists and reports in groups of 100 records, using XSVR process, to allow for transmission to NSLDS. - Save saved lists as: (need naming standard) - Save reports to XSVR folder on computer. 	Multiple smaller saved lists and reports created.
3) Transmit each saved list to NSLDS without restrictions, using TMXP.	Financial Aid Specialist	<p>Colleague;</p> <ul style="list-style-type: none"> - Transmit each saved list to NSLDS without restrictions, beginning in July, to review for upcoming academic year, using TMXP. - Process also: <ul style="list-style-type: none"> o Assigns 'FCxxTRMT' communication code on CRI (where 'xx' = academic year), to track record sent. o Records transfer monitoring status through the TMSS process by updating the Disbursement Hold field to 'Y', to prevent payment of award while transfer review is underway. 	Saved lists sent to NSLDS.
4) Produce alert report of students receiving Pell or loans at multiple institutions, using TMSR.	Financial Aid Specialist	<p>Colleague;</p> <ul style="list-style-type: none"> - Produce alert report of students receiving Pell and/or loans at multiple institutions, using TMSR. 	Alert report created.

		- Process also imports responses from NSLDS.	
5) Review loan amounts against loan limits.	Financial Aid Specialist	Alert report; - Review loan amounts shown on alert report to identify students who may have loans exceeding loan limits of Bergen.	Alert report reviewed; records with loan limit exceeded noted.
6) Adjust loan award as necessary, using AIDE.	Financial Aid Specialist	Colleague; - Adjust loan amount on award, zeroing if necessary, to bring student to within loan limits, using AIDE. - Update Action code to 'U'.	Loan awards adjusted as necessary.
7) Produce report of students with warnings, using TMWR.	Financial Aid Specialist	Colleague; - Produce report of student records with warnings, using TMWR. - Process also: o Loads warning on student records. o Updates 'FCxTRMT' communication code on CRI as Received 'R'.	Warnings report produced; records updated.
8) Produce report of students with rejects, using TMWR.	Financial Aid Specialist	Colleague; - Produce report of rejected student records for follow-up with NSLDS, using TMWR. - Print report. - Save report to TMWR folder on computer.	Rejects report produced.
9) Contact NSLDS to determine cause of reject.	Financial Aid Specialist	Email; - Contact NSLDS to determine cause of record reject.	NSLDS contacted.
10) Does student have an identifier conflict on a loan history?	Financial Aid Specialist	Email, NSLDS; - Determine if student has an identifier conflict on a loan record.	

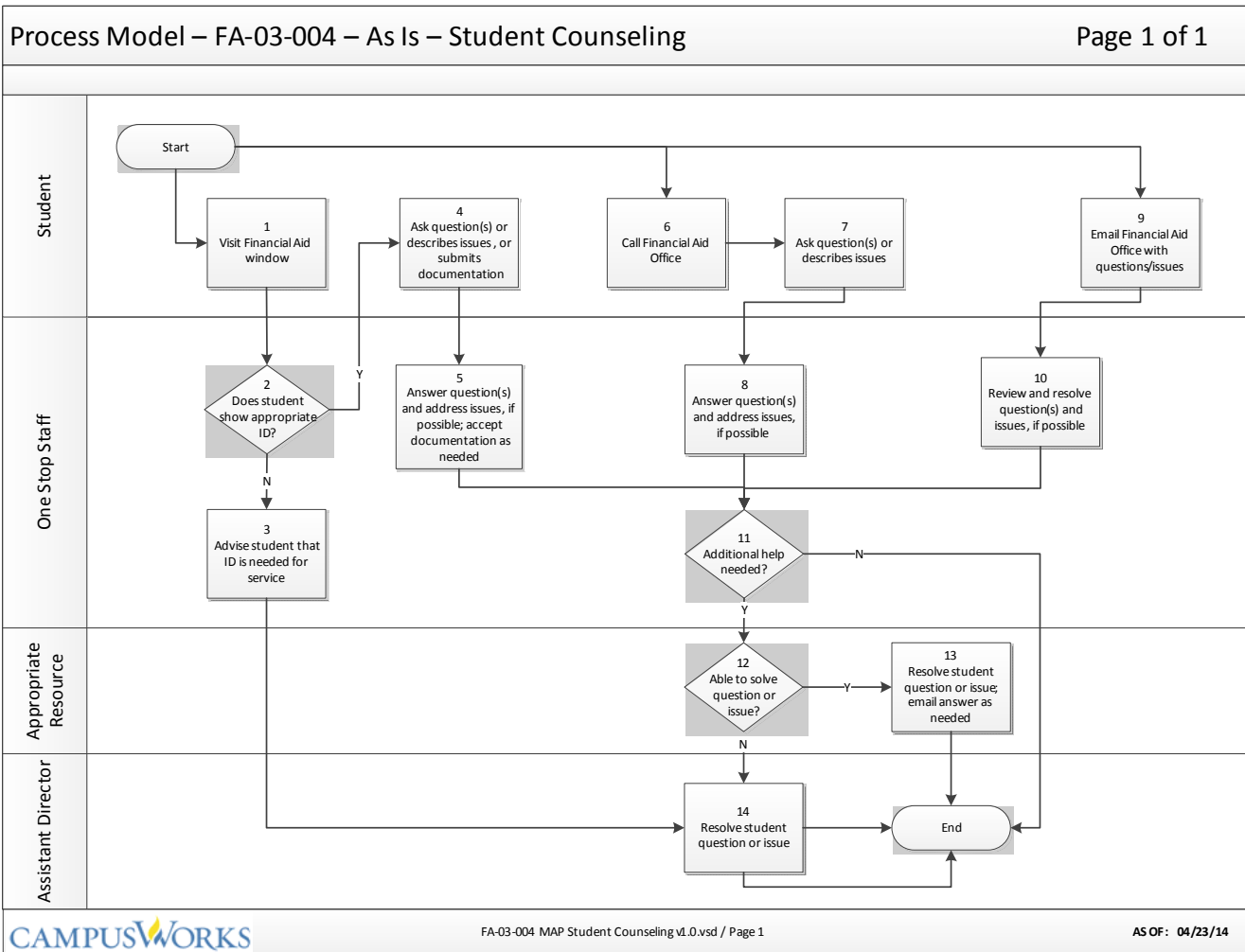
11) If student has identifier conflict with loan history, email student to request required documents to correct error.	Financial Aid Specialist	Email; - If student has an identifier conflict (generally caused by different first names used on records) on a loan history, email student to request required documents needed to correct error.	Documents requested to correct error.
12) Are documents received?	Financial Aid Specialist	Email; AppExtender - Determine if student returned requested documents.	
13) If documents are not received, send reminder request to student.	Financial Aid Specialist	Email; - If student did not return requested documents, send reminder email to student.	Reminder email sent.
14) If documents are received, scan documents into AppExtender and email to NSLDS.	Financial Aid Specialist	Email, AppExtender; - Scan received documents into AppExtender. - Email documents to NSLDS for record correction.	Documents scanned and emailed to NSLDS.
15) Remove transfer monitoring rule to allow payment.	Financial Aid Specialist	Colleague; - Remove transfer monitoring transmittal rule from student record to permit award payment as NSLDS corrects records.	Transmittal rule removed.

Next Step:

- 1) FA-03-005 – Manage Award Changes

Process: Student Counseling (FA-03-004)

The following process flow depicts the steps that occur for *Packaging/Awarding: Student Counseling (FA-03-004)*. This process comprises steps followed when a student contacts the Financial Aid Office for assistance and counseling.



Description: Student Counseling (FA-03-004)

The following narrative table corresponds to the process flow depicting the steps that occur for the process to *Student Counseling (FA-03-004)* at Bergen Community College.

Previous Step:

- 1) ISIR Data Loading (FA-01-001), or
- 2) Initial contact

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Visit Financial Aid window.	Student	Walk-up - Walk up to Financial Aid One-Stop window for assistance.	Financial Aid Office visited.
2) Does student show appropriate ID?	One Stop Staff	Student ID card - Determine if student presents appropriate ID for service.	

3) If student does not have appropriate ID, advise student that ID is needed for service.	One Stop Staff	Request for service - Advise student that appropriate ID is needed to receive services. Recommend that student return with ID.	Student advised to return with appropriate ID.
4) If student presents appropriate ID, proceed with asking question(s), describing issues, or submitting requested documentation.	Student	Student ID card - If student has presented appropriate ID, continue with student's questions or issue, or provide documentation as requested.	Student question(s) are asked, issues identified; documentation submitted.
5) Answer question(s) and resolve issues, if possible; accept documentation as needed.	One Stop Staff	Colleague - Review student financial aid record to answer question(s) and address issues. - Receive documentation, if provided by student.	Questions and issues addressed; documentation received by Financial Aid Office
6) Call Financial Aid Office.	Student	Phone - Phone Financial Aid Office for assistance.	Financial Aid Office called.
7) Ask question(s) or describe issues.	Student	Phone call - Ask questions or describe issue.	Student question(s) are asked, issues identified.
8) Answers question(s) and addresses issues, if possible.	One Stop Staff	Colleague - Review student financial aid record to answer question(s) and address issues. - Enter comment in Colleague regarding call for future reference.	Questions and issues addressed; comment entered in Colleague.
9) Email Financial Aid Office.	Student	Email - Ask questions or describe issue.	Financial Aid Office emailed.
10) Reviews and resolves question(s) and issues, if possible	One Stop Staff	Email; Colleague - Review email and student financial aid record to answer question(s) and address issues.	Questions and issues addressed.

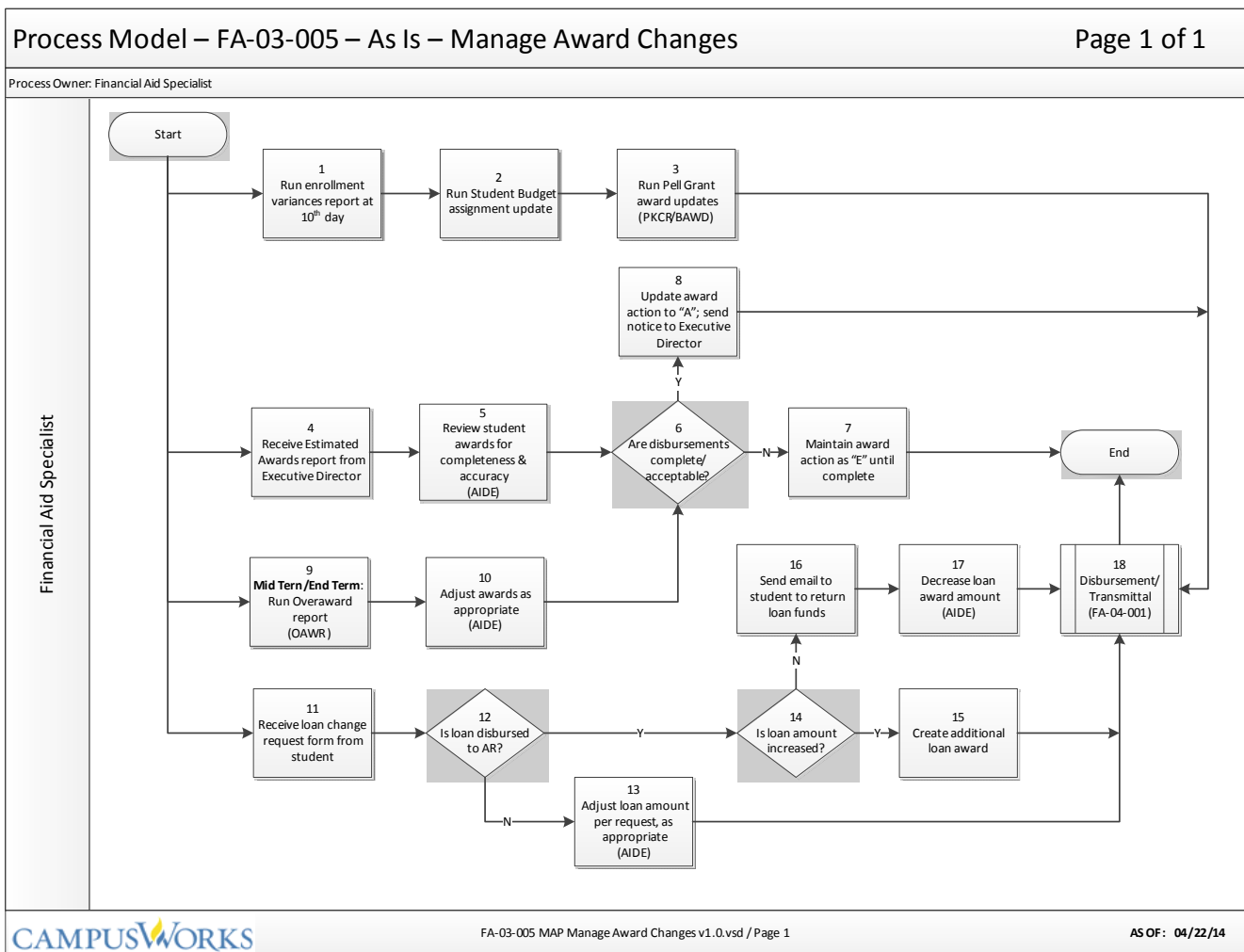
		- Email answers to student.	
11) Additional help needed?	One Stop Staff	Colleague; student questions/issues - If student's question(s) or issue cannot be resolved by One Stop Staff, refer student to counselor of the day or other appropriate resource. - If no additional help is needed, process ends.	
12) Able to solve question(s) or issue?	Appropriate resource, such as counselor of the day, student caseload specialist, program specialist	Colleague - Determine if the question/issue can be resolved by the resource receiving referral. - If the student's question(s) or issue cannot be resolved by Counselor of the day or other appropriate resource, refer student to Assistant Financial Aid Director	
13) Resolve student question or issue.	Appropriate resource, such as counselor of the day, student caseload specialist, program specialist	Colleague and/or other resources - Review email and student financial aid record to answer question(s) and address issues. - Enter comment in Colleague regarding call for future reference.	Student question(s) or issue resolved.
14) Resolve student question or issue.	Assistant Financial Aid Director	Colleague and/or other resources - Review email and student financial aid record to answer question(s) and address issues. - Enter comment in Colleague regarding call for future reference.	Student question(s) or issue resolved.

Next Step:

- 1) Manage Awards Using Auto Packaging (FA-03-001), or
- 2) Manage Awards Using Manual Process (FA-03-002), or
- 3) Transfer Monitoring (FA-03-003), or
- 4) Manage Award Changes (FA-03-005)

Process: Manage Award Changes (FA-03-005)

The following process flow depicts the steps that occur for *Packaging/Awarding: Manage Award Changes (FA-03-005)*. This process encompasses tasks necessary to manually update student awards based on changes to enrollment, other eligibility criteria or request for award changes.



Description: Manage Award Changes (FA-03-005)

The following narrative table corresponds to the process flow depicting the steps that occur for the process to *Manage Award Changes (FA-03-005)* at Bergen Community College.

Previous Step:

- 1) Verification (FA-01-002), or
- 2) Manage Awards Using Auto Packaging (FA-03-001), or
- 3) Manage Awards Using Manual Process (FA-03-002), or

Process Step	Role	
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Description	Responsible	Tools/Inputs	Output
1) Run enrollment variances report at 10 th day of second session.	Financial Aid Specialist	Colleague - Run custom enrollment variances report just prior to first disbursement each term.	List of records with enrollment variances ready to review.
2) Run Student Budget assignment update for records with enrollment variances. (SBGT)	Financial Aid Specialist	Colleague - Update student budget components for all records with enrollment variances using SBGT.	Student budget components are updated based on enrollment variances.
3) Run Pell Grant award updates based on enrollment variances. (PKCR/BAWD)	Financial Aid Specialist	Colleague - Update Pell Grant awards based on enrollment variances using either PKCR or BAWD. - Loan changes are picked up the next time Disbursement/ Transmittal (FA-04-001) process is run in AR.	Pell Grant awards are updated based on enrollment variances.
4) Receive Estimated Awards report from Executive Director.	Financial Aid Specialist	Colleague - All FA Specialists regularly receive "Estimated" awards report for review.	List of estimated awards ready for review.
5) Review student estimated awards for completeness and accuracy. (AIDE)	Financial Aid Specialist	Colleague - Review all estimated awards for completeness and accuracy using AIDE. - NOTE: Specialists are given three days to review and update lists prior to award disbursement.	All estimated awards are reviewed.
6) Are disbursements complete and acceptable?	Financial Aid Specialist	Colleague - Determine if awards are complete and acceptable for disbursement.	
7) If awards are not complete or acceptable, maintain award action as "E"	Financial Aid Specialist	Colleague - If award is not complete or accurate, preserve the action code as "E" (estimated) to prevent disbursement of funds	Action code preserved as Estimated to prevent disbursement.

until award is complete. (AIDE)		until all information is complete.	
8) If award is complete, update award action to "A" (accepted); send notice to Executive Director.	Financial Aid Specialist	Colleague - If award is complete, update the award action code to "A" (accepted). - Send notification to Executive Director that awards are ready for disbursement. - Loan changes are picked up the next time Disbursement/ Transmittal (FA-04-001) process is run in AR.	Awards updated to reflect ready for disbursement.
9) Mid Term/End Term: Run Over-award report. (OAWR)	Financial Aid Specialist	Colleague - Mid Term/End Term: run Over-award report using OAWR.	Over-award report available for review.
10) Adjust awards from Over-award report as appropriate. (AIDE)	Financial Aid Specialist	Colleague - Review Over-award report and adjust awards as appropriate using AIDE. - Proceed to step 7 to determine if disbursement is complete for transmittal.	All awards on Over-award report have been reviewed.
11) Receive a loan change request form from student.	Financial Aid Specialist	Colleague - Student submits a loan change request form to the Financial Aid office.	Loan change request form received in FA office.
12) Is loan disbursed to AR?	Financial Aid Specialist	Colleague - Determine if loan is disbursed to AR or not?	
13) If loan is not disbursed to AR, adjust loan amount per request, as appropriate. (AIDE)	Financial Aid Specialist	Colleague - If loan is not yet disbursed to AR and there is an increase or decrease of loan amount, adjust the loan award amount, as appropriate, using AIDE.	If loan is not yet paid, loan amount is adjusted.

		- Loan changes are picked up the next time Disbursement/ Transmittal (FA-04-001) process is run in AR.	
14) If loan is disbursed to AR, is loan amount increased?	Financial Aid Specialist	Colleague - If loan is disbursed to AR, determine if loan request is an increased amount?	
15) If loan is disbursed to AR and loan amount is increased, create additional loan award. (AIDE)	Financial Aid Specialist	Colleague - If loan is disbursed to AR and loan request is an increased amount, create additional loan award using AIDE. - Loan changes are picked up the next time Disbursement/ Transmittal (FA-04-001) process is run in AR.	Additional loan award is created.
16) If loan is paid and loan request is to decrease the amount, send email to student to return loan funds to AR.	Financial Aid Specialist	Email - Send email to student to return loan funds to AR.	Email sent to student to return the decrease in loan amount back to AR.
17) Decrease loan award amount	Financial Aid Specialist	Colleague - Decrease loan award amount to reflect student's request. - Loan changes are picked up the next time Disbursement/ Transmittal (FA-04-001) process is run in AR.	Loan decrease request amount is updated.
18) Perform steps in established process "Disbursement/ Transmittal" (FA-04-001)	Senior Accountant	Colleague - Perform steps in established process for Disbursement/ Transmittal (FA-04-001).	

Next Step:

- 1) FA-03-006, Award Letter Generation or
- 2) FA-03-003, Transfer Monitoring or

- 3) FA-04-001, Disbursement/Transmittal or
- 4) FA-05-001, Manage Pell COD Process or
- 5) FA-05-002, Manage Loan COD Process

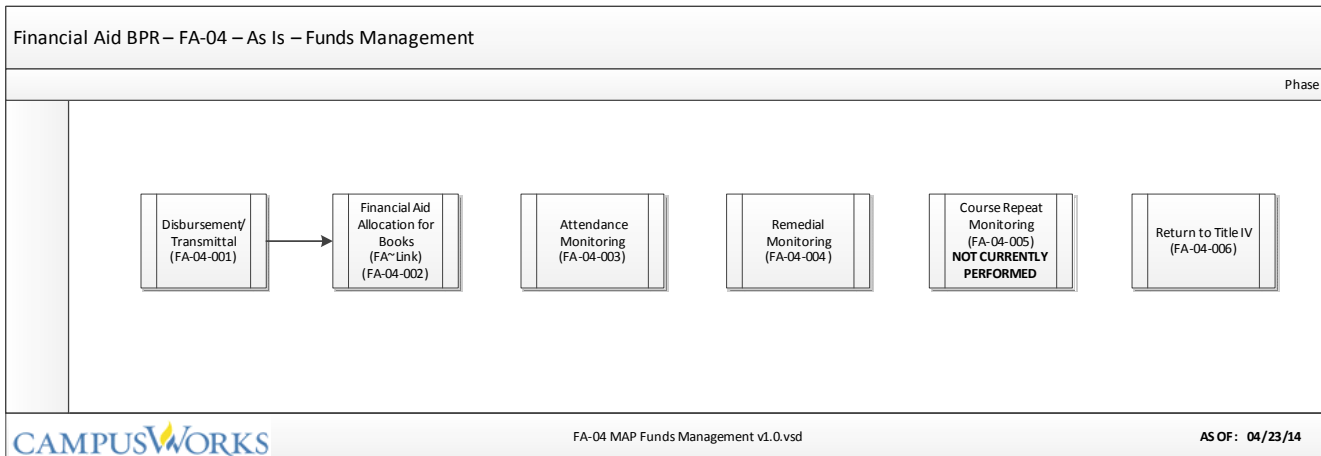
Process Recommendations – Packaging/Awarding (FA-03)

- 1) Collaborate with the Registration and Records Office to develop protocols for more timely identification and notification to Financial Aid of students enrolled as an “Audit”, to ensure that award eligibility is not negatively impacted after disbursement. Currently, Financial Aid is not informed of a student’s enrollment as “Audit” in a course until the grade is received; at that point, funds need to be pulled back from AR if award eligibility is affected.
- 2) Examine awarding practices to package awards based on file complete date, especially for funds with restricted balances. Currently, Federal Work Study is packaged based on ID order, not in order of file complete date, which could leave students who completed their financial aid application earliest without a federal work study or similar award.
- 3) Develop processes to more seamlessly deliver Veteran’s benefits and Vocational Rehabilitation benefits information between the Accounts Receivables Office and Financial Aid to provide needed information for Financial Aid Office use when determining other awards for which a student may be eligible.
- 4) Provide staff development in counseling and working with difficult situations to aid them in providing the best possible service to students and other stakeholders.

Core Process: Funds Management FA-04

The Bergen Community College core process of “Funds Management” comprises actions taken disburse aid to students as appropriate based on eligibility and enrollment, monitor continued eligibility, provide funds in advance of semester to permit student to obtain required textbooks, and to return federal funds as necessary in unused or student fails eligibility.

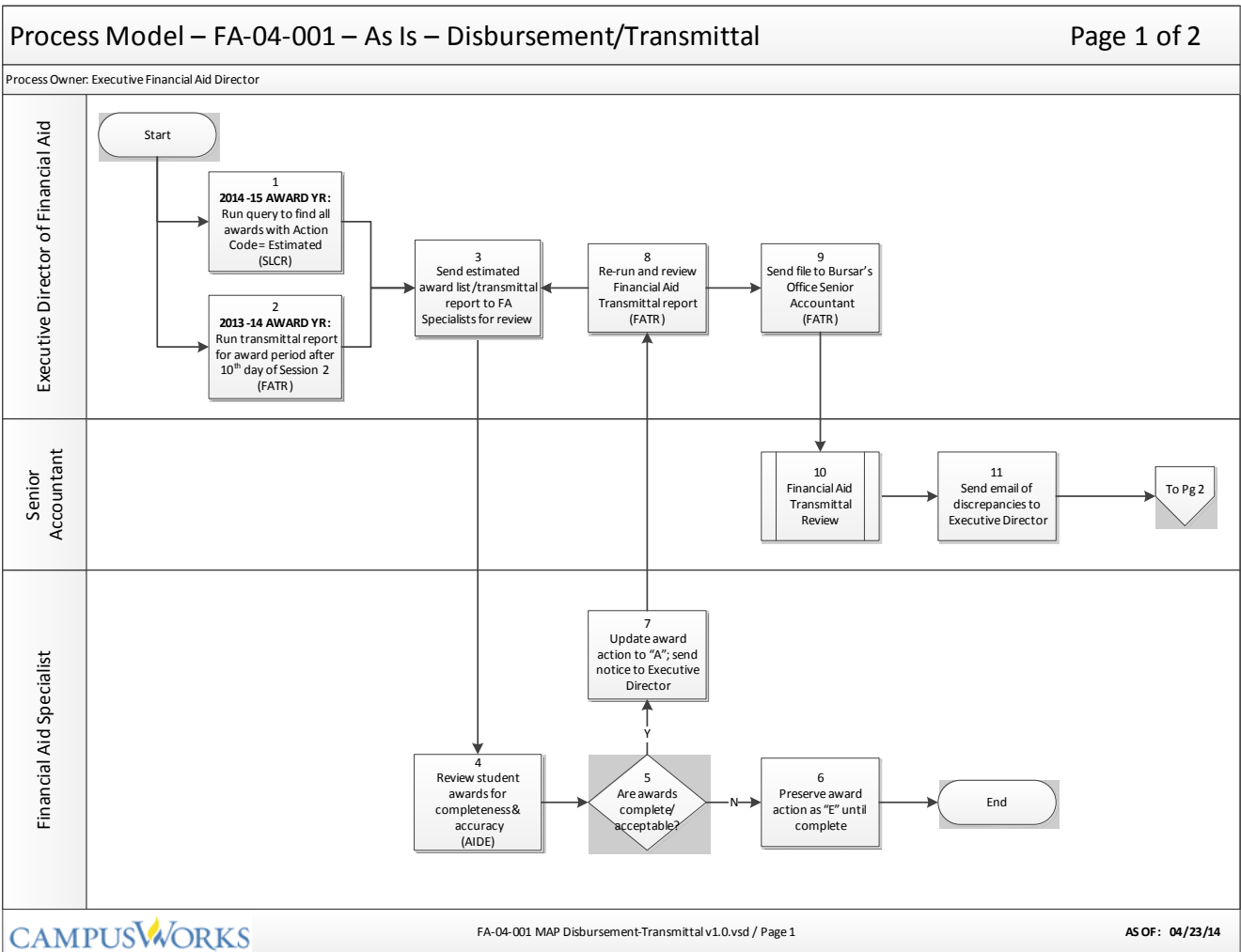
The Funds Management process at Bergen Community College consists of six sub-processes, as shown below: Disbursement/Transmittal, Financial Aid Allocation for Books (FA~Link), Attendance Monitoring, Remedial Monitoring, Course Repeat Monitoring and Return to Title IV. Currently, the process of Course Repeat Monitoring is not performed.

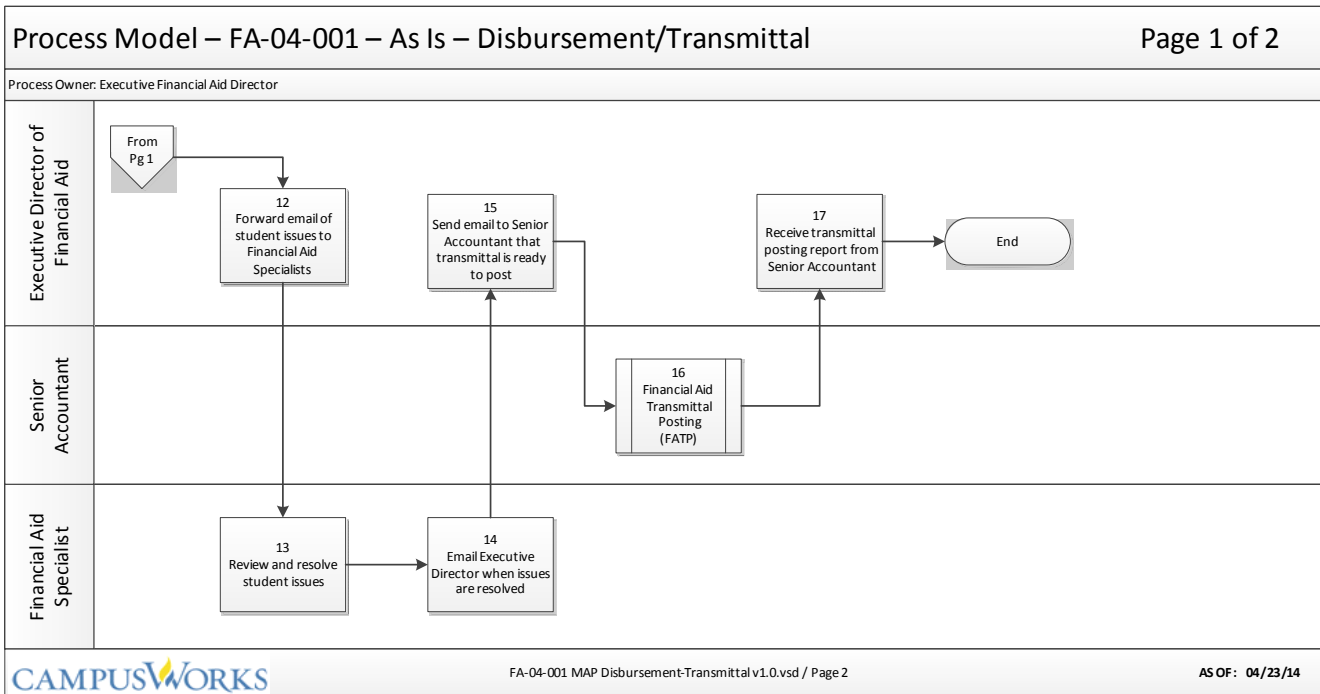


The following workflows and definitions describe the Funds Management processes for *Disbursement/Transmittal (FA-04-001)*, *Financial Aid Allocation for Books (FA~Link) (FA-04-002)*, *Attendance Monitoring (FA-04-003)*, *Remedial Monitoring (FA-04-004)* and *Return to Title IV (FA-04-006)* currently used at Bergen Community College.

Process: Disbursement/Transmittal (FA-04-001)

The following process flow depicts the steps that occur for *Funds Management: Disbursement/Transmittal (FA-04-001)*. The ‘Disbursement/Transmittal’ process encompasses tasks necessary to disburse financial aid funds to the student’s tuition accounts receivable.





Description: Disbursement/Transmittal (FA-04-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the process to Disbursement/Transmittal (FA-04-001) at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005)

Process Step Description	Role Responsible	Tools/Inputs	Output
<p>1) For 2014-15 Award Year: Run query report to find all awards with Action Code = Estimated, using SLCR.</p>	Executive Director of Financial Aid	Colleague - Run query to verify all awards with ‘Estimated’ action code for updating action to ‘Accepted’ status. - Save report as text file, and import into Excel to distribute to Financial Aid Specialists by case load.	Query report of estimated awards generated.
<p>2) For 2013-14 Award Year: Run transmittal report for award</p>	Executive Director of Financial Aid	Colleague - Run transmittal report to identify students with pending aid to be posted.	Transmittal report of pending awards generated.

period, after 10 th day of Session 2.			
3) Send estimated award list/transmittal report to Financial Aid Specialists for review.	Executive Director of Financial Aid	Estimated Award List/Transmittal Report; email - Send estimated award list to Financial Aid Specialists to review estimated awards. - Send transmittal report to Financial Aid Specialists for review prior to disbursement of awards.	Reports distributed to Financial Aid Specialists for review prior to disbursement.
4) Review student awards for completeness & accuracy, using AIDE.	Financial Aid Specialist	Colleague - Review estimated awards for completeness. - Review pre-transmittal awards for rule failure messages and accuracy. - NOTE: Specialists are given three days to review and update lists prior to award disbursement.	All estimated awards and pre-transmittal awards are reviewed.
5) Are all awards complete and acceptable?	Financial Aid Specialist	Colleague - Determine if awards are complete and acceptable.	
6) If awards are not complete or acceptable, preserve award action as "E" (estimated) until award is complete, using AIDE.	Financial Aid Specialist	Colleague - If award is not complete or accurate, preserve the action code as "E" (estimated) to prevent disbursement of funds until all information is complete.	Action code preserved as Estimated to prevent disbursement.
7) If award is complete, update award action to "A" (accepted) and send notice to Executive Director.	Financial Aid Specialist	Colleague - If award is complete, update the award action code to "A" (accepted). - Send notification to Executive Director that awards are ready for disbursement.	Awards updated to reflect ready for disbursement.

8) Rerun and review Financial Aid Transmittal report, using FATR.	Executive Director of Financial Aid	Colleague - Rerun Financial Aid Transmittal report after review by Financial Aid Specialists to capture updates made, in preparation for funds disbursement. - Save report as text file.	Financial Aid Transmittal report is regenerated with corrections.
9) Send Financial Aid Transmittal report to Senior Accountant in Bursar's Office.	Executive Director of Financial Aid	Financial Aid Transmittal report; email - Send report to Senior Accountant in Bursar's Office for review and disbursement of funds.	Financial Aid Transmittal report sent to Bursar's Office.
10) Follow established department processes to review financial aid transmittal report.	Senior Accountant	Financial Aid Transmittal report - Follow established department processes to review financial aid transmittal report prior to funds disbursement.	
11) Send email of any student record discrepancies to Executive Director of Financial Aid.	Senior Accountant	Financial Aid Transmittal report; email - Send email of noted discrepancies on student record to Executive Director of Financial Aid for follow-up and resolution.	Discrepancies sent to Financial Aid for resolution.
12) Forward email of student issues to FA Specialists.	Executive Director of Financial Aid	Email - Forward email of student issues or discrepancies to FA Specialists.	FA Specialists receive email of student issues or discrepancies.
13) Review and resolve student issues.	Financial Aid Specialist	Colleague - Review and resolve student financial aid issues and/or discrepancies.	Student financial aid issues/discrepancies are reviewed and resolved.
14) Email Executive Director when issues are resolved.	Financial Aid Specialist	Email - Send email to Executive Director when issues and/or discrepancies are resolved on individual	Executive Director notified of issue resolution.

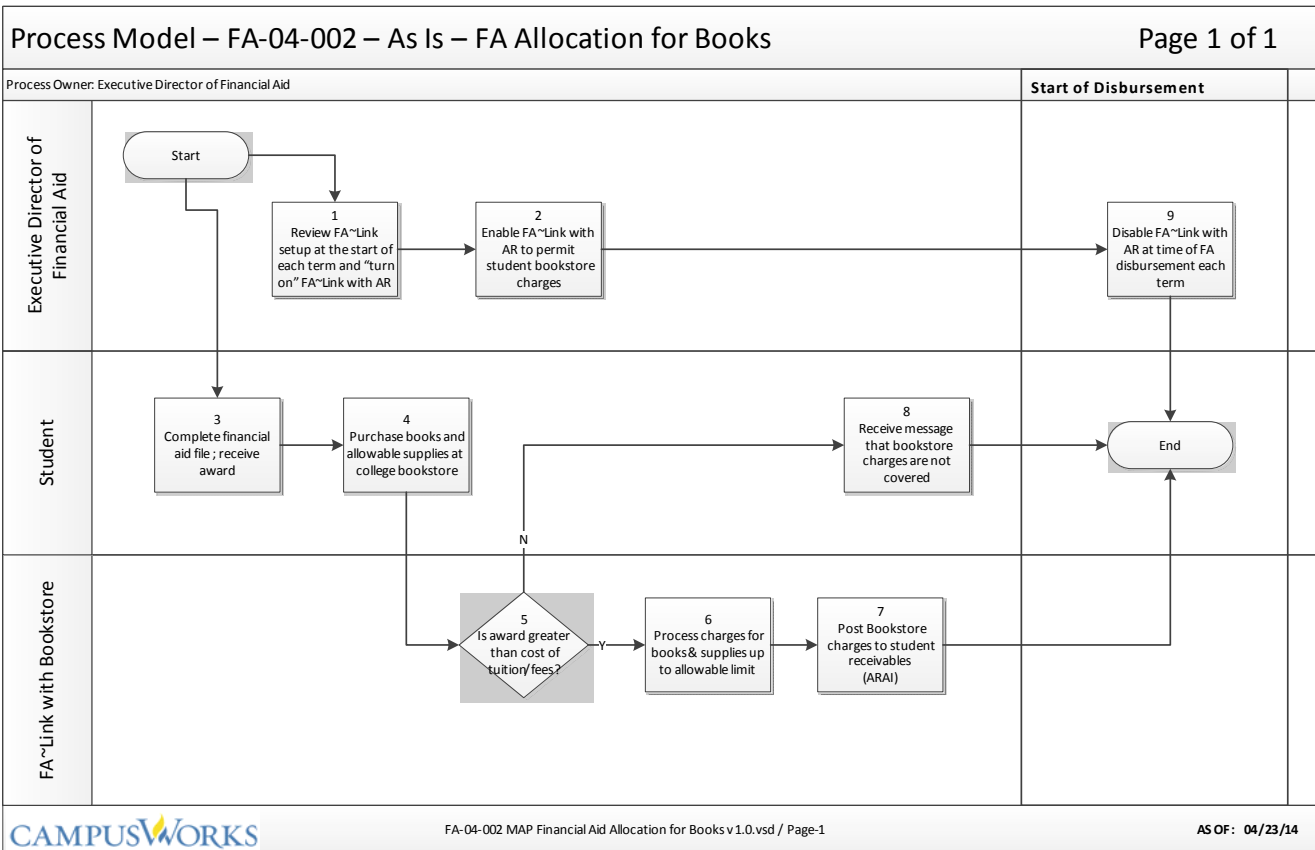
		student financial aid records, to allow disbursement of funds.	
15) Send email to Senior Accountant that transmittal is ready to post.	Executive Director of Financial Aid	Email - Send email to Senior Accountant that issues or discrepancies have been resolved on student records and that the transmittal is ready to post.	Senior Accountant notified that transmittal can be posted.
16) Follow established process for Financial Aid Transmittal Posting (FATP).	Senior Accountant	Colleague - Follow established department process for Financial Aid Transmittal Posting (FATP).	
17) Receive transmittal posting report from Senior Accountant.	Executive Director of Financial Aid	Email; Posting Report - Receive the transmittal posting report from Senior Accountant. - Store the report copy in email folder named "Michelle" for future reference if needed.	Transmittal posting report received and stored in email folder.

Next Step:

- 1) Financial Aid Transmittal Posting (Bursar), or
- 2) FA-04-003 – Attendance Monitoring

Process: Financial Aid Allocation for Books (FA~Link) (FA-04-002)

The following process flow depicts the steps that occur for *Funds Management: Financial Aid Allocation for Books (FA~Link) (FA-04-002)*. This process encompasses tasks necessary to allocate financial aid funds to the student's tuition accounts receivable to cover books & supplies at the college bookstore.



Description: Financial Aid Allocation for Books (FA~Link) (FA-04-002)

The following narrative table corresponds to the process flow depicting the steps that occur in the process of Funds Management: Financial Aid Allocation for Books (FA~Link) (FA-04-002) at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Review FA~Link setup at the start of each term.	Executive Director of Financial Aid	Colleague; FA~Link - Review FA~Link setup at the start of each term. - Update parameters, rules as necessary for the new term or year.	FA~Link parameter settings confirmed.
2) Enable FA~Link with Accounts Receivable to permit student bookstore charges.	Executive Director of Financial Aid	Colleague; FA~Link - Enable the FA~Link functionality with Accounts Receivable to permit students to charge books and allowable	FA~Link available for students to use at the college bookstore.

		supplies against pending financial aid award.	
3) Complete financial aid file; receive award.	Student	Requested documents, Colleague - Send all required information requested by financial aid to complete the requirements to receive financial aid, and is packaged with awards.	Student financial aid file complete and awards applied to record.
4) Purchase books and allowable supplies at college bookstore.	Student	Bookstore POS system; FA~Link - Purchase needed books and allowable supplies, up to \$700, at college bookstore.	Books/supplies purchased.
5) Is award greater than cost of tuition and fees?	FA~Link with Bookstore	Colleague; FA~Link - Determine if award amount is greater than the amount of tuition and fees, to permit excess to be used for allowable bookstore charges.	
6) If the award is greater than cost of tuition and fees, process charges for books and supplies up to allowable limit.	FA~Link with Bookstore	Colleague; FA~Link - Confirm that award funds are available for use at the bookstore. - Process allowable books and supplies charges, up to \$700, against the financial aid award(s) on student record. - Note: Not all items at bookstore are allowable charges against financial aid funds.	Allowable bookstore charges processed against financial aid.
7) Post bookstore charges to student's account receivable, using ARAI.	FA~Link with Bookstore	Colleague; FA~Link - Post bookstore charges to student's receivable account on ARAI, per internal processing.	Bookstore charges are posted and displayed on student accounts receivable.
8) If the award is not greater than cost of tuition and fees,	Student	Colleague; FA~Link	Student unable to charge against financial aid at college bookstore.

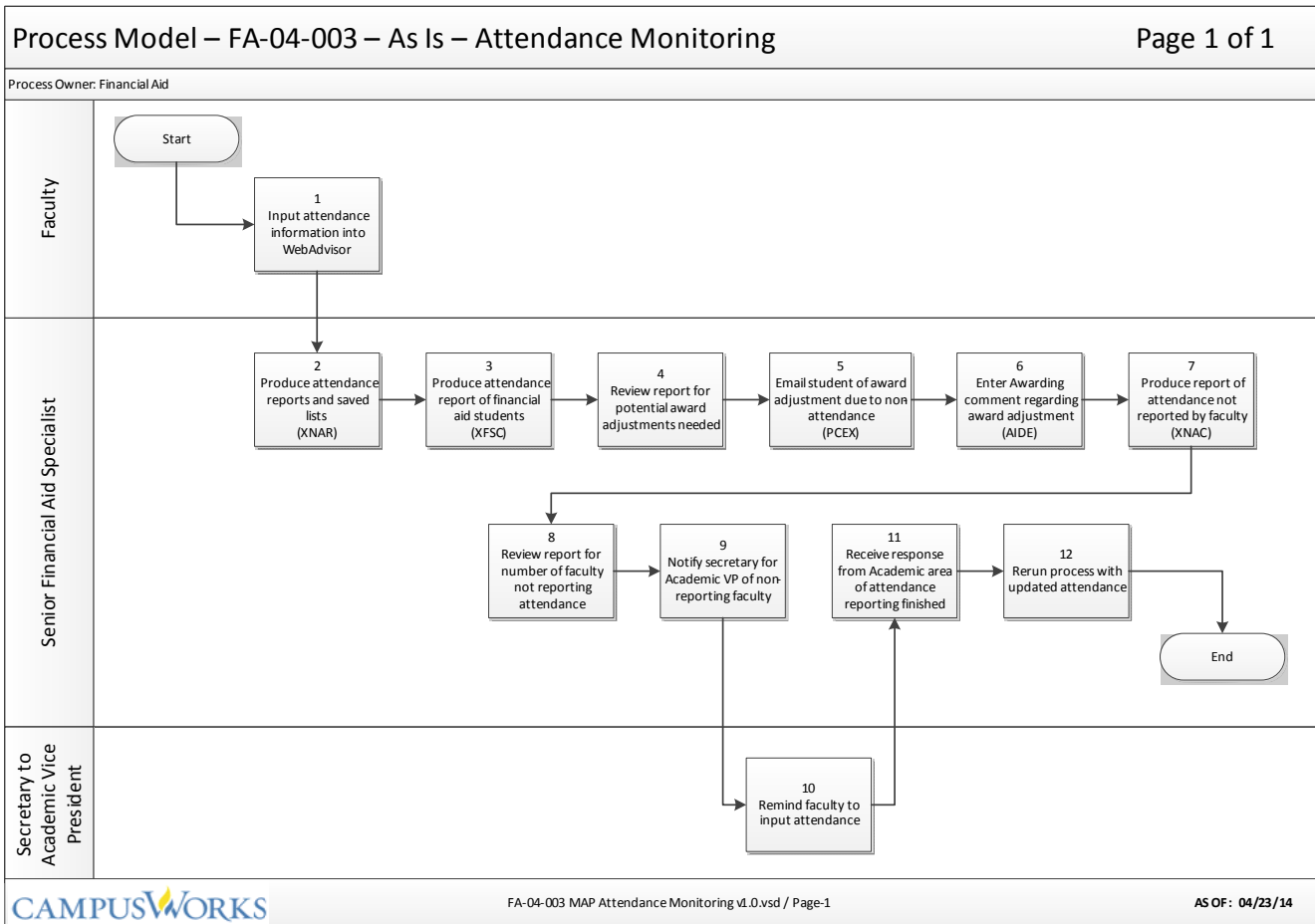
<p>receive message that bookstore charges are not covered.</p>		<ul style="list-style-type: none"> - Confirm that award is less than student's tuition and fees charges. - Receive message at bookstore that bookstore charges are not covered because financial aid award is not enough to cover bookstore charges. 	
<p>9) Disable FA~Link with AR at time of financial aid disbursement each term.</p>	<p>Executive Director of Financial Aid</p>	<p>Colleague; FA~Link</p> <ul style="list-style-type: none"> - Disable the FA~Link functionality with Accounts Receivable at time of disbursement during each term to prevent further charges at bookstore. 	<p>FA~Link disabled to prevent student charges at the college bookstore.</p>

Next Step:

- 1) FA-04-001 – Disbursement/Transmittal

Process: Attendance Monitoring (FA-04-003)

The following process flow depicts the steps that occur for Funds Management: Attendance Monitoring (FA-04-003). The 'Attendance Monitoring' process incorporates the steps taken to review student attendance to ensure continued eligibility to receive federal financial aid.



Description: Attendance Monitoring (FA-04-003)

The following narrative table corresponds to the process flow depicting the steps that occur in the *Attendance Monitoring (FA-04-003)* at Bergen Community College.

Previous Step:

- 1) Manage Awards Using Auto-Packaging (FA-03-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Input attendance information into WebAdvisor.	Faculty	WebAdvisor; - Input attendance data into WebAdvisor form, beginning at the 10 th day of each session.	Attendance data reported.
2) Produce attendance reports and saved lists, using XNAR.	Senior Financial Aid Specialist	Colleague; - Produce reports and saved lists of attendance data for: o Students who never attended any class,	Attendance reports and saved lists created and saved.

		<p>where yyyy = year and tt = term reported</p> <ul style="list-style-type: none"> o Students who never attended some classes. Saved list saved as: XNAR.AHILL.PA.yyyytt, where yyyy = year and tt = term reported. - Save reports in PDF format on desktop. 	
3) Produce attendance report of financial aid students, using XSFC.	Senior Financial Aid Specialist	<p>Colleague;</p> <ul style="list-style-type: none"> - Using the 'Never Attended' saved list, create saved list of financial aid students for retrieving financial aid records. - Enter appropriate required awards and award period and TA key. - Saved list saved as: XFSC_AHILL_TA - Save report in PDF on desktop. 	Attendance reports and saved lists of financial aid students created.
4) Review report for potential award adjustments needed.	Senior Financial Aid Specialist	<p>Financial Aid Never Attended report;</p> <ul style="list-style-type: none"> - Review the 'Never Attended' report to determine needed award adjustments. 	Needed adjustments noted.
5) Email student of award adjustments due to non-attendance, using PCEX.	Senior Financial Aid Specialist	<p>Colleague;</p> <ul style="list-style-type: none"> - Email students that awards have been adjusted due to non-attendance of classes, using PCEX. 	Students emailed.
6) Enter Awarding comment regarding award adjustment, using AIDE.	Senior Financial Aid Specialist	<p>Colleague;</p> <ul style="list-style-type: none"> - Enter awarding comment regarding award adjustment, using AIDE. 	Award comment entered.

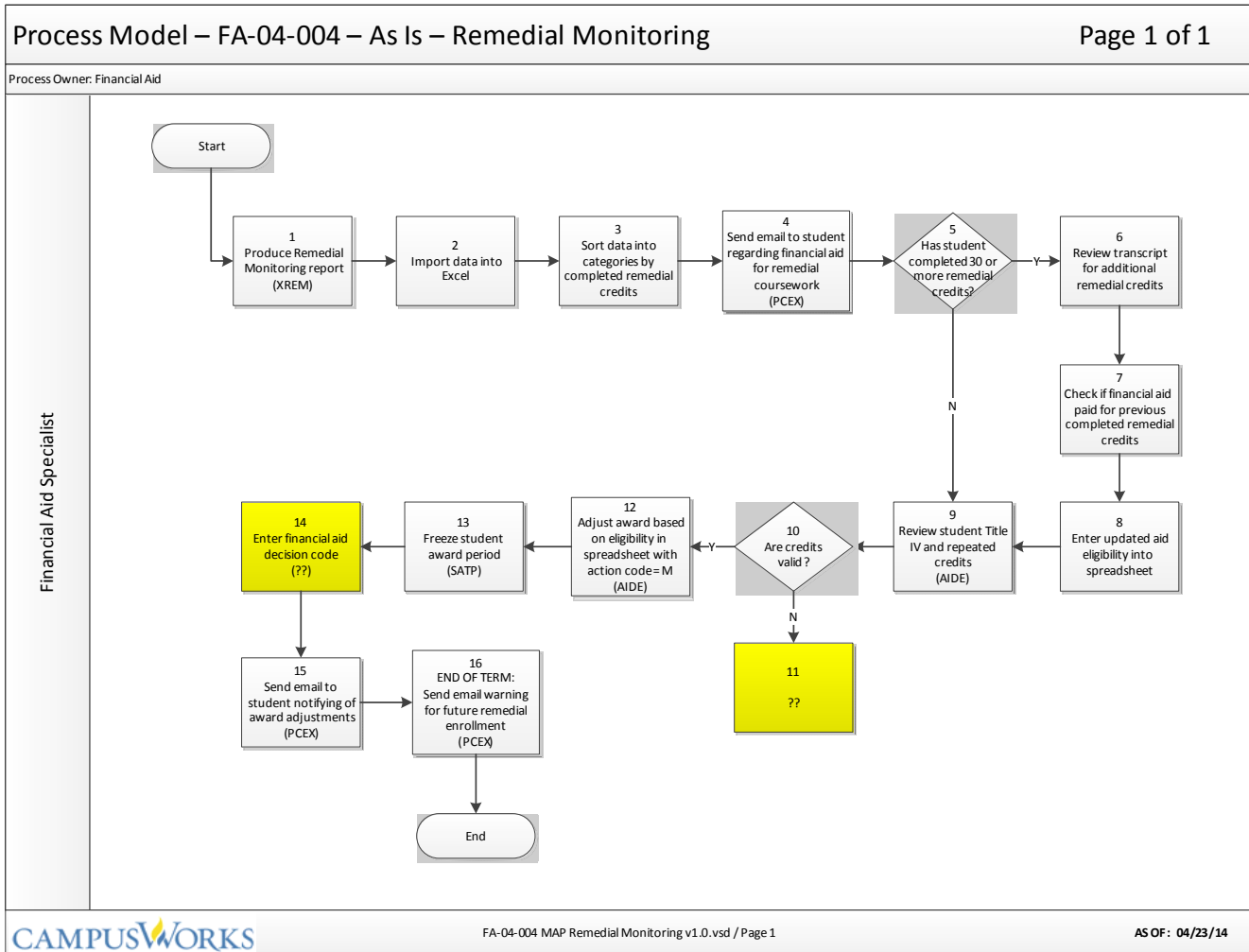
7) Produce report of attendance not reported by faculty, using XNAC.	Senior Financial Aid Specialist	Colleague; - Produce report of faculty who have not reported attendance for assigned classes.	Non-reported attendance report produced.
8) Review report for number of faculty not reporting attendance.	Senior Financial Aid Specialist	Non-reported attendance report; - Review report to determine the number of faculty who have not reported attendance for the current enrollment period. - If this is a small number, proceed with processing.	
9) Notify secretary of Academic Vice President of non-reporting faculty.	Senior Financial Aid Specialist	Email; - If there is a large number of faculty who have not reported attendance, contact the secretary to the Academic Vice President to remind faculty of attendance reporting requirement.	Secretary notified of missing attendance reports.
10) Remind faculty to input attendance.	Secretary to Academic Vice President	Email; - Send reminder to faculty to input attendance for all classes.	Reminder sent to faculty.
11) Receive response from Academic area of attendance reporting finished.	Senior Financial Aid Specialist	Email; - Receive email from secretary to Academic VP that faculty have reported attendance for classes.	Response of attendance reporting received.
12) Rerun process with updated attendance.	Senior Financial Aid Specialist	Colleague; - When most attendance has been reported, rerun process with updated attendance reports to update records based on new report.	Process rerun with new reports.

Next Step:

- 1) FA-03-005 – Manage Award Changes

Process: Remedial Monitoring (FA-04-004)

The following process flow depicts the steps that occur for Funds Management: Remedial Monitoring (FA-04-004) at Bergen Community College. This process encompasses steps needed to monitor the number of remedial credits in which a student has enrolled and completed to ensure continued eligibility to receive financial aid, in compliance with federal financial aid requirements.



Description: Remedial Monitoring (FA-04-004)

The following narrative table corresponds to the process flow depicting the steps that occur in the Remedial Monitoring (FA 04 004) at Bergen Community College.

Previous Step:

- 1) Manage Awards Using Auto-Packaging (FA-03-001), or
- 2) Manage Awards Using Manual Process, or
- 3) Registration Drop/Add

Process Step Description	Role Responsible	Tools/Inputs	Output
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1) Produce Remedial Monitoring report, using XREM.	Financial Aid Specialist	Colleague - Produce the Remedial Monitoring report, beginning two weeks prior to Fall semester and monthly thereafter. - Save report as text file on local computer (not shared directory).	Remedial Monitoring report generated.
2) Import data into Excel.	Financial Aid Specialist	Remedial Monitoring report; Excel - Import the text data into Excel to create spreadsheet for processing.	Excel spreadsheet created.
3) Sort data into categories by completed remedial credits.	Financial Aid Specialist	Remedial Monitoring spreadsheet - Sort data into three categories, based on cumulative completed remedial credits. - Categories are: o > 30 completed credits o = 30 completed credits o < 30 completed credits	Data sorted into categories.
4) Send email to student regarding financial aid eligibility related to remedial coursework, using PCEX.	Financial Aid Specialist	Remedial Monitoring spreadsheet; email - Send email to students regarding the impact of completed remedial credits on financial aid eligibility, using PCEX. - Send three emails per year, if possible (not a consistent process).	Students emailed regarding remedial credit impact on financial aid eligibility.
5) Has student completed 30 or more remedial credits?	Financial Aid Specialist	Remedial Monitoring spreadsheet; - Determine if student has completed 30 or more remedial credits.	
6) If the student has completed 30 or more remedial credits, review transcript for	Financial Aid Specialist	Remedial Monitoring spreadsheet; Colleague	Transcript reviewed for additional, unreported remedial credits.

additional remedial credits.		<ul style="list-style-type: none"> - Confirm that the student has completed 30 or more remedial credits. - Review transcript for any remedial credits not captured in remedial monitoring report. - 	
7) Check if financial aid paid for previously completed remedial credits.	Financial Aid Specialist	Colleague <ul style="list-style-type: none"> - Review past enrollment to determine if financial aid was used to pay for completed remedial courses. 	Past enrollment reviewed.
8) Enter updated aid eligibility into spreadsheet.	Financial Aid Specialist	Remedial Monitoring spreadsheet; <ul style="list-style-type: none"> - Update aid eligibility on spreadsheet. 	Remedial Monitoring spreadsheet updated.
9) If the student has not completed 30 or more remedial credits or after updating the spreadsheet for those students who are at or above the 30-credit threshold, review student Title IV and repeated credits, using AIDE.	Financial Aid Specialist	Colleague <ul style="list-style-type: none"> - Confirm that student has not completed 30 or more remedial credits or that spreadsheet has been updated appropriately. - Review student Title IV credits and repeated credits, using AIDE. 	Academic record reviewed for Title IV and repeated credits.
10) Are credits valid?	Financial Aid Specialist	Colleague <ul style="list-style-type: none"> - Determine if credits are valid. 	
11) If credits are not valid, ???	Financial Aid Specialist	Colleague <ul style="list-style-type: none"> - Confirm that credits are not valid. - NEED INPUT HERE – WHAT HAPPENS IF CREDITS ARE NOT VALID. WHAT DOES ‘VALID’ MEAN? 	!
12) If credits are valid, adjust award based on eligibility in	Financial Aid Specialist	Colleague <ul style="list-style-type: none"> - Confirm that credits are valid. 	Award adjusted as necessary.

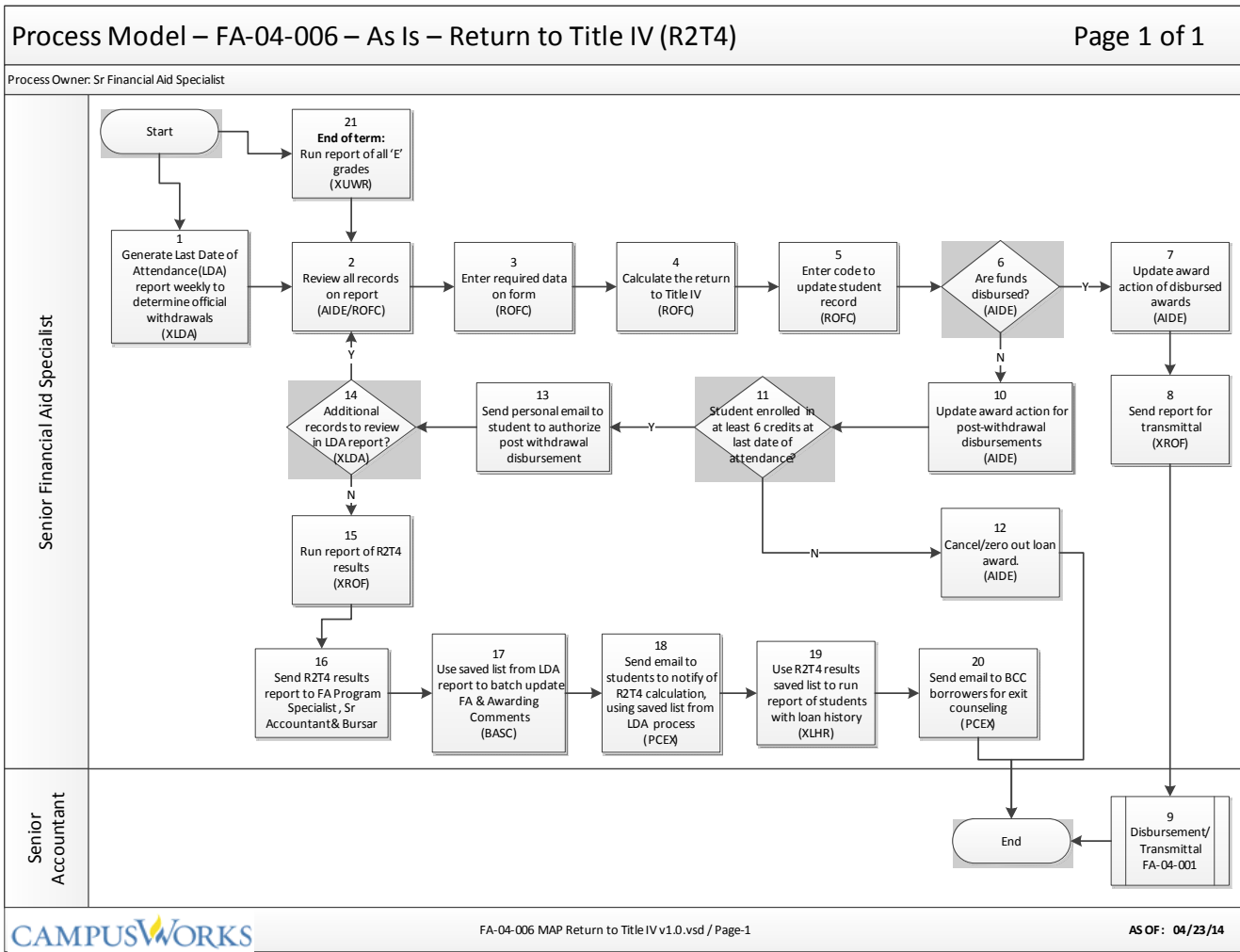
spreadsheet with action code = M, using AIDE.		- Adjust award as necessary, based on eligibility noted in spreadsheet, using an action code = M on AIDE.	
13) Freeze student award period (?), using SATP.	Financial Aid Specialist	Colleague - Freeze the student award period to prevent further changes, using SATP.	Student award period updated to 'frozen'.
14) Enter financial aid decision code, using ??? .	Financial Aid Specialist	Colleague - Enter the financial aid decision code (what code, and where?). - Decision code informs CRS on which term the award is based.	Decision code updated on student record.
15) Send email notification to student of award adjustment, using PCEX.	Financial Aid Specialist	Email - Send email to student to notify of any adjustments made to awards as a result of remedial credit completion.	Email notification sent to student describing award adjustment.
16) END OF TERM: Send email warning to student of future remedial course enrollment.	Financial Aid Specialist	Email - At the end of the term, email the student with warning of potential financial aid impact if at or near the remedial credit limit.	Student emailed of remedial credit warning at end of term.

Next Step:

- 1) Manage Award Changes (FA-03-005).

Process: Return to Title IV (R2T4) (FA-04-006)

The following process flow depicts the steps that occur for Funds Management: Return to Title IV (R2T4) (FA-04-006). This process encompasses tasks necessary to calculate the Return of Funds based on federal guidelines when a student totally withdraws from school during any term or if they receive all failing grades due to lack of attendance at the end of the term.



Description: Return to Title IV (FA-04-006)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of Return to Title IV (R2T4) (FA-04-006) at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005), or
- 4) Disbursement/Transmittal (FA-04-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Generate Last Date of Attendance report to determine official withdrawals, using XLDA.	Senior Financial Aid Specialist	Colleague - Run last date of attendance report of all students with official withdrawals. (XLDA)	Report of students officially withdrawn is created.

		- Process is run after first transmittal to AR and then weekly thereafter.	
2) Review all records on report, using AIDE and ROFC forms.	Senior Financial Aid Specialist	Colleague - Review each record from last date of attendance report using AIDE and ROFC forms.	Each student award is reviewed.
3) Enter required data on form, using ROFC.	Senior Financial Aid Specialist	Colleague - Enter required data on Return of Funds calculation form, including: o Date o Enrollment status o Last date of attendance o Total days enrolled o Institutional charges	Return of funds form is completed.
4) Calculate the return to Title IV (R2T4) calculation, using ROFC.	Senior Financial Aid Specialist	Colleague - Update field on return of funds form to calculate the amount needed to be returned to Title IV for each student.	Return of funds values are calculated.
5) Enter code to update student record on ROFC.	Senior Financial Aid Specialist	Colleague - Enter "Yes" in field to update student record on ROFC. - Save and update this calculation by saving out of form.	Return of funds calculation is updated for student.
6) Has award already disbursed? (AIDE)	Senior Financial Aid Specialist	Colleague - Determine if award has been disbursed to student.	
7) If the award has been disbursed, update award action code for previously disbursed awards using AIDE.	Senior Financial Aid Specialist	Colleague - Update action code for previously disbursed funds to "U"; amounts have been updated by calculation process, ROFC.	Return of fund changes to awards and action code of previously disbursed funds are updated.

		- Save out of AIDE to update these changes.	
8) Send report of return of funds results for transmittal to accounts receivable using XROF.	Senior Financial Aid Specialist	Colleague - Run R2T4 results report and send to Senior Accountant for the transmittal process.	R2T4 results report for transmittal sent to Senior Accountant.
9) Perform steps in established process "Disbursement/Transmittal" (FA-04-001)	Senior Accountant	Colleague - Perform steps in established process for Disbursement/Transmittal (FA-04-001).	
10) If the award has not been disbursed, update award action code for post-withdrawal disbursements using AIDE.	Senior Financial Aid Specialist	Colleague - Update action code for post-withdrawal disbursements to "P"; amounts have been updated by calculation process, ROFC. - Save out of AIDE to update these changes.	Post-withdrawal disbursement action codes are set to Pending.
11) Was student enrolled at least 6 credits at last date of attendance?	Senior Financial Aid Specialist	Colleague - Determine if student was enrolled in at least 6 credits at last date of attendance.	
12) If the student was not enrolled in at least 6 credits or loan amount less than \$300, cancel/zero out loan award using AIDE form.	Senior Financial Aid Specialist	Colleague - If student is not enrolled at least 6 credits or if the loan amount is less than \$300, cancel/zero out the loan award. - No further processing required.	Loan is cancelled or zeroed out.
13) If the student was enrolled in at least 6 credits, send personal email to student to authorize post-withdrawal disbursement.	Senior Financial Aid Specialist	Colleague; Email - If the student was enrolled at least 6 credits, send personal email to student with authorization form for post-withdrawal disbursement acceptance.	Email sent to student to authorize post-withdrawal disbursement.

14) If there are additional records on the Last Date of Attendance report, return to Step 3 and repeat for all records.	Senior Financial Aid Specialist	Colleague - Return to Step 3 and repeat the complete process for all records in last date of attendance report.	All records on last date of attendance report are processed for R2T4.
15) If the review of the Last Date of Attendance report is complete, run report of R2T4 results using XROF.	Senior Financial Aid Specialist	Colleague - If the review of the Last Date of Attendance report is complete, run R2T4 results report using XROF for further processing.	Report generated of R2T4 results calculated.
16) Save and send R2T4 report to FA Program Specialist, Senior Accountant & Bursar	Senior Financial Aid Specialist	Colleague - Save and send R2T4 report to Financial Aid Program Specialists, Senior Accountant and Bursar.	Staff notified of records that had an R2T4 results calculated.
17) Use saved list from Last Date of Attendance process to update Financial Aid and Awarding Comments in batch, using BASC.	Senior Financial Aid Specialist	Colleague - Use saved list from Last Date of Attendance process to update Financial Aid and Awarding Comments in system using BASC.	Financial Aid and Awarding comments updated.
18) Send email to students to notify of R2T4 calculation, using LDA process saved list.	Senior Financial Aid Specialist	Colleague - Use saved list from last date of attendance process to send email to student with notice of the R2T4 calculation using PCEX.	Email sent to student to notify of R2T4 calculation.
19) Use saved list from R2T4 results to run report of students with loan history, using XLHR.	Senior Financial Aid Specialist	Colleague - Using saved list from R2T4 results, generate a report of students with loan history, using XLHR process.	Students from R2T4 report with loan history identified.
20) Send email to BCC borrowers for Exit counseling using PCEX.	Senior Financial Aid Specialist	Colleague - Send email using PCEX to all BCC loan borrowers to	Email sent to all BCC loan borrowers to complete Exit counseling.

		notify them to complete their Exit counseling.	
21) End of term: Run report of all E grades and save report using XUWR.	Senior Financial Aid Specialist	Colleague - End of term: After grades are posted and every week for 3-4 weeks thereafter, run report of all E grades using XUWR. - Save report to the desktop. - Continue from Step 2 to calculate return of Title IV funds.	Report of student records with all E grades at end of term created.

Next Step:

- 1) FA-04-001 – Disbursement/Transmittal, or

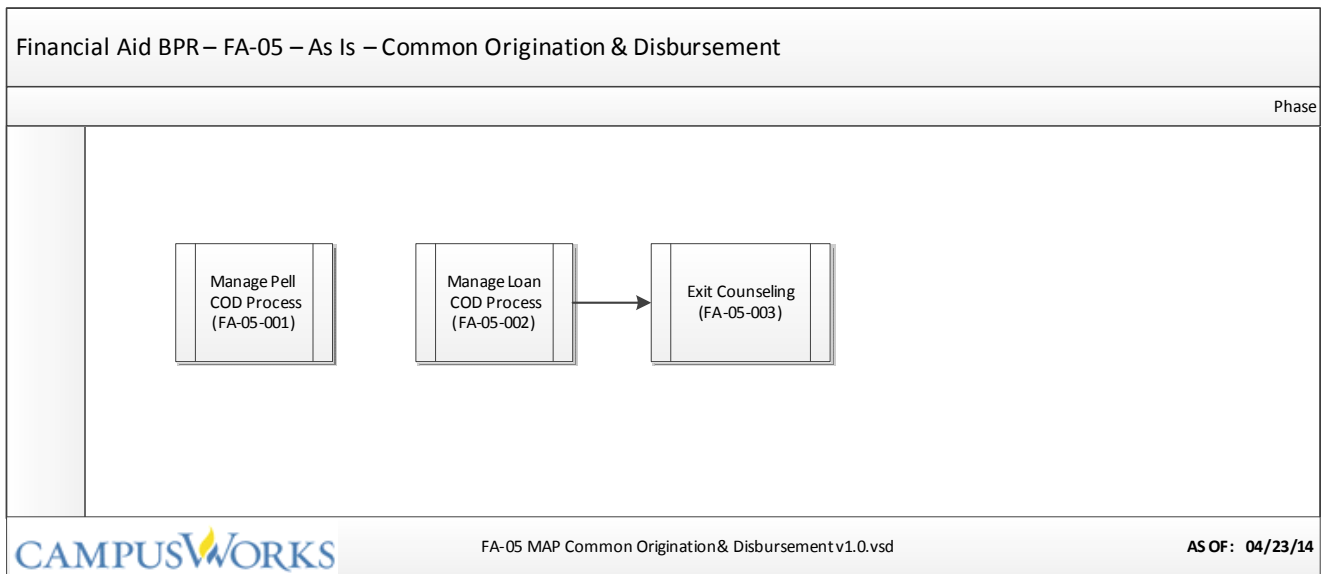
Process Recommendations – Funds Management (FA-04)

- 1) Investigate transmittal rules for NJ TAG & EOF for part-time students/awards to reduce or eliminate the number of overrides needed when transmitting aid.
- 2) Review custom reports to ensure that all necessary information is included as expected. It was reported that the XREM report does not pick up all remedial courses, causing staff to manually review transcripts to identify remedial courses completed.
- 3) Implement a regular process to check for valid or invalid course repeats, per the federal requirement that does not permit federal aid to pay for the same course repeat more than once after the course is successfully completed. Investigate Colleague capabilities to assist in identification of repeat courses and elimination from aid consideration. This review was not performed for the 2013-14 aid year due to work constraints.
- 4) Promote the need for attendance reporting and stress accountability for timely submission to be completed by faculty to ensure understanding of and compliance with the federal requirement of providing aid only to students engaged in academic endeavors. It is estimated that roughly 70% faculty comply with the attendance reporting process, encompassing an unknown number of course sections reported, with the largest segment of unreported attendance being from full-time faculty as it is not a contract requirement.

Core Process: Common Origination & Disbursement FA-05

The Bergen Community College core process of “Common Origination & Disbursement” comprises actions taken to manage Pell Grant and Federal Loan data to and from Colleague and the Common Origination & Disbursement (COD) system of the Department of Education, and to ensure that the student borrower receives counseling regarding loan repayment obligations when no longer enrolled at Bergen Community College.

The Common Origination & Disbursement process at Bergen Community College consists of three sub-processes: Manage Pell COD Process, Manage Loan COD Process and Exit Counseling.



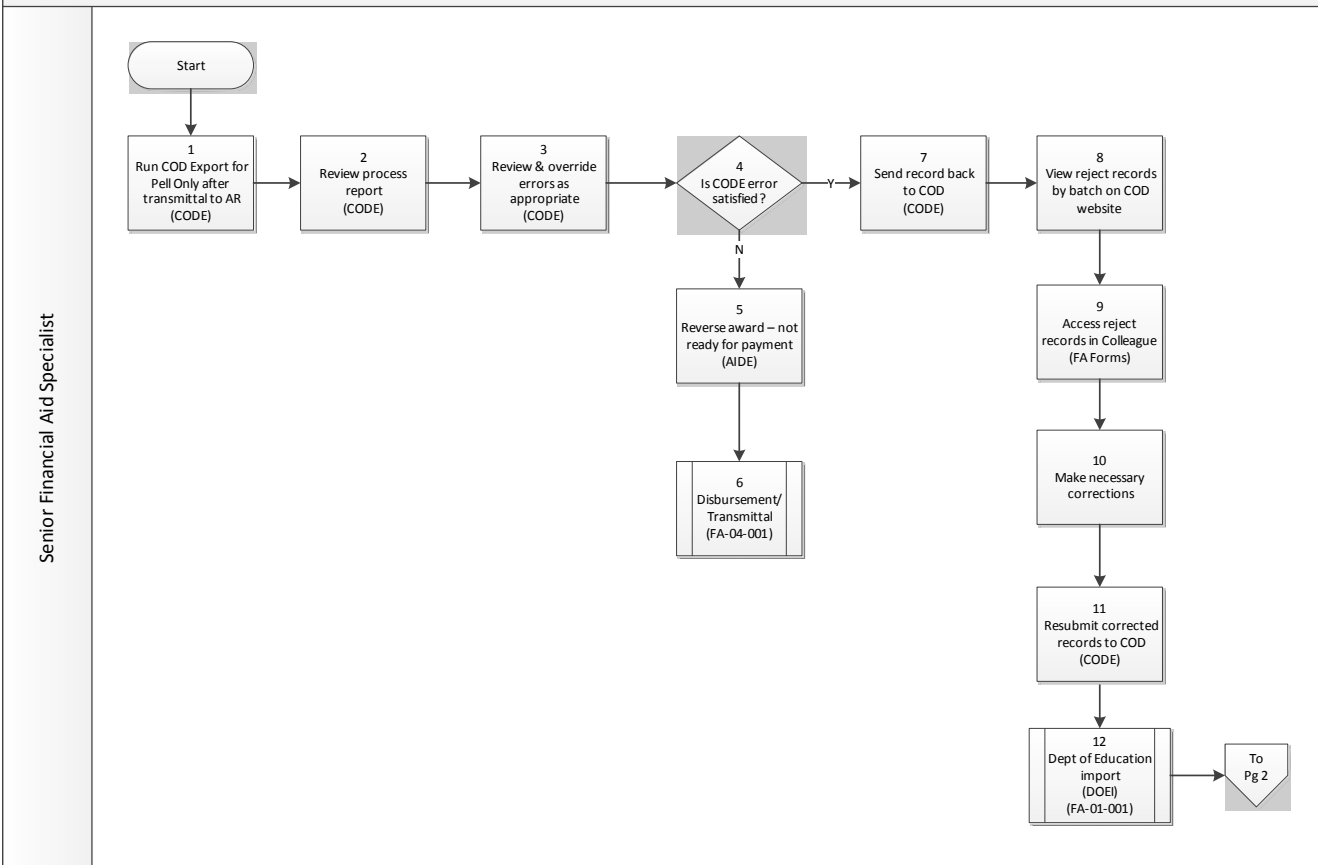
The following workflows and definitions describe the Common Origination & Disbursement processes for *Manage Pell COD Process (FA-05-001)*, *Manage Loan COD Process (FA-05-002)* and *Exit Counseling (FA-05-003)* currently used at Bergen Community College.

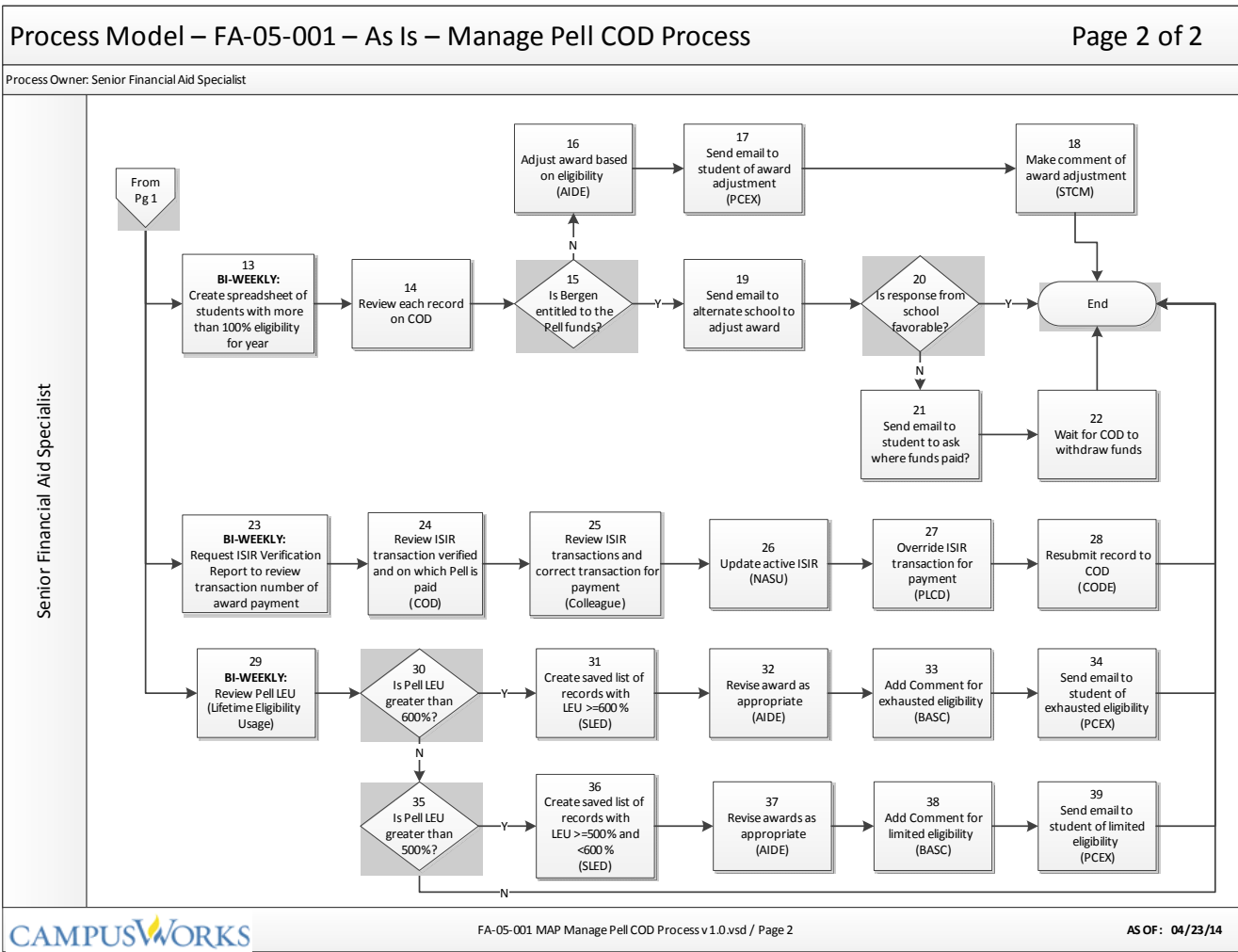
Process: Manage Pell COD Process (FA-05-001)

The following process flow depicts the steps that occur for Common Origination and Disbursement: Manage Pell COD Process (FA-05-001). This process encompasses tasks necessary to send and manage Pell Grant data to and from Colleague and the Common Origination & Disbursement (COD) system of the Department of Education.

Process Model – FA-05-001 – As Is – Manage Pell COD Process

Process Owner: Senior Financial Aid Specialist





Description: Manage Pell COD Process (FA-05-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the process to *Manage Pell COD Process (FA-05-001)* at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005), or
- 4) Disbursement/Transmittal (FA-04-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Run COD Export for Pell Grant Only after transmittal to accounts receivable (AR). (CODE)	Senior Financial Aid Specialist	Colleague - Send Pell Grant origination and disbursement records to COD after Pell has disbursed to AR using CODE.	Pell Grant origination and disbursement records are sent to COD.

2) Review process report. (CODE)	Senior Financial Aid Specialist	Colleague - Review process records report to confirm that Pell records are sent to COD.	Report confirms that Pell Grant origination and disbursement records are sent to COD.
3) Review & override errors as appropriate. (CODE)	Senior Financial Aid Specialist	Colleague - Review error report to determine the rule failure preventing the record from being sent to COD. - Override record error as appropriate using FMSI, NAE, PLCD, FCDC etc.	CODE errors are reviewed and overridden as appropriate.
4) Is CODE error satisfied?	Senior Financial Aid Specialist	Colleague - Determine if error was corrected.	
5) If error is not satisfied, reverse award as Pell is not ready for payment.	Senior Financial Aid Specialist	Colleague - If the error is not satisfied, reverse the award by zeroing out the Pell award. - Pull award back from transmittal using Disbursement/ Transmittal process FA-04-001. - If student resolves the error and the award is disbursed, Pell will be resubmitted in future batch processing.	Pell Grant award is reversed.
6) Follow established process for Disbursement/ Transmittal, FA-04-001, run weekly.	Senior Financial Aid Specialist	Colleague - Follow established process for Disbursement/ Transmittal process FA-04-001, to reverse award from students' accounts. - If student resolves the error and the award is disbursed, Pell will be resubmitted in future batch processing.	Pell Grant award is reversed from the student's accounts receivable.

7) If error is satisfied, send record back to COD, using CODE.	Senior Financial Aid Specialist	Colleague - If error is satisfied and the override is set, send the correction of the error on the record back to COD, using CODE.	Corrected errors of COD records are resubmitted.
8) View each rejected record in latest batch on COD website.	Senior Financial Aid Specialist	Colleague - View each rejected record in the latest batch submitted to COD through the COD website to determine cause of reject.	Cause of reject is determined.
9) Access each rejected record from COD website in Colleague.	Senior Financial Aid Specialist	Colleague - Based on cause of reject, access rejected records in Colleague.	Rejected records reviewed in Colleague.
10) Make necessary corrections or overrides in Colleague.	Senior Financial Aid Specialist	Colleague - Correct or override errors using appropriate Colleague form. - Form used depends on type of correction necessary to fix rejected record; for example: o Citizenship – FMSI o Transaction number – PLCD o COD name – FCDC	Rejected records are corrected in Colleague.
11) Resubmit corrected records to COD, using CODE.	Senior Financial Aid Specialist	Colleague - Enter student ID numbers on CODE to submit corrected records to COD.	Corrected rejected records are resubmitted to COD.
12) Follow established process for Dept. of ED Import (DOEI) processing.	Information Technology	Colleague Process Handler - Follow established department process for importing individual student information records received from Department of Education, using scheduled import process through Colleague Process Handler.	Follow established process for Dept. of ED Import (DOEI) processing.

		- Dept. of ED Import (DOEI) is scheduled to run 3 times per day at 8:55am, 12:55pm and 4:55pm.	
13) BI-WEEKLY: Create spreadsheet of students with more than 100% eligibility for year.	Senior Financial Aid Specialist	COD Website - Create Excel spreadsheet of all students with more than 100% eligibility used for the year.	Spreadsheet created of students with more than 100% Pell eligibility used for the year.
14) Review each record on COD.	Senior Financial Aid Specialist	COD Website - Review each student record: o Award amount o Pell Grant received o Disbursement date o Academic Year start date.	Records reviewed with more than 100% Pell eligibility used.
15) Is Bergen entitled to the Pell Grant funds?	Senior Financial Aid Specialist	Colleague - Determine if Bergen CC is entitled to receive the Pell Grant funds.	
16) If Bergen is not entitled to the Pell Grant, adjust award based on eligibility, using AIDE.	Senior Financial Aid Specialist	Colleague - Confirm that Bergen is not entitled to the Pell Grant funds based on disbursement date or start date. - Adjust award to appropriate amount based on eligibility.	Unentitled BCC Pell Grant award is adjusted.
17) Send email to student of award adjustment, using PCEX.	Senior Financial Aid Specialist	Colleague - Using student ID numbers send email to each student of award adjustments, using PCEX.	Student emailed regarding adjusted award.
18) Make comment of award adjustment using STCM.	Senior Financial Aid Specialist	Colleague - As each student award is adjusted, add an awarding comment on the STCM form from AIDE. - NOTE: Because transmittal is run wide	Comment added to each student record with adjusted award.

		open, no notice to Senior Accountant is needed.	
19) If Bergen is entitled to the Pell Grant, send email to alternate school to adjust Pell Grant award.	Senior Financial Aid Specialist	Email - Confirm that Bergen is entitled to the Pell Grant funds. - Send email to the alternate school to release the Pell award.	Alternate school is notified to release the Pell award.
20) Is response from alternate school favorable?	Senior Financial Aid Specialist	Colleague - If response from alternate school is favorable, the Pell Grant amount remains as awarded.	Pell grant amount remains as awarded.
21) If response from alternate school is not favorable, send email to student to ask where funds should be paid.	Senior Financial Aid Specialist	Email - If response from alternate school is not favorable, send an email to each student asking where their Pell funds should be paid.	Each student emailed asking where their Pell funds should be paid.
22) Wait for COD to withdraw funds from the school accounts.	Senior Financial Aid Specialist	Colleague - No further action required by school until COD withdraws the Pell funds.	Pell funds are withdrawn from school account.
23) BI-WEEKLY: Request ISIR Verification Report to review transaction number of award payment.	Senior Financial Aid Specialist	COD Website - Request ISIR Verification Report in Excel to review ISIR transaction number of Pell award payment.	Spreadsheet created of all ISIR transaction numbers for Pell award payment.
24) Review ISIR transaction number verified and upon which Pell is paid.	Senior Financial Aid Specialist	COD Website - Review the ISIR transaction number most current, verified and the transaction upon which the Pell Grant is paid.	ISIR transactions are reviewed on COD website.
25) Review ISIR transactions and correct transaction for payment in Colleague.	Senior Financial Aid Specialist	Colleague - Review ISIR transaction for student enrollment, school verified ISIR	ISIR transactions are reviewed in Colleague for correct transaction to be marked.

		transaction and ISIR on which payment is made.	
26) Update active ISIR, using NASU.	Senior Financial Aid Specialist	Colleague - Update the correct ISIR transaction to be active using the NASU form.	The correct ISIR transaction updated to be active.
27) Override ISIR transaction for Pell payment if necessary, using PLCD.	Senior Financial Aid Specialist	Colleague - If ISIR transaction for Pell payment is different than active ISIR, override ISIR transaction for Pell on PLCD form.	If necessary for Pell payment, ISIR transaction is overridden.
28) Resubmit any corrected record to COD, using CODE.	Senior Financial Aid Specialist	Colleague - Resubmit any corrected records to COD using CODE form.	Corrected records are resubmitted to COD.
29) BI-WEEKLY: Review Pell LEU (Lifetime Eligibility Usage).	Senior Financial Aid Specialist	COD Website - Request Pell lifetime eligibility usage report in Excel to review students receiving Pell payment greater than 500% at this time.	Spreadsheet created of all student Pell payments received greater than 500% at this time of the year.
30) Is Pell lifetime eligibility usage greater than 600%?	Senior Financial Aid Specialist	COD Website - Determine if Pell Lifetime Eligibility used is greater than or equal to 600%.	
31) Create saved list of records with LEU greater than or equal to 600% using SLED.	Senior Financial Aid Specialist	Colleague - Review Pell LEU report and create saved list of records with 600% or more PELL LEU.	Saved list of Pell LEU GE 600% created.
32) Reduce award as appropriate using AIDE.	Senior Financial Aid Specialist	Colleague - For Pell LEU greater than 600%, reduce Pell award based on any remaining eligibility for award year.	Pell Grant awards reduced based on remaining lifetime eligibility.
33) Add comment of eligibility exhausted using BASC.	Senior Financial Aid Specialist	Colleague - Use saved list to update Awarding comment to show limited or exhausted Pell eligibility	Updated comment to show limited or exhausted Pell eligibility.

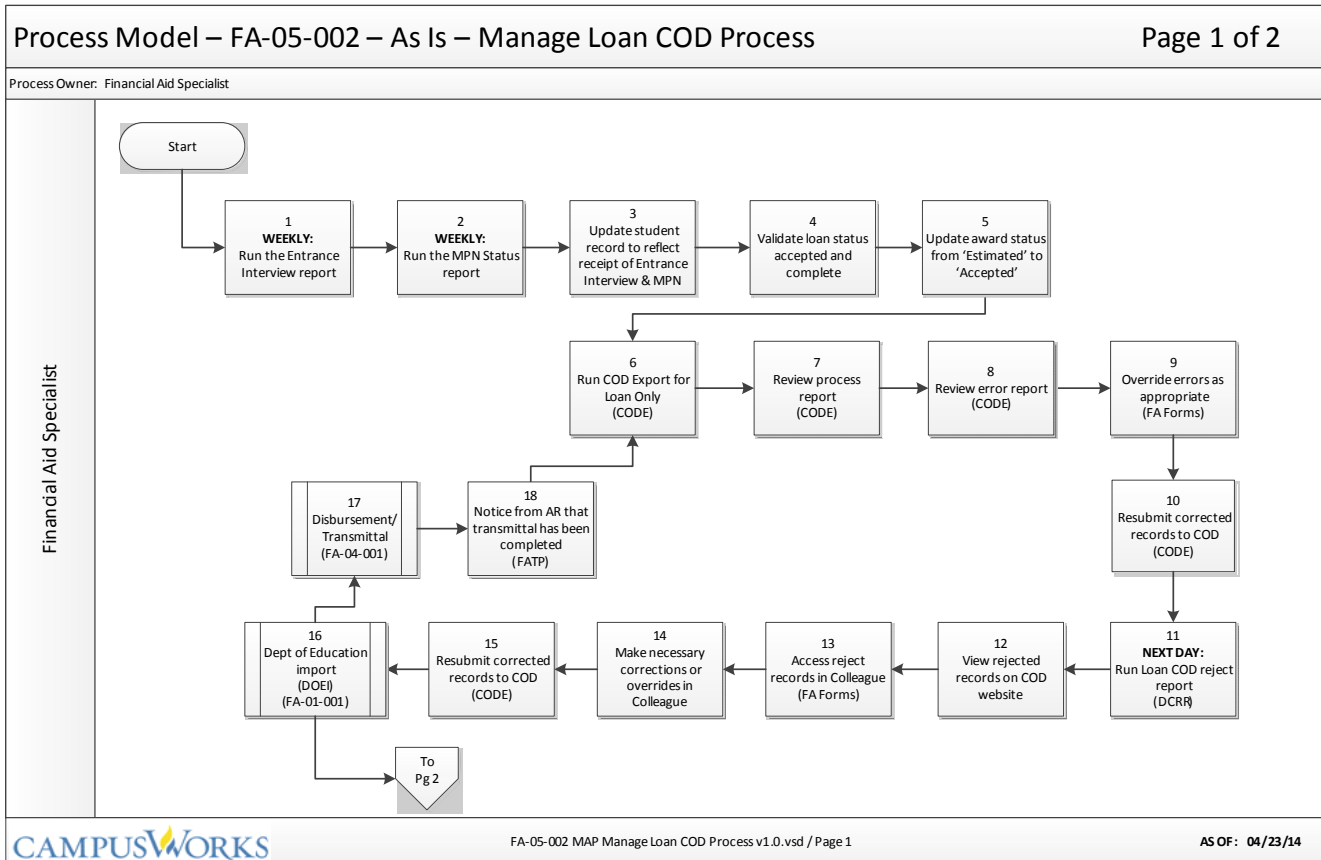
		for award year using BASC.	
34) Send email to student of limited or exhausted Pell eligibility using PCEX.	Senior Financial Aid Specialist	Colleague - Use saved list to send email to student of limited or exhausted Pell eligibility using PCEX.	Student emailed to notify them of limited or exhausted Pell eligibility.
35) Is Pell lifetime eligibility usage greater than 500% but less than 600%?	Senior Financial Aid Specialist	Colleague - Determine if Pell Lifetime Eligibility used is greater than or equal to 500% but less than 600%. - If Pell Lifetime Eligibility used is not greater than or equal to 500%, process ends.	
36) Create saved list of records with LEU greater than or equal to 500% and less than 600%, using SLED.	Senior Financial Aid Specialist	Colleague o Review Pell LEU report and create saved list of records with 500% or more but less than 600% PELL LEU.	Saved list of Pell LEU GE 500% but less than 600% created.
37) Revise awards as appropriate using AIDE.	Senior Financial Aid Specialist	Colleague - For Pell LEU greater than 500% but less than 600%, reduce Pell award based on available eligibility for current award year and remaining lifetime eligibility.	Pell Grant awards reduced based on lifetime eligibility available.
38) Add comment for limited eligibility, using BASC.	Senior Financial Aid Specialist	Colleague - Use saved list to update Awarding comment to show limited Pell eligibility remaining, using BASC.	Comment is updated to show limited remaining eligibility available.
39) Send email to student of limited eligibility, using PCEX.	Senior Financial Aid Specialist	Colleague - Use saved list to send email to student of limited remaining Pell eligibility, using PCEX.	Student emailed to notify them of limited remaining Pell eligibility.

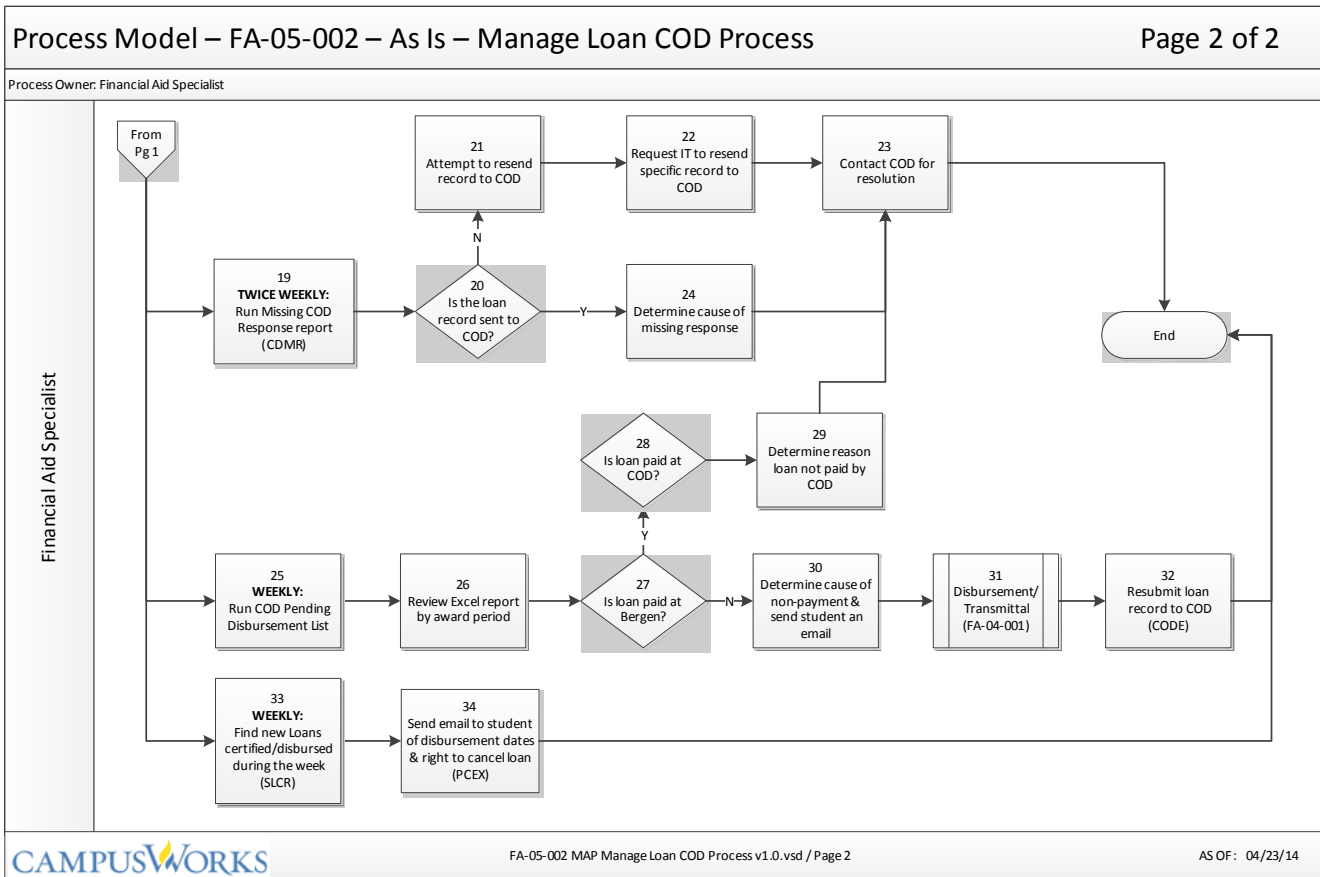
Next Step:

1) FA-04-001 – Disbursement/Transmittal

Process: Manage Loan COD Process (FA-05-002)

The following process flow depicts the steps that occur to Manage Loan COD Process (FA-05-002). This process encompasses tasks necessary to send and manage Direct Loan data to and from Colleague and the Common Origination & Disbursement (COD) system of the Department of Education.





Description: Manage Loan COD Process (FA-05-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the process to *Manage Loan COD Process (FA-05-002)* at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005), or
- 4) Disbursement/Transmittal (FA-04-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) WEEKLY: Run the Entrance Interview report. (FINR)	Financial Aid Specialist	Colleague - Run the FA Entrance Counseling report using FINR. - Save in Excel.	Financial Aid entrance counseling report is saved in Excel.
2) WEEKLY: Run the MPN Status report. (MPNS)	Financial Aid Specialist	Colleague - Run the Master Promissory Note (MPN) status report using MPNS.	MPN status report is saved in Excel.

		- Save in Excel.	
3) Update student record to reflect receipt of Entrance Interview & MPN.	Financial Aid Specialist	Colleague - Update student financial aid record to reflect receipt of entrance interview/counseling and MPN. - These records are automatically updated in Colleague using DOEI.	Student financial aid record updated with receipt of entrance counseling and MPN.
4) Validate loan status as accepted and complete.	Financial Aid Specialist	Colleague - Validate that loan is accepted by student, and MPN & Entrance Counseling are complete using CODE.	Loan validated as accepted and complete.
5) Update award status from 'Estimated' to 'Accepted'.	Financial Aid Specialist	Colleague - Update award status from 'Estimated' to 'Accepted', using AIDE.	Award status updated.
6) Run COD Export for Loans Only before and after transmittal to Accounts Receivable (AR). (CODE)	Financial Aid Specialist	Colleague - Send Loan origination records to COD once loan is accepted by student and MPN & Entrance Counseling are complete using CODE. - Send Loan disbursement records to COD after Loan has disbursed to AR using CODE. - CODE process is run twice for Loans to originate before disbursement and to notify COD of payment after transmittal to AR.	Loan origination and disbursement records are sent separately to COD.
7) Review process report. (CODE)	Financial Aid Specialist	Colleague - Review process records report to confirm that loan records have been sent to COD.	Loan process report confirms records sent to COD.
8) Review error report. (CODE)	Financial Aid Specialist	Colleague - Review error report to determine the rule failure	Errors reviewed.

		preventing the record from being sent to COD.	
9) Override errors as appropriate using various FA Forms.	Financial Aid Specialist	Colleague - Override record error as appropriate using FMSI, NAE, PLCD, FCDC etc.	CODE errors are overridden as appropriate.
10) Resubmit corrected records to COD using CODE.	Financial Aid Specialist	Colleague - Once the override is set, send the correction of the error on the record to COD using CODE.	Corrected errors of COD records are resubmitted.
11) NEXT DAY: Run Loan COD reject report using DCRR.	Financial Aid Specialist	Colleague - Review each rejected loan record on DCRR report.	Loan reject report available for review.
12) View rejected loan on COD website.	Financial Aid Specialist	Colleague - View each rejected loan record from report through the COD website to determine cause of reject.	Cause of reject is determined.
13) Access each rejected record from report in Colleague.	Financial Aid Specialist	Colleague - Based on cause of reject, access rejected records in Colleague.	Rejected records reviewed in Colleague.
14) Make necessary corrections or overrides in Colleague.	Financial Aid Specialist	Colleague - Correct or override errors using appropriate Colleague form. - Form used depends on type of correction necessary to fix rejected record; for example: o Citizenship – FMSI o Transaction number – PLCD o COD name – FCDC	Rejected records are corrected in Colleague.
15) Resubmit corrected records to COD. (CODE)	Financial Aid Specialist	Colleague - Enter student ID numbers on CODE to submit corrected records to COD. - Resubmitting records indicates to COD to release funds.	Corrected rejected records are resubmitted to COD.

<p>16) Follow established process for Dept. of ED Import (DOEI) processing.</p>	<p>Information Technology</p>	<p>Colleague Process Handler</p> <ul style="list-style-type: none"> - Follow established department process for importing individual student information records received from Department of Education, using scheduled import process through Colleague Process Handler. - Dept. of ED Import (DOEI) is scheduled to run 3 times per day at 8:55am, 12:55pm and 4:55pm. 	<p>Follow established process for Dept. of ED Import (DOEI) processing.</p>
<p>17) Follow established process for Disbursement/Transmittal (FA-04-001).</p>	<p>Financial Aid Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Follow established department process for Disbursement/Transmittal process (FA-04-001). - Process is run at the 10th day of second session of each term and weekly thereafter. - Loans ready for payment are disbursed during this process. 	<p>Loans ready for payment are disbursed to Accounts Receivable.</p>
<p>18) Notice from Accounts Receivable that Transmittal has been completed.</p>	<p>Financial Aid Specialist</p>	<p>Email</p> <ul style="list-style-type: none"> - Receive email that transmittal process has been completed, in order to send loan disbursement records to COD. - Return to Step 6 to send Loan Disbursement records to COD. 	<p>Received notice of loan disbursement completed and loan records ready to send to COD.</p>
<p>19) TWICE WEEKLY: Run Missing COD Response report using CDMR.</p>	<p>Financial Aid Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - Run COD Missing Response report using CDMR. - Save report as Excel spreadsheet. 	<p>Spreadsheet created of no responses received from COD.</p>
<p>20) Is the Loan record sent to COD?</p>	<p>Financial Aid Specialist</p>	<p>COD Website</p> <ul style="list-style-type: none"> - Determine if loan record was received at COD. 	

<p>21) If records have not been "received" at COD, attempt to resend record to COD using CODE or FRCD.</p>	<p>Financial Aid Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - If Colleague document ID on report is not received at COD, resend the entire document using FRCD. - If an individual record is not received at COD, resend using ID number on CODE. 	<p>Not received loan records at COD are resent.</p>
<p>22) Request IT to resend specific record to COD if normal process does not send all records.</p>	<p>Financial Aid Specialist</p>	<p>Colleague</p> <ul style="list-style-type: none"> - If normal resend processes in Colleague does not send all records, contact IT to assist with sending specific records to COD. 	<p>IT assistance obtained to send difficult records.</p>
<p>23) Contact COD support for resolution if files still unsent.</p>	<p>Financial Aid Specialist</p>	<p>COD Website</p> <ul style="list-style-type: none"> - Call COD support to determine why records are not sending to COD and for - Have COD support trigger missing response back to BCC. 	<p>COD contacted for support for unsent records.</p>
<p>24) If records have been "received" at COD, determine the cause of missing response.</p>	<p>Financial Aid Specialist</p>	<p>COD Website & Colleague</p> <ul style="list-style-type: none"> - Review each record on COD website and in Colleague and determine why no response has been sent back to school? - If reason why can be determined, wait to receive response from COD. - If reason why response is not received cannot be determined, contact COD support for resolution. 	<p>Loan records with missing response reviewed and cause for error determined.</p>
<p>25) WEEKLY: Run COD Pending Disbursement List on COD website using Excel.</p>	<p>Financial Aid Specialist</p>	<p>COD Website & Excel</p> <ul style="list-style-type: none"> - Each week run the pending loan disbursement report from COD into Excel. 	<p>Pending Disbursement report created.</p>

26) Review Excel report by award period for payment.	Financial Aid Specialist	Excel - Review Excel report by each award period and determine if loan has been paid.	Excel report reviewed for loan payment.
27) Is loan paid at Bergen accounts receivable?	Financial Aid Specialist	Colleague - Is loan paid in accounts receivable or not?	
28) If loan is paid at Bergen, is loan paid at COD?	Financial Aid Specialist	COD Website - Determine if loan has been paid by COD.	
29) If loan is not paid at COD, determine reason loan was not paid.	Financial Aid Specialist	COD Website - If loan is paid in Colleague but not paid on COD, determine why payment is not recognized in COD. - Contact COD Support as necessary.	Reason determined for loan not recognized by COD.
30) If loan is not paid at Bergen, determine the cause of non-payment & send student an email.	Financial Aid Specialist	Colleague - If loan is not paid to Accounts Receivable, determine the cause of non-payment: <ul style="list-style-type: none"> o Entrance counseling o Master promissory note (MPN) o Enrolled at least 6 credit hours - Send a personal email to student to request appropriate information.	Reason determined for loan non-payment and email notice sent to student to complete.
31) Follow established process for Disbursement/Transmittal (FA-04-001).	Financial Aid Specialist	Colleague - Follow established department process for Disbursement/Transmittal process (FA-04-001). - Disbursement/Transmittal process is run at the 10 th day of second session of each term and weekly thereafter. - Loans ready for payment are disbursed during this process.	Loans ready for payment are disbursed to Accounts Receivable.

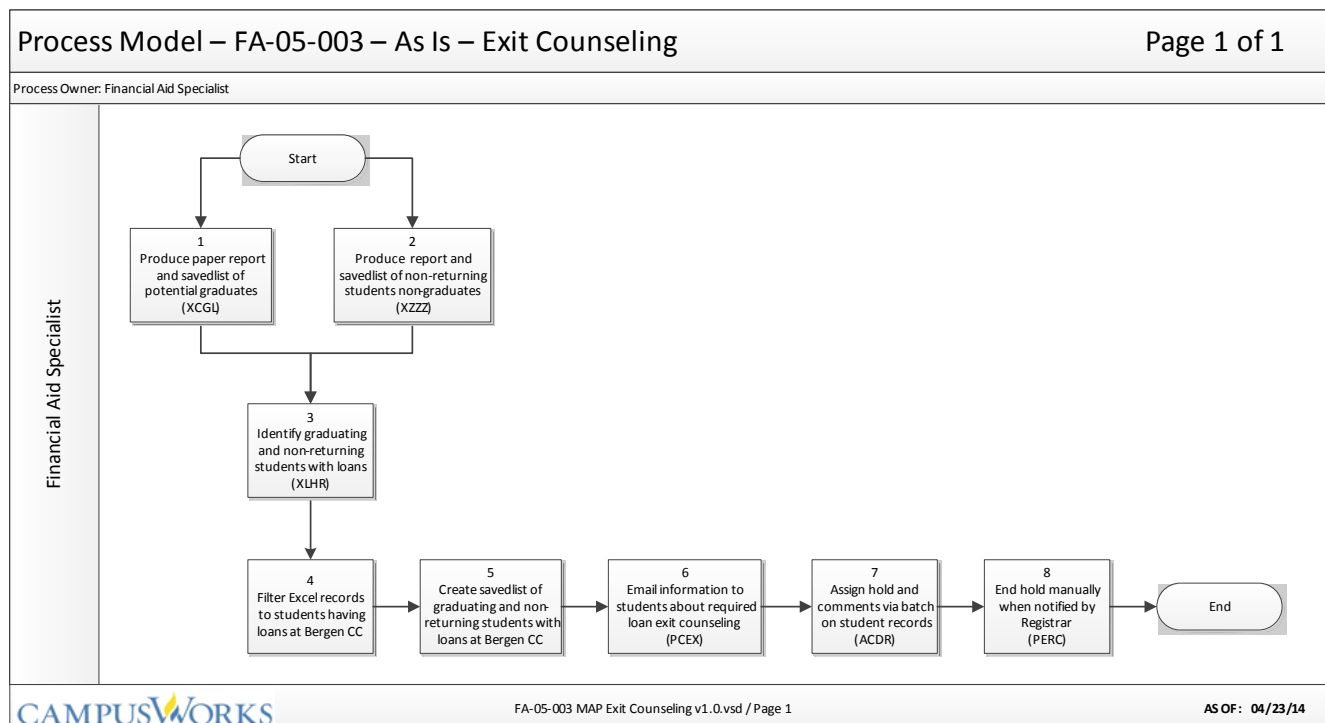
32) Resubmit loan payment record to COD using CODE.	Financial Aid Specialist	Colleague - Resubmit loan payment record to COD once disbursed using student ID numbers on CODE.	Loan payment record resubmitted to COD.
33) WEEKLY: Find new loans certified or disbursed that week using SLCR query.	Financial Aid Specialist	Colleague - Find new loans certified or disbursed that week using a query on SLCR.	New loans certified or disbursed identified.
34) Send email to student of disbursement dates & right to cancel loan.	Financial Aid Specialist	Colleague - Send an email notifying student of loan disbursement dates and right to cancel loan using PCEX.	Student notified of loan certification or loan disbursement and right to cancel.

Next Step:

- 1) FA-04-001 – Disbursement/Transmittal, or
- 2) FA-07-001 – Manage Monthly Reconciliation

Process: Exit Counseling (FA-05-003)

The following process flow depicts the steps that occur for the process of Exit Loan Counseling (FA-05-003) at Bergen Community College. This process comprises steps followed to schedule exit counseling when a student graduates or ceases to attend Bergen Community College.



Description: Exit Counseling (FA-05-003)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *Exit Loan Counseling (FA-05-003)* at Bergen Community College.

Previous Step:

- 1) Disbursement/Transmittal (FA-04-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Produce paper report and savedlist of potential graduates using XCGL.	Financial Aid Specialist	Colleague - Print report generated by XCGL process. - Record savedlist generated by XCGL process.	Report printed and savedlist recorded.
2) Produce paper report and savedlist of non-returning non-graduates using XZZZ.	Financial Aid Specialist	Colleague - Produce and print report of non-returning students with registration greater than part-time and not graduating, using XZZZ. - Record savedlist generated by XZZZ process.	Report printed and savedlist recorded.
3) Identify graduating and non-returning students who have loans, using XLHR.	Financial Aid Specialist	Colleague - Invoke savedlist from Step #1 or #2 above. - Create file with graduating or non-returning students who have loans (at all colleges), using XLHR. - Import file into Excel.	Excel file created of graduating or non-returning students with loans.
4) Filter Excel records to students having loans at Bergen CC.	Financial Aid Specialist	Excel - Create filter to display only students who have received loans while attending Bergen CC.	List of graduating and non-returning students who received loans at Bergen CC created.
5) Create savedlist of graduating and non-returning students with loans at Bergen CC.	Financial Aid Specialist	Colleague - Manually enter student IDs to create a savedlist of all graduating and non-returning students with loans at Bergen CC.	Savedlist of graduating and non-returning students who need to complete exit loan counseling created.

6) Email information to students about required loan exit counseling, using PCEX.	Financial Aid Specialist	Colleague - Using savedlist, send emails to students via PCEX with information about required loan exit counseling.	Exit loan information is sent to students who have borrowed loans while attending Bergen CC.
7) Assign hold and comments via batch on student records, using ACDR.	Financial Aid Specialist	Colleague - Using batch option on ACDR, run process to apply hold to student records and populate comment regarding required exit loan counseling. - Hold placed on student record will prevent activities/services until exit counseling has been completed.	Records for students needing to complete exit loan counseling updated with hold and comment.
8) End hold manually when notified by Registrar, using PERC.	Financial Aid Specialist	Colleague - Manually end hold on student record when notified by Registrar, using PERC.	Hold ended as appropriate.

Next Step:

- 1) None

Process Recommendations – Common Origination & Disbursement (FA-05)

- 1) Explore the configuration of the COD SAS file request to happen automatically each month. This is done on the COD website under Direct Loan reporting set-up, and should be requested as Year-to-date data in fixed file format on a monthly basis.
- 2) Develop a process to obtain confirmation that exit counseling has been completed if required and to remove holds from student records.

Core Process: Non-Federal Loans FA-06

The Bergen Community College core process of “Non-Federal Loans” comprises processes necessary to manually award, disburse and verify private loans and New Jersey Class loans to students based on criteria established by sources outside of the Financial Aid Office at Bergen Community College.

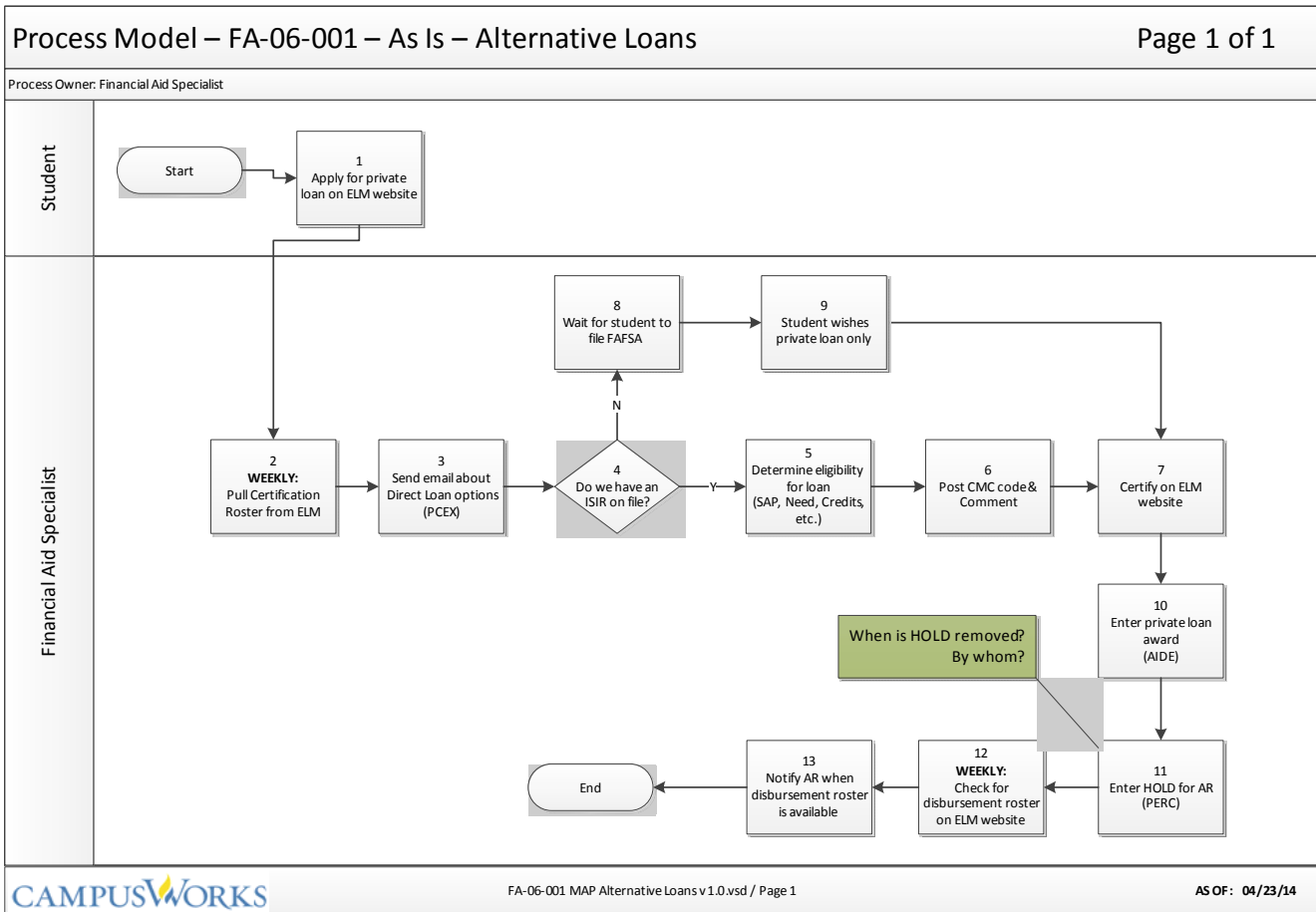
The Non-Federal Loans process at Bergen Community College consists of the two sub-processes, as shown below: Alternative Loans and NJ Class Loans.



The following workflows and definitions describe the Non-Federal Loans processes of *Alternative Loans (FA-06-001)* and *NJ Class Loans (FA-06-002)* currently used at Bergen Community College.

Process: Alternative Loans (FA-06-001)

The following process flow depicts the steps that occur for process of Non-Federal Loans: Alternative Loans (FA-06-001). This process encompasses tasks necessary to manually award and disburse private loans to students based on criteria determined by sources outside of Financial Aid Office at Bergen Community College.



Description: Alternative Loans (FA-06-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *Alternative Loans (FA-06-001)* at Bergen Community College.

Previous Step:

- 1) Verification (FA-01-002), or
- 2) Manage Awards Using Auto Packaging (FA-03-001), or
- 3) Manage Awards Using Manual Process (FA-03-002)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Apply for private loan on ELM Website.	Student	ELM Website - Apply for a private loan through ELM website. - Private Loan will show up on loan certification request roster.	Private loan requested through ELM website.
2) WEEKLY: Pull Certification Roster from ELM Website	Financial Aid Specialist	ELM Website - Pull loan certification request roster each week	Loan certification request roster available to process private loans in Colleague.

		<p>from ELM website for processing.</p> <ul style="list-style-type: none"> - Save in Excel for processing loan requests. 	
3) Send email to student about Direct Loan options. (PCEX)	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Send email to student to tell them to apply for Direct Loan before a private loan, using PCEX. - Hold loan request for 2-3 emails. 	Email sent to student regarding Direct Loan options and how to apply.
4) Do we have an ISIR on file?	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Determine if an ISIR is on file for students on certification request roster. 	
5) If an ISIR has been received, determine eligibility for loan.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - If the ISIR is received, determine student eligibility: <ul style="list-style-type: none"> o Need o Satisfactory Academic Progress (SAP) o At least 6 credits o C Codes - Wait couple of weeks to process for completing direct loan options. 	Eligibility determined for student with loan request and ISIR on file.
6) Post Communication code and Comment code in Colleague.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Post communication code using CRI form. - Add comment code using STCM form. 	Communication and comment code added to student record to track private loan request.
7) Certify private loan on ELM website.	Financial Aid Specialist	<p>ELM Website</p> <ul style="list-style-type: none"> - Certify private loan on the ELM website. 	Private loan is certified on ELM website.
8) If ISIR is not on file, wait for student to file the FAFSA.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - If an ISIR has not been received, wait for the student to file the FAFSA. 	Wait for student with loan request to file the FAFSA.

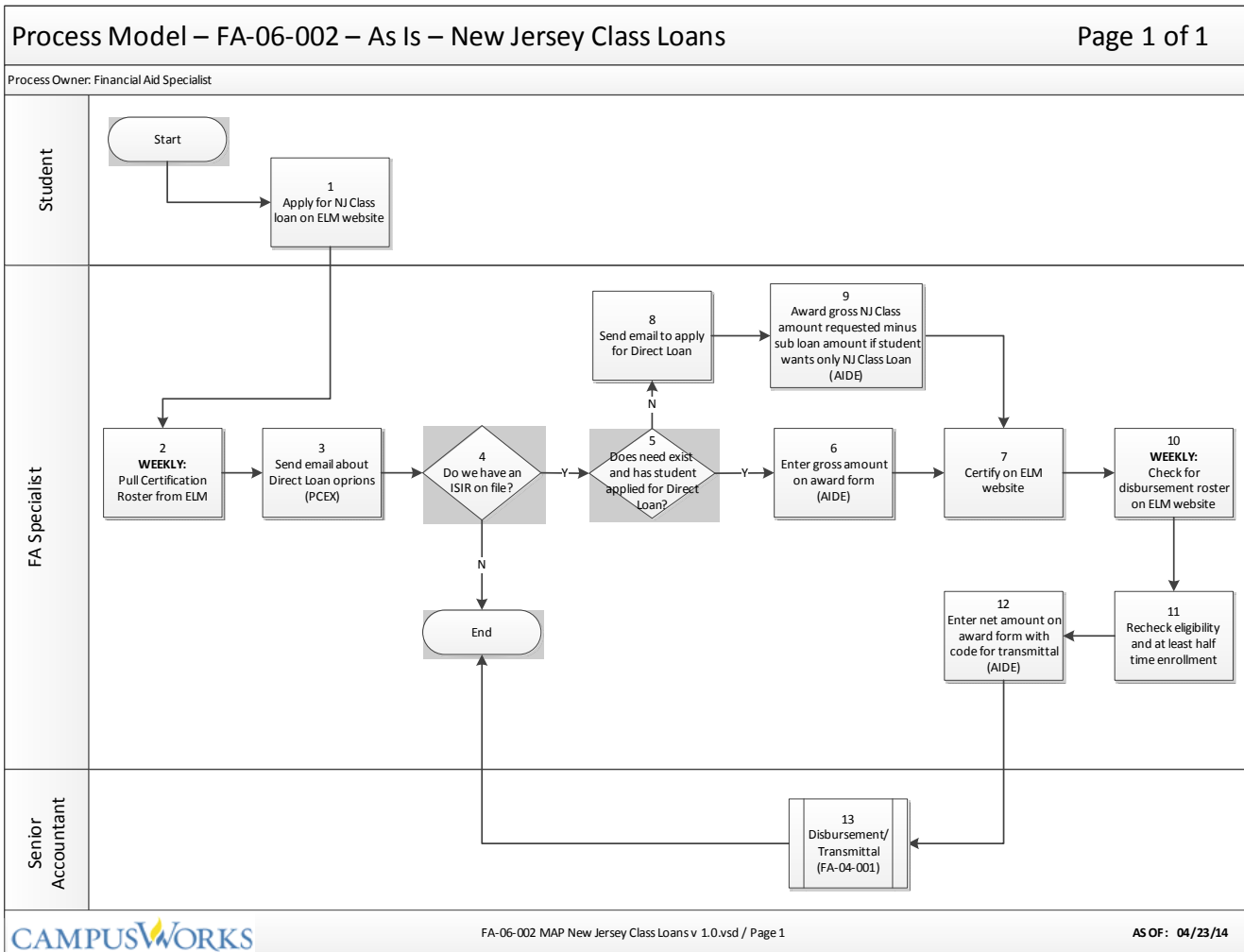
9) Student wishes to pursue private loan only.	Financial Aid Specialist	Colleague - If student does not file a FAFSA, the student will contacts Financial Aid to pursue a private loan only. - Proceed to Step 7 to certify private loan on ELM website.	Private loan is certified on ELM website.
10) Enter requested private loan award. (AIDE)	Financial Aid Specialist	Colleague - Enter private loan amount on award entry using AIDE.	Private loan award entered in Colleague.
11) Enter HOLD code for Accounts Receivable. (PERC)	Financial Aid Specialist	Colleague - Enter hold code for student in AR using the PERC form. - The private loan award does not directly disburse to Accounts Receivable.	Hold code entered for AR.
12) WEEKLY: Check for disbursement roster on ELM website.	Financial Aid Specialist	ELM Website - Each week check ELM website for disbursement roster to be available for payment of private loans to students.	ELM disbursement roster available for payment of loans to AR.
13) Notify Accounts Receivable when disbursement roster is available for payment to student.	Financial Aid Specialist	Colleague - Notify AR when ELM disbursement roster is ready for payment to the student.	AR notified that ELM disbursement roster is ready to pay loans.

Next Step:

- 1) FA-03-006, Award Letter Generation or
- 2) FA-03-003, Transfer Monitoring or
- 3) FA-03-005, Manage Award Changes or
- 4) FA-04-001, Disbursement/Transmittal

Process: NJ Class Loans (FA-06-002)

The following process flow depicts the steps that occur for the process of *Non-Federal Loans: New Jersey Class Loans (FA-06-002)*. This process encompasses tasks necessary to manually award and disburse NJ Class loans to students based on their Family Contribution, Need and other criteria determined by sources outside of financial aid with Bergen Community College.



Description: NJ Class Loans (FA-06-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the process of *New Jersey Class Loans (FA-06-002)* at Bergen Community College.

Previous Step:

- 1) Verification (FA-01-002), or
- 2) Manage Awards Using Auto Packaging (FA-03-001), or
- 3) Manage Awards Using Manual Process (FA-03-002)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Apply for New Jersey Class Loan on ELM Website.	Student	ELM Website - Request a New Jersey Class Loan through ELM website. - New Jersey Class Loan will show up on loan	New Jersey Class loan requested through ELM website.

		certification request roster.	
2) WEEKLY: Pull Certification Roster from ELM Website	Financial Aid Specialist	ELM Website - Pull loan certification request roster weekly from ELM website for processing. - Save in Excel for processing loan requests.	Loan certification request roster available to process New Jersey Class loans in Colleague.
3) Send email to student about Direct Loan options. (PCEX)	Financial Aid Specialist	Colleague - Send email to student to tell them to apply for Direct Loan before a New Jersey Class loan, using PCEX. - Hold loan request for 2-3 emails.	Email sent to student regarding direct Loan options and how to apply.
4) Do we have an ISIR on file?	Financial Aid Specialist	Colleague - Determine if an ISIR is on file for students on certification request roster. - If ISIR is not on file, process ends.	
5) If an ISIR has been received, does need exist and has the student applied for Direct Loan?	Financial Aid Specialist	Colleague - If the ISIR is received, determine student eligibility: o Need o Satisfactory Academic Progress (SAP) o At least 6 credits o C Codes	
6) If the student has applied for Direct Loan, enter gross amount of New Jersey Class loan on award form. (AIDE)	Financial Aid Specialist	Colleague - If the student has need and has applied for the Direct Loan, award the gross amount for the requested New Jersey Class loan on the Award form, using AIDE.	New Jersey Class loan requested amount is entered in Colleague.

7) Certify New Jersey Class loan on ELM website.	Financial Aid Specialist	ELM Website - Certify New Jersey Class loan on the ELM website.	New Jersey Class loan is certified on ELM website.
8) If there is Need, and the student hasn't applied for Direct Loan, send email to student to apply for direct subsidized loan.	Financial Aid Specialist	Colleague - If student has not applied for direct loan and has Need, send email requiring student to apply for direct subsidized loan.	Email sent to student regarding Direct Loan requirement.
9) If no subsidized loan and student wishes to pursue New Jersey Class loan, award gross amount requested minus subsidized loan amount.	Financial Aid Specialist	Colleague - Student contacts Financial Aid to pursue New Jersey Class loan only. - Enter gross amount requested minus the subsidized loan eligibility, using AIDE. - Proceed to Step 7 to certify New Jersey Class loan on ELM website.	New Jersey Class loan requested amount minus subsidized eligibility is certified on ELM website.
10) WEEKLY: Check for disbursement roster on ELM website.	Financial Aid Specialist	ELM Website - Check ELM website weekly for disbursement roster to be available for payment of New Jersey Class loans to students.	ELM disbursement roster available for payment of loans to AR.
11) Recheck eligibility and at least half time enrollment as disbursement roster is received.	Financial Aid Specialist	Colleague - Reverify eligibility and enrollment of at least half-time. - The New Jersey Class loan award does disburse to Accounts Receivable.	Eligibility and enrollment re-verified.
12) Enter net loan amount on Award form with code for actual transmittal amount. (AIDE)	Financial Aid Specialist	Colleague - Enter the net amount for the requested New Jersey Class loan with the transmittable code on the Award form, using AIDE.	Net loan amount entered on student Award form.
13) Follow established steps for Disbursement/	Senior Accountant	Colleague - Follow the established process steps for	

<p>Transmittal process, FA-04-001.</p>		<p>Disbursement/Transmittal process (FA-04-001).</p> <ul style="list-style-type: none"> - Process is run at the 10th day of second session of each term and weekly thereafter. - NJ Class loans ready for payment are disbursed during this process. 	
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Next Step:

- 1) FA-03-006, Award Letter Generation or
- 2) FA-03-003, Transfer Monitoring or
- 3) FA-03-005, Manage Award Changes or
- 5) FA-04-001, Disbursement/Transmittal

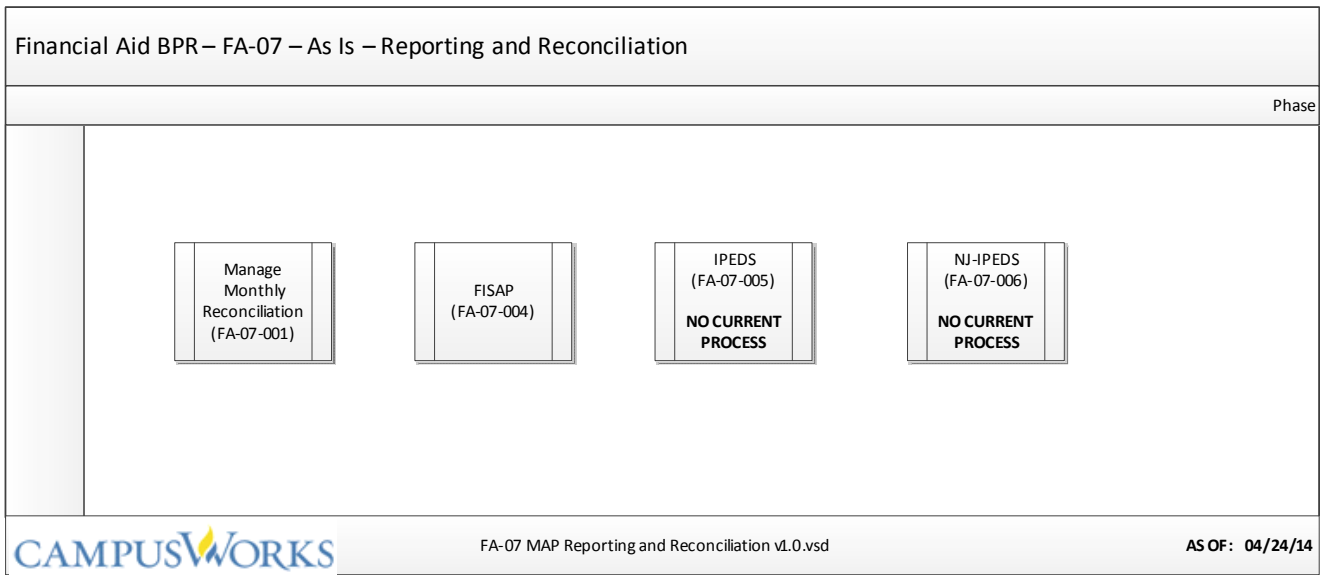
Process Recommendations – Non-Federal Loans (FA-06)

- 1) Investigate the use of Colleague’s electronic Commonline process for Alternative and NJ Class Loans. Using the Commonline process would also require electronic loan transfer (EFT) for these loans so that Bergen could receive disbursement rosters electronically into Colleague.

Core Process: Reporting and Reconciliation FA-07

The Bergen Community College core process of “Reporting and Reconciliation” comprises processes necessary to manage the reconciliation of federal funds such as Pell Grant, SEOG and Direct Loans between the college, Common Origination & Disbursement (COD) and the G5 external funding system of the Department of Education and to compile, prepare and submit the data required for annual state and federal reports such as FISAP, IPEDS and NJ-IPEDS.

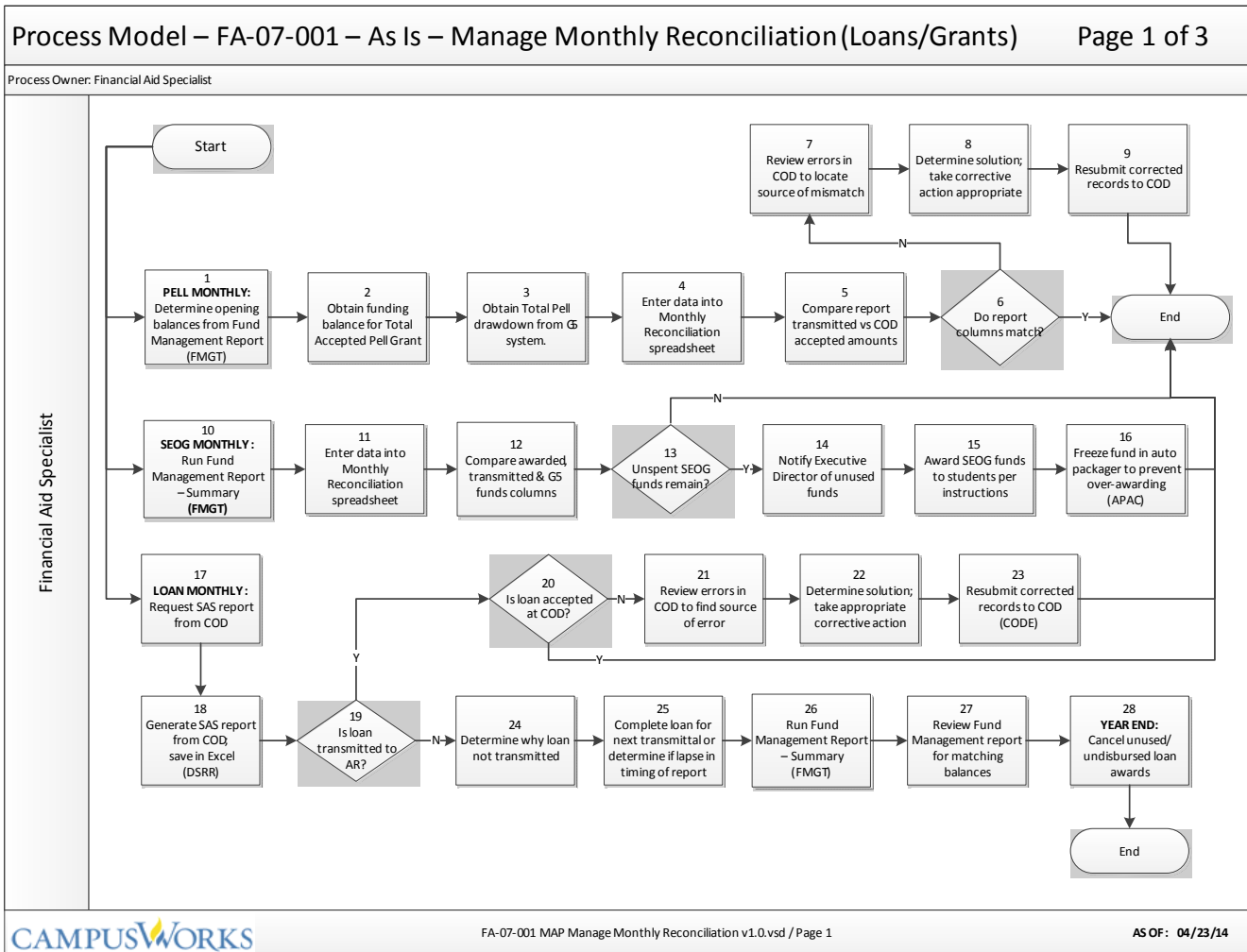
The Reporting and Reconciliation process at Bergen Community College consists of the four sub-processes, as shown below: Manage Monthly Reconciliation, FISAP, IPEDS and NJ-IPEDS. Currently, only the sub-processes of Manage Monthly Reconciliation and FISAP are used by the Financial Aid staff; there is no current process established for IPEDS or NJ-IPEDS.



The following workflows and definitions describe the Reporting and Reconciliation processes of *Manage Monthly Reconciliation (FA-07-001)* and *FISAP (FA-07-002)* currently used at Bergen Community College.

Process: Manage Monthly Reconciliation (FA-07-001)

The following process flow depicts the steps that occur for the process for *Reporting and Reconciliation: Manage Monthly Reconciliation (FA-07-001)*. This process encompasses tasks necessary to manage the reconciliation of Pell Grant, SEOG and Direct Loan funds between the college, Common Origination & Disbursement (COD) and the G5 external funding system of the Department of Education with Bergen Community College.



Description: Manage Monthly Reconciliation (FA-07-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the *Manage Monthly Reconciliation (FA-07-001)* process at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005), or
- 4) Disbursement/Transmittal (FA-04-001), or
- 5) Return to Title IV (FA-04-006)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) PELL MONTHLY: Run Fund Management Report – Summary, using FMGT.	Financial Aid Specialist	Colleague - Run Fund Management report in summary mode for Pell Grant fund using FMGT.	Fund Management spreadsheet saved in Excel.

		- Import report to Excel and save.	
2) Obtain funding balance for Total Accepted Pell Grant.	Financial Aid Specialist	COD Website - Obtain funding balance for Total Accepted Pell Grant with COD. - Capture screen shot.	Screen shot saved to capture funding balance for COD accepted Pell Grant amount.
3) Obtain Total Pell drawdown from G5 system.	Financial Aid Specialist	G5 System - Obtain Total Pell drawdown report from G5 system. - Save as .pdf.	G5 Pell Grant drawdown report saved as pdf.
4) Enter data into Monthly Reconciliation spreadsheet.	Financial Aid Specialist	Excel - Enter Pell Grant data into appropriate worksheet of the Monthly Reconciliation spreadsheet. - Spreadsheet contains: o Awarded o Transmitted funds o COD accepted o G5 drawdown - Email spreadsheet to Financial Aid staff.	Pell Grant data entered into Monthly Reconciliation spreadsheet.
5) Compare report of transmitted amounts vs COD accepted amounts.	Financial Aid Specialist	Excel - After first fall disbursement, check and compare the transmitted amount vs COD accepted amount through early summer. - In late summer, focus on awarded amount as well as transmitted amount and COD accepted amount. - Ensure that students are receiving all eligible funding.	Transmitted and COD accepted amounts compared.
6) Do report columns of transmitted amounts and COD accepted amounts match?	Financial Aid Specialist	Excel - Determine if transmitted amount and COD accepted amounts columns match.	
7) If appropriate columns do not match, review errors	Financial Aid Specialist	COD Website - If transmitted amount and the COD accepted amount	Non-matching records reviewed on COD website.

in COD to locate source of mismatch.		do not match, review records on COD website to determine where the mismatch occurred. - Typically, it is a record not accepted at COD.	
8) Determine solution and take appropriate corrective action in Colleague.	Financial Aid Specialist	Colleague - Determine required solution to the mismatch. - Correct or override errors using appropriate Colleague form. - Form used depends on type of correction necessary to fix rejected record; for example: o Citizenship – FMSI o COD name – FCDC o Transaction number - PLCD	Non-matching records are corrected and updated in Colleague.
9) Resubmit corrected records to COD	Financial Aid Specialist	Colleague - Enter student ID numbers on CODE to submit corrected records to COD.	Corrected records are resubmitted to COD.
10) SEOG MONTHLY: Run Fund Management Report – Summary, using FMGT.	Financial Aid Specialist	Colleague - Run Fund Management report in summary mode for SEOG fund using FMGT.	Fund Management spreadsheet created with SEOG most current values.
11) Enter data into Monthly Reconciliation spreadsheet	Financial Aid Specialist	Excel - Enter SEOG data into appropriate worksheet of the Monthly Reconciliation spreadsheet. - Spreadsheet contains: o Awarded o Transmitted funds o G5 drawdown - Email spreadsheet to Financial Aid staff.	SEOG data entered into Monthly Reconciliation spreadsheet.
12) Compare report columns of awarded amount, transmitted amount and G5 fund amount.	Financial Aid Specialist	Colleague - If awarded amount, transmitted amount and G5 funds drawn down match, we are done.	Reconciliation of SEOG is complete for now.

		NOTE: AR draws SEOG funds monthly to match transmitted amount less approximately \$25,000 so that they don't carry excess funds.	
13) Unspent SEOG funds?	Financial Aid Specialist	Colleague - Determine if all SEOG has been spent. - If all SEOG funds have been spent, reconciliation of SEOG is complete.	
14) Notify the Executive Director of Financial Aid of unused funds.	Financial Aid Specialist	Colleague - If SEOG funding remains, contact Executive Director of Financial Aid for directions of how to spend the excess SEOG prior to the end of the fiscal year.	Executive Director of Financial Aid notified of excess SEOG funds to spend by the end of the fiscal year.
15) Award SEOG funds to students per instructions of the Executive FA Director.	Financial Aid Specialist	Colleague - Award SEOG funds remaining based on the directions of the Executive FA Director using AIDE or BAWD.	Remaining SEOG funds are awarded, per directions.
16) Freeze SEOG fund in auto packager to prevent over-awarding, using APAC.	Financial Aid Specialist	Colleague - Freeze the SEOG award in auto packager using APAC to prevent the fund from over-awarding.	SEOG fund is frozen in auto packager.
17) LOAN MONTHLY: Request SAS report from COD.	Financial Aid Specialist	COD Website - Request direct loan SAS (student account summary) report from COD with year to date (YTD) information each month.	Request received at COD for SAS report every month.
18) Generate SAS report in Colleague and save in Excel, using DSRR.	Financial Aid Specialist	Colleague - Generate the Colleague SAS report using DSRR. - Save in Excel.	SAS report from Colleague saved in Excel.
19) Is loan transmitted to AR?	Financial Aid Specialist	Colleague	

		- Determine if loan has been transmitted to Accounts Receivable.	
20) If loan is transmitted to AR, is the loan accepted at COD?	Financial Aid Specialist	COD Website - Determine if the loan has been accepted at COD. - If transmitted loan is accepted at COD, direct loan reconciliation is complete.	
21) If transmitted loan is not accepted at COD, review errors in COD to find source of error.	Financial Aid Specialist	COD Website - If transmitted loan is not accepted at COD, review errors in COD to determine why loan is not accepted.	Reason for transmitted loan not accepted at COD determined.
22) Determine solution; take appropriate corrective action.	Financial Aid Specialist	Colleague - Once it is known why the transmitted loan is not accepted at COD, determine the solution and take the appropriate corrective action. - Form used depends on type of correction necessary to fix rejected record; for example: o Citizenship – FMSI o COD name – FCDC	Transmitted, non-accepted loan records corrected and updated in Colleague.
23) Resubmit corrected records to COD, using CODE.	Financial Aid Specialist	Colleague - Enter student ID numbers on CODE to submit corrected records to COD.	Corrected records are resubmitted to COD.
24) If loan is not transmitted to AR, determine why loan is not transmitted.	Financial Aid Specialist	COD Website - If loan is not paid to accounts receivable, determine the cause of non-payment: o Entrance counseling o Master promissory note (MPN) o Enrolled at least 6 credit hours	Reason determined for loan not transmitted to AR.

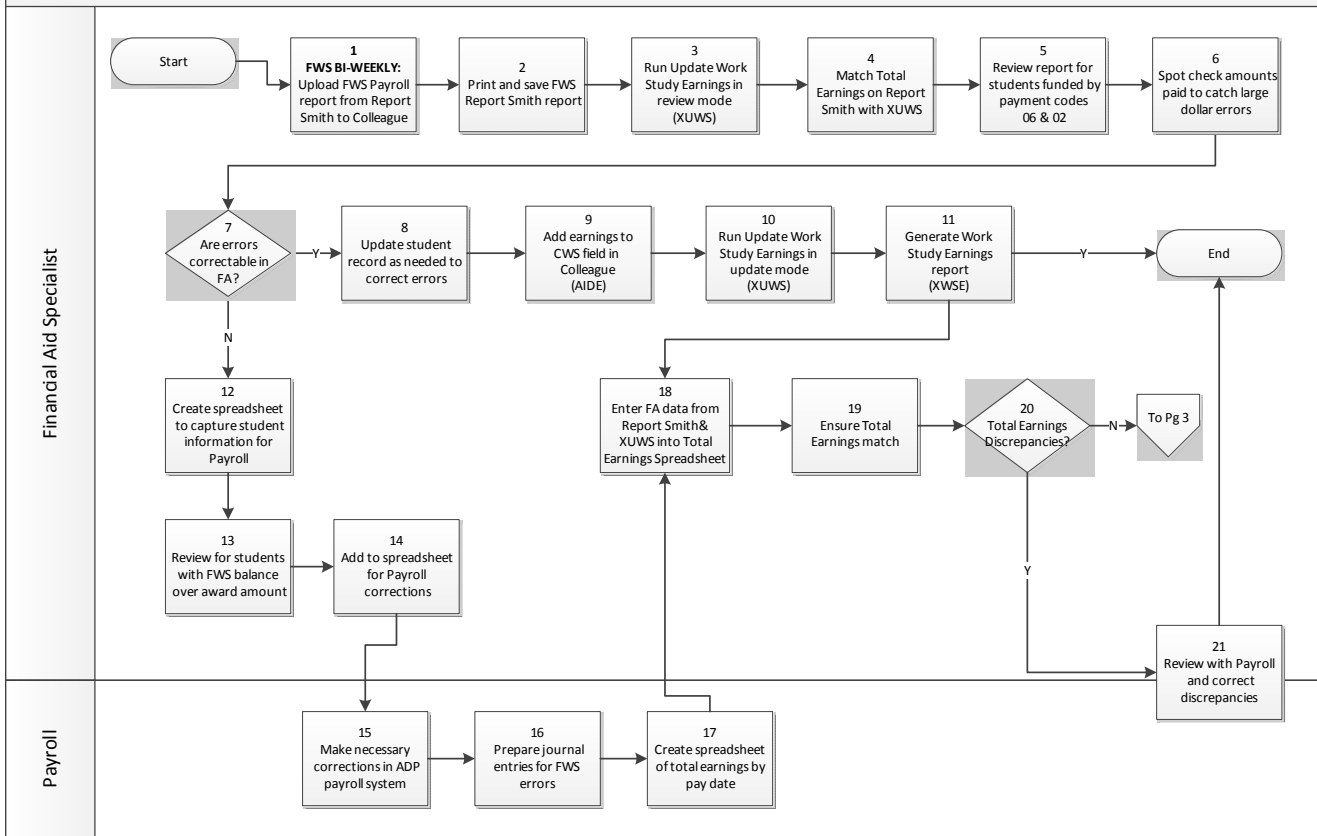
25) Complete loan for next transmittal or determine a lapse in timing of report.	Financial Aid Specialist	Colleague - Complete loan processing to prepare for next transmittal to AR; override transmittal rule if needed. - Determine if loan does not appear on the report because of timing of the end of the month at COD.	Reason determined for loan non-payment and corrected if necessary.
26) Run Fund Management Report – Summary, using FMGT.	Financial Aid Specialist	Colleague - Run Fund Management report in summary mode for all direct loan funds using FMGT. - Enter direct loan data into Monthly Reconciliation spreadsheet in appropriate worksheet.	Monthly Reconciliation spreadsheet is updated with direct loan most current values.
27) Review Fund Management report.	Financial Aid Specialist	Colleague - Review fund management spreadsheet to confirm the awarded amount and disbursed amount roughly matches.	Fund management report for direct loans is reviewed.
28) YEAR END: Cancel unused/undisbursed loan awards.	Financial Aid Specialist	Colleague - At year end, cancel all unused and undisbursed direct loans.	Undisbursed direct loans at year-end are cancelled.

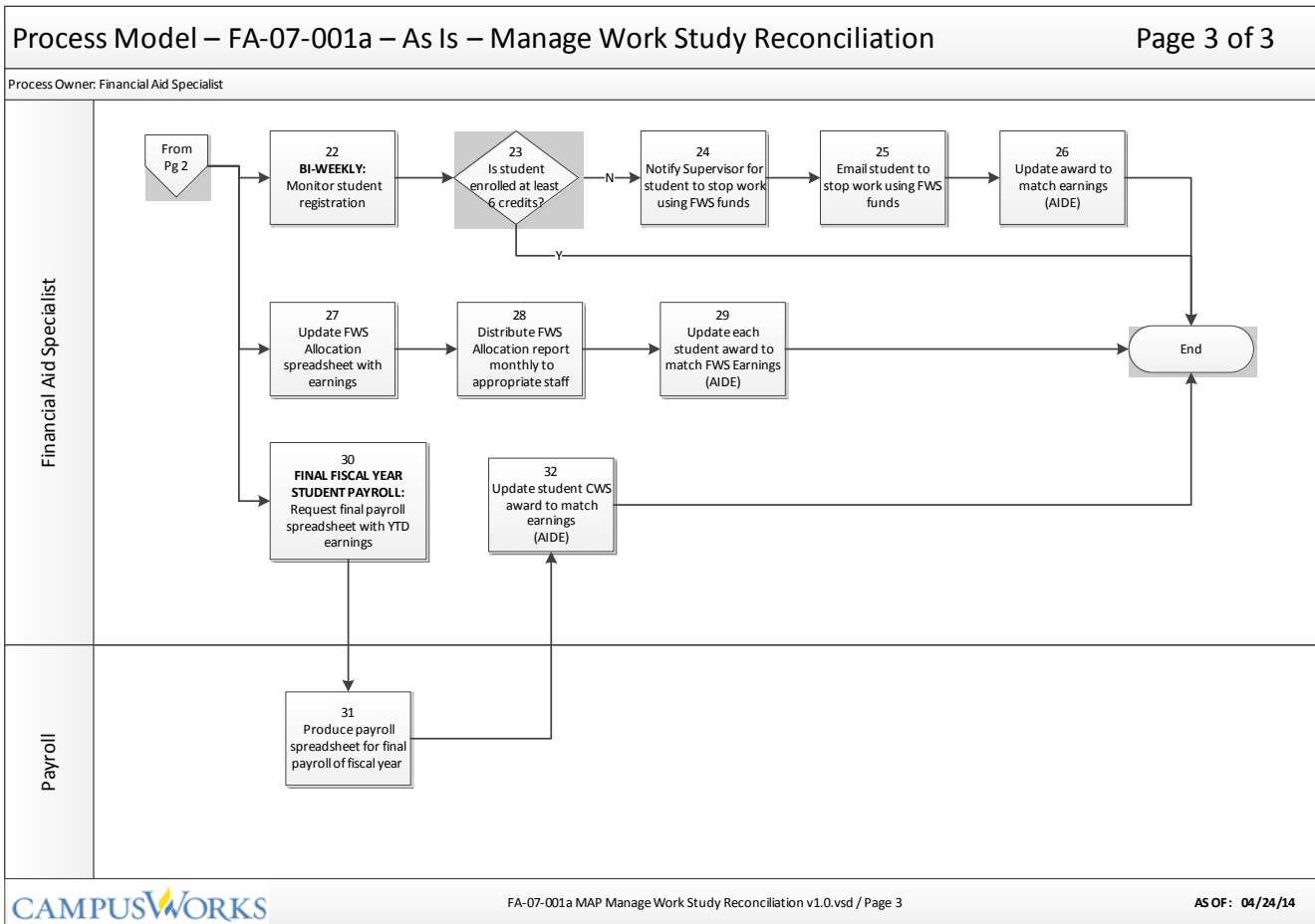
Process: Manage Monthly Reconciliation Federal Work Study (FA-07-001a)

The following process flow depicts the steps that occur for the process of *Reporting and Reconciliation: Manage Monthly Reconciliation Federal Work Study (FA-07-001a)*. This process encompasses tasks necessary to manage the reconciliation of federal work study funds between the financial aid, payroll and the G5 external funding system of the Department of Education for Bergen Community College.

Process Model – FA-07-001a – As Is – Manage Work Study Reconciliation

Process Owner: Financial Aid Specialist





Description: Manage Monthly Reconciliation Federal Work Study (FA-07-001a)

The following narrative table corresponds to the process flow depicting the steps that occur for the *Manage Monthly Reconciliation Federal Work Study (FA-07-001a)* process at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Manage Awards Changes (FA-03-005), or
- 4) Disbursement/Transmittal (FA-04-001), or
- 5) Return to Title IV (FA-04-006)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) FWS BI-WEEKLY: Upload from Report Smith (ADP) to Colleague.	Financial Aid Specialist	Colleague - Upload Report Smith report from ADP (Payroll) to Colleague. - Save printed report.	Report Smith report is uploaded to Colleague.

2) Print and save FWS Report Smith report.	Financial Aid Specialist	Colleague - Print Report Smith report from ADP (Payroll). - Save printed report.	Report Smith report is printed and saved.
3) Run Update Work Study Earnings in review mode, using XUWS.	Financial Aid Specialist	Colleague - Run update Payroll report in review mode. - Save in Excel.	Update Work Study Payroll report is saved in Excel.
4) Match Total Earnings on Report Smith report with XUWS report.	Financial Aid Specialist	Excel - Match total earnings on Report Smith with same value on XUWS report.	
5) Review report for students funded by payment codes 06 & 02.	Financial Aid Specialist	Excel - Review report for payment codes of Community Service (06) and America Reads (02) to ensure that students are funded for these programs.	Report is reviewed for payment codes 06 and 02.
6) Spot check amounts paid to catch large dollar errors.	Financial Aid Specialist	Excel - Spot check the report for large dollar amounts paid in error.	Reports are reviewed and any large dollar errors are caught.
7) Are report errors correctable in Financial Aid?	Financial Aid Specialist	Colleague; ReportSmith report; Excel - Determine if the report errors correctable in Financial Aid?	
8) If errors can be corrected in Financial Aid, update student record as needed to correct errors.	Financial Aid Specialist	Colleague; ReportSmith report; Excel - Update student record to correct errors in Colleague as appropriate.	Errors corrected in Colleague as appropriate.
9) Add earnings to CWS earnings field using AIDE.	Financial Aid Specialist	Colleague; ReportSmith report; Total Earnings report - Add earnings to CWS earnings field on AIDE.	Updated earnings are added in Colleague.
10) Run Update Work Study Earnings in	Financial Aid Specialist	Colleague - Run update Payroll report XWSE in update mode.	Work Study Payroll Earnings updated; report saved in Excel.

update mode using XWSE.		- Save in Excel.	
11) Generate Work Study Earnings report of Year to Date (YTD) earnings using XWSE.	Financial Aid Specialist	Colleague - Generate the Work Study Earnings report monthly of YTD earnings using XWSE.	Work Study Earnings report is saved.
12) If errors cannot be corrected in Financial Aid, create spreadsheet to capture student information for Payroll.	Financial Aid Specialist	Excel - Create spreadsheet to capture errors for Payroll to correct, for example: o Name o Student ID o Account to charge back o Amount	Spreadsheet created to report errors to Payroll.
13) Review for students with FWS balance over award amount.	Financial Aid Specialist	Excel - Review students to find any with a Federal Work Study (FWS) balance over their awarded amount.	Spreadsheet reviewed for FWS earnings over the award amount.
14) Add any FWS earnings over the award amount to spreadsheet for Payroll corrections.	Financial Aid Specialist	Excel - Add any student with FWS earnings over the award amount to the spreadsheet for Payroll corrections.	Student with FWS earnings over the award amount added to Payroll spreadsheet for corrections.
15) Make necessary corrections to student record in ADP payroll system.	Payroll	ADP Payroll System - Update student records in ADP payroll system with corrections noted on spreadsheet.	Student records updated in ADP payroll system.
16) Prepare journal entries for FWS errors.	Payroll	ADP Payroll System - Prepare journal entries to correct FWS errors not correctable in Financial Aid.	FWS errors are corrected by journal entries in Payroll.
17) Create Monthly Payroll spreadsheet of total earnings by pay date.	Payroll	ADP Payroll System - Generate the Monthly Payroll spreadsheet of total earnings by pay date. - Send to Financial Aid.	Monthly Payroll spreadsheet is created and sent to Financial Aid.

18) Enter FA data from Report Smith and XUWS into Payroll spreadsheet.	Financial Aid Specialist	Excel; ReportSmith report; Updated Earnings report; Total Earnings by Pay Date report - Enter data from Report Smith & XUWS into Payroll spreadsheet: o Total earnings by pay date o GL postings o Journal entries processed	Payroll spreadsheet is updated with data from Report Smith and XUWS reports.
19) Ensure that the Total Earnings from all sources match.	Financial Aid Specialist	Excel - Ensure that Total earnings from Payroll match amounts shown in ReportSmith and XUWS reports.	Reports reviewed for matching totals.
20) Total Earnings Discrepancies?	Financial Aid Specialist	Excel - Determine if discrepancies exist between reports.	
21) If there are discrepancies in total earnings reports, review with Payroll and correct.	Financial Aid Specialist & Payroll	Excel - If total earnings do not matching, review discrepancies with Payroll to determine cause - Correct records as needed.	Discrepant total earnings are reviewed and corrected with Payroll.
22) BI-WEEKLY: Monitor student registration using XREG.	Financial Aid Specialist	Colleague - Generate report using XREG to monitor student registration every two weeks to confirm that student is enrolled at least half-time. - Save report.	FWS Student Registration report generated and saved.
23) Is student enrolled at least 6 credits?	Financial Aid Specialist	Colleague - Determine if student is enrolled in at least 6 credits.	

24) If student is not enrolled at least half-time, notify Supervisor for student to stop work.	Financial Aid Specialist	Email - If the students are not enrolled at least half-time, notify FWS Supervisor for the student to stop work using FWS funds.	Supervisor is notified for the student to stop work using FWS funds.
25) Email student to stop working.	Financial Aid Specialist	Email - If student is not enrolled at least half-time, notify student to stop working using FWS funds.	Student notified to stop working using FWS funds.
26) Update FWS award to match total earnings, using AIDE.	Financial Aid Specialist	Colleague - Update student FWS award amount to match the total earnings amount, using AIDE.	FWS award updated to match earnings amount.
27) Update FWS Allocation spreadsheet with earnings.	Financial Aid Specialist	Colleague - Update the FWS allocation spreadsheet by pay period of total earnings paid to ensure not over-spending the FWS allocation.	FWS allocation spreadsheet is updated.
28) Distribute FWS Allocation report monthly to appropriate staff.	Financial Aid Specialist	Colleague - Distribute the FWS allocation report monthly to Executive Director of Financial Aid, Payroll Supervisor, Career Services and Senior Accountant.	FWS allocation report is distributed to all appropriate parties.
29) Update each student award to match FWS Earnings using AIDE.	Financial Aid Specialist	Colleague - Update each student award to match FWS earnings using AIDE.	Updated each student FWS award to match FWS earnings.
30) FINAL FISCAL YEAR STUDENT PAYROLL: Request final payroll spreadsheet with YTD earnings.	Financial Aid Specialist	Colleague - At end of fiscal year, request final payroll spreadsheet with YTD earnings from Payroll.	Final payroll spreadsheet with YTD earnings is requested.
31) Produce payroll spreadsheet for final payroll of fiscal year.	Payroll	Colleague - Produce payroll spreadsheet for final payroll of fiscal year.	Final payroll spreadsheet with YTD earnings produced and sent to Financial Aid.

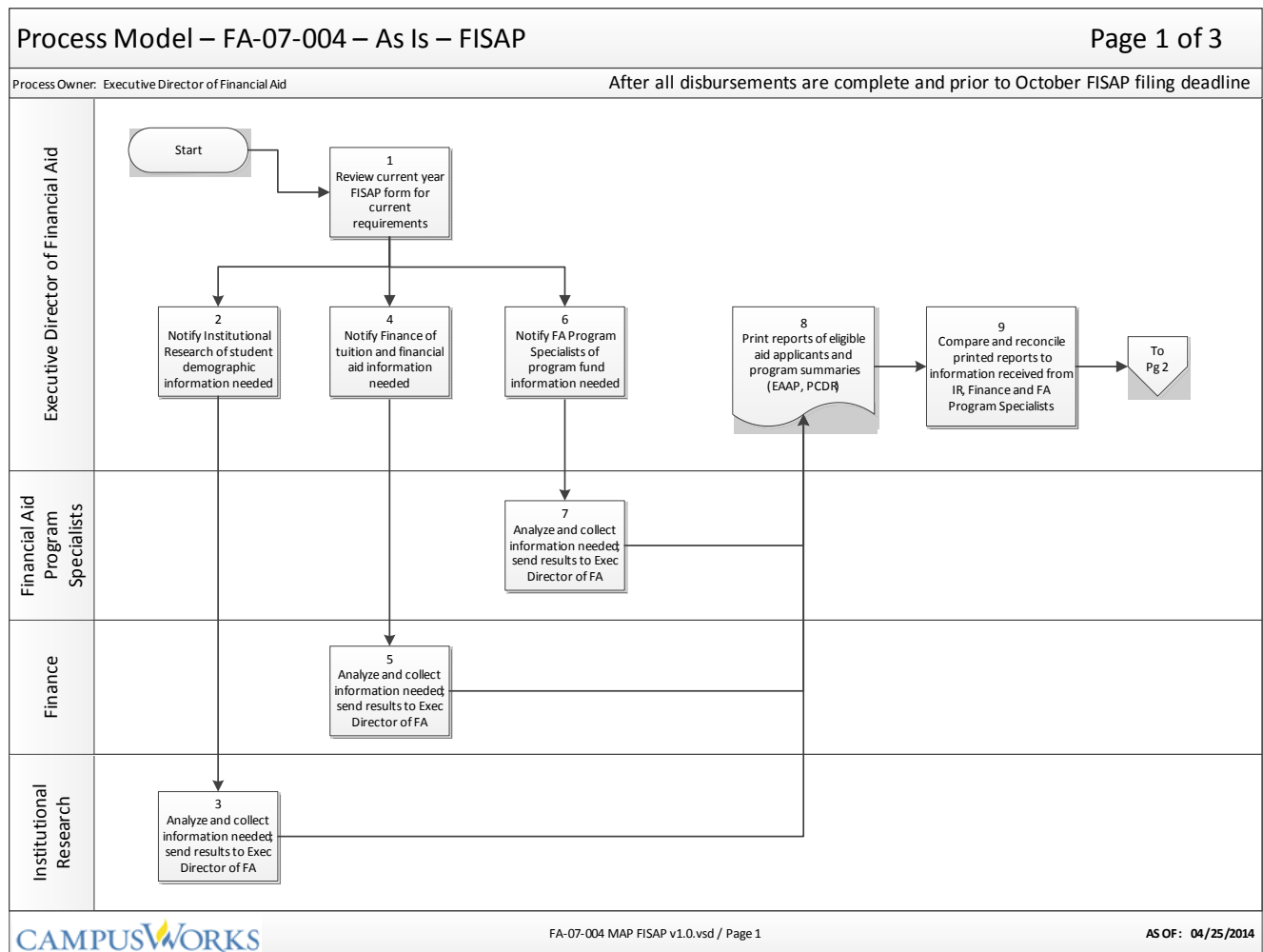
32) Update student FWS award to match earnings, using AIDE.	Financial Aid Specialist	Colleague - Update each student award to match FWS earnings using AIDE.	Updated each student FWS award to match FWS YTD earnings.
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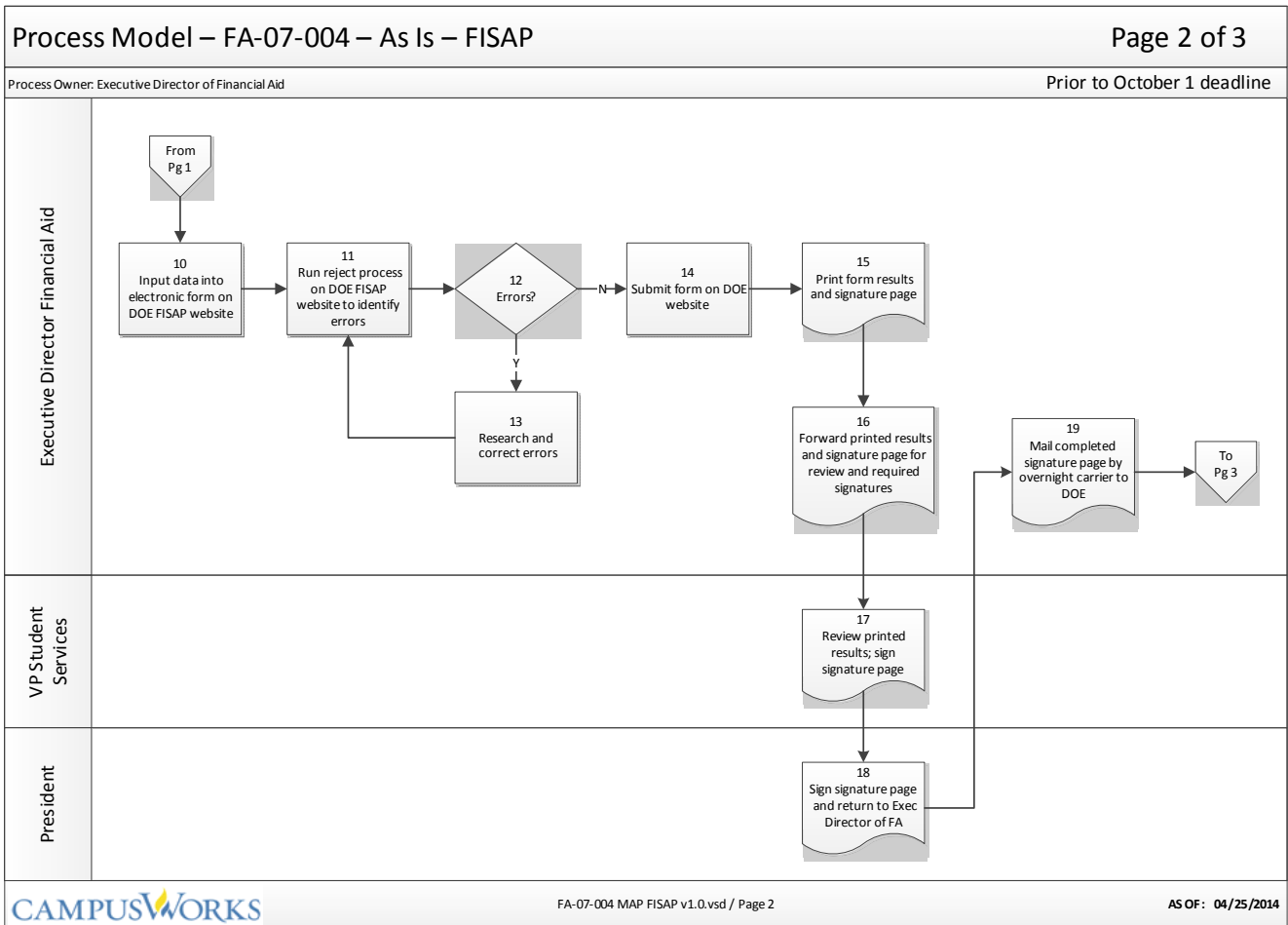
Next Step:

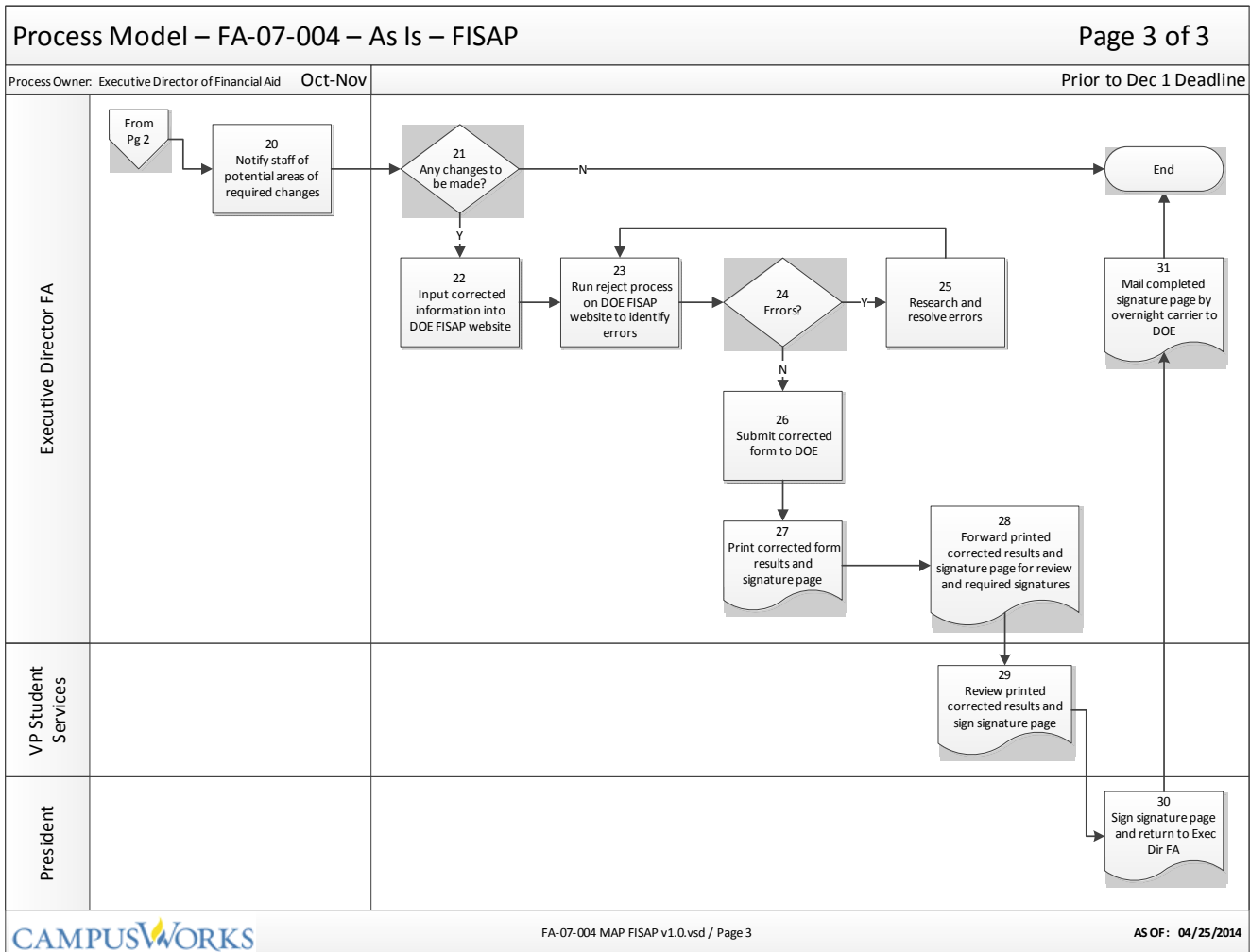
- 1) FISAP (FA-07-004)

Process: FISAP (FA-07-004)

The following process flow depicts the steps that occur for the process of *Reporting and Reconciliation: FISAP report (FA-07-004)*. This process comprises steps taken to compile, confirm, correct, and submit the data required on the annual FISAP report for Bergen Community College.







Description: FISAP (FA-07-004)

The following narrative table corresponds to the process flow depicting the steps that occur for the FISAP (FA-07-004) process at Bergen Community College.

Previous Step:

- 1) Manage Awards using Auto Packaging (FA-03-001), or
- 2) Manage Awards using Manual Process (FA-03-002), or
- 3) Disbursement/Transmittal (FA-04-001)

[narrative]

Next Step:

- 6) Dual Enrollment Tuition processing, and
- 7) Dual Enrollment Registration processing

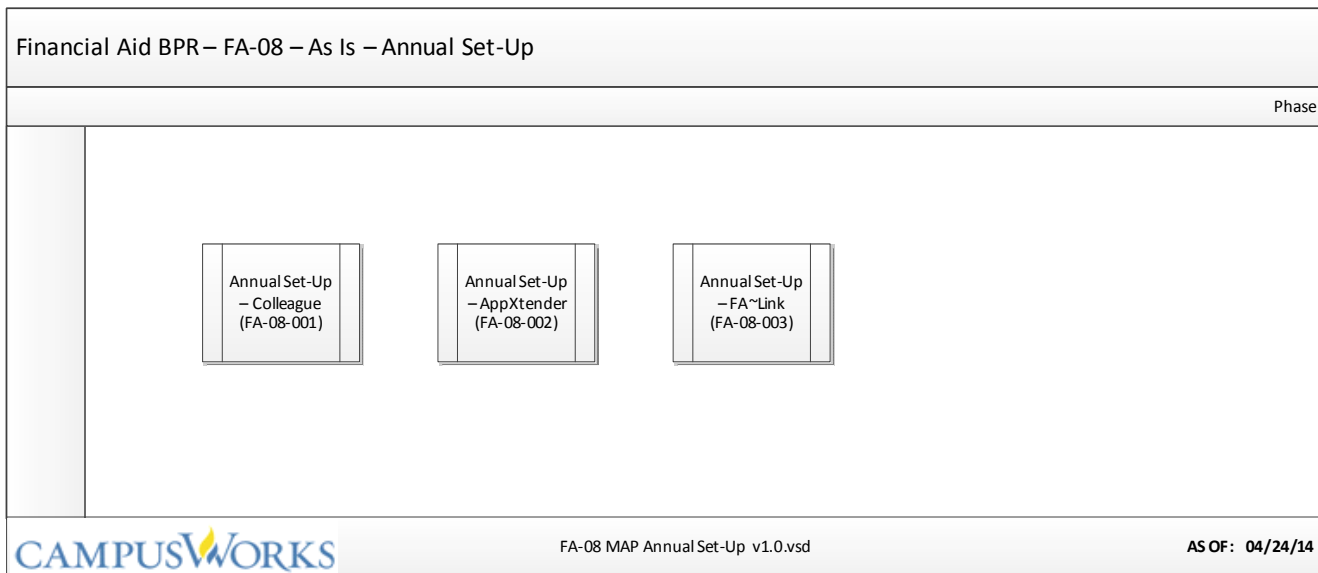
Process Recommendations – Reporting and Reconciliation (FA-07)

- 1) Implement separate award codes for Federal Work Study to reflect America Reads or Community Service funded workers. Having distinct award codes for regular work study, America Reads and Community Service would make it easier for staff to recognize awards and would provide easier reporting for the FISAP report at the end of the fiscal year. Currently, these positions are distinguished only in Payroll records.
- 2) Develop a process to reconcile NJ Stars awards and payments; incorporate into reconciliation practices for other award programs to ensure accountability and to provide evidence of funds management.

Core Process: Annual Set-Up FA-08

The Bergen Community College core process of “Annual Set-Up” comprises processes necessary to perform the annual updates to Colleague, AppXtender and FA~Link necessary to process financial aid information for the new aid year.

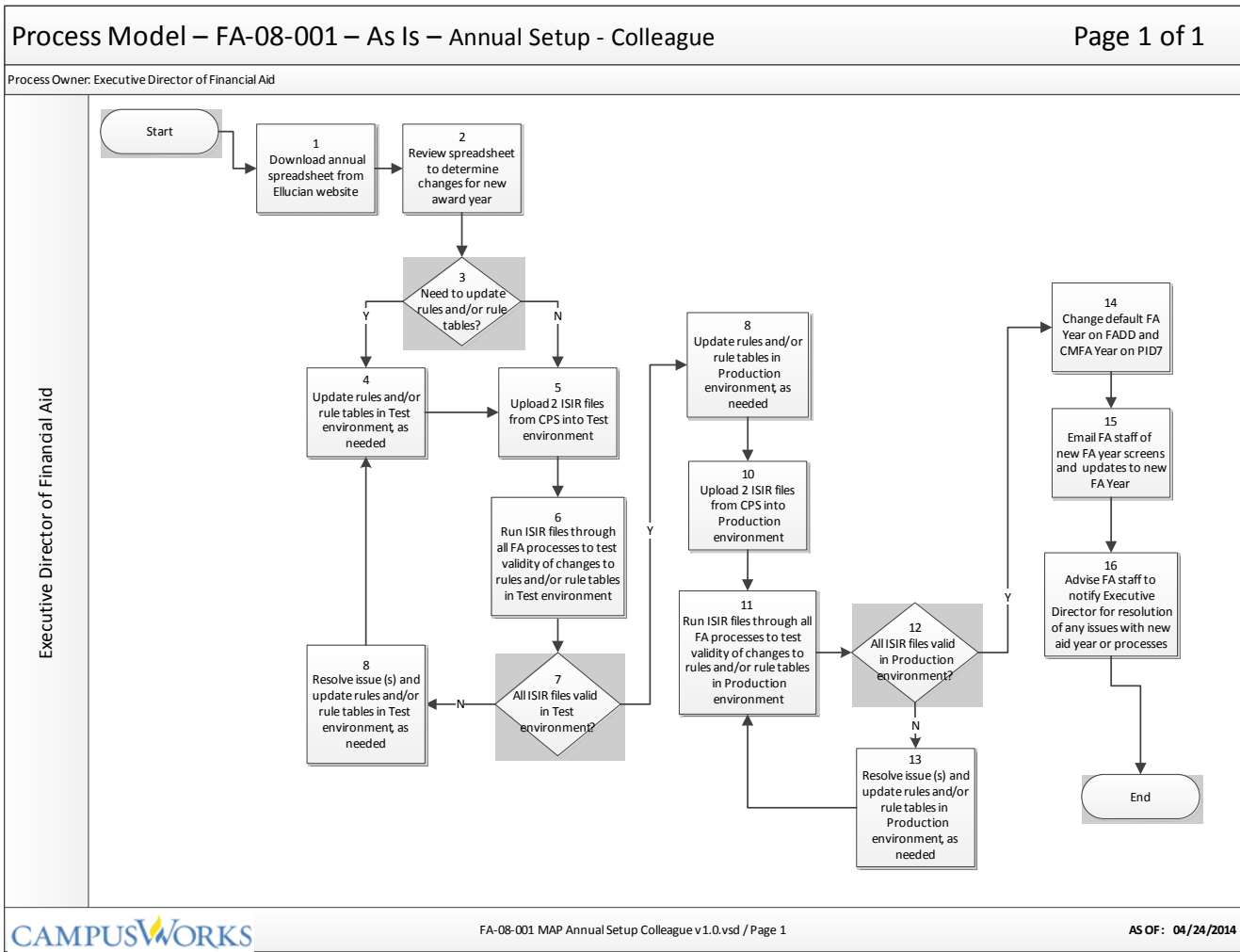
The Annual Set-Up process at Bergen Community College consists of the three sub-processes, as shown below: Annual Set-Up – Colleague, Annual Set-Up – AppXtender and Annual Set-Up – FA~Link.



The following workflows and definitions describe the Annual Set-Up processes of *Annual Set-up – Colleague (FA-08-001)*, *Annual Set-up – AppXtender (FA-08-001)* and *Annual Set-up – FA~Link (FA-08-003)* currently used at Bergen Community College.

Process: Annual Set-up – Colleague (FA-08-001)

The following process flow depicts the steps that occur for the process of *Annual Set-Up – Colleague (FA-08-001)*. This process comprises steps followed to update, load, test, and launch the financial aid file suite in production for the new academic year at Bergen Community College.



Description: Annual Set-up – Colleague (FA-08-001)

The following narrative table corresponds to the process flow depicting the steps that occur for *Annual Update - Colleague (FA-08-001)* process at Bergen Community College.

Previous Step:

- 1) Colleague Updates loaded for new award year

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Download annual spreadsheet from Ellucian website.	Executive Director of Financial Aid	Ellucian website - Download annual update spreadsheet from Ellucian 'Clients Only' website.	Spreadsheet downloaded.
2) Review spreadsheet to determine needed changes for new award year.	Executive Director of Financial Aid	Spreadsheet from Ellucian website - Review spreadsheet to determine items to copy and update for the new award year.	Spreadsheet reviewed and updated as needed.

3) Need to update rules and/or rule tables?	Executive Director of Financial Aid	Spreadsheet from Ellucian website - Determine if updates are needed to existing rules and/or rules tables.	
4) Update rules and/or rule tables in Test environment as needed.	Executive Director of Financial Aid	Colleague - Update rules and/or rule tables as needed in Colleague Test environment. - Work with IT as needed to update rules.	Rules and rule tables are updated in Colleague Test environment.
5) Upload 2 ISIR files from CPS into Test environment.	Executive Director of Financial Aid	Colleague - For testing purposes, upload 2 ISIR files into Test environment.	ISIR files are uploaded into Test environment.
6) Run ISIR files through all FA processes to test validity of changes to rules and/or rule tables.	Executive Director of Financial Aid	Colleague - Run ISIR files through all financial aid processes, checking records for validity and expected results based on updates made to rules and/or rule tables in the Test environment.	ISIR files tested and validated based on changes in Test environment.
7) ISIR files valid in Test environment?	Executive Director of Financial Aid	Colleague - Determine if all ISIR files tested produced valid and expected results, based on the changes made in the Test environment.	
8) If the ISIR files did not produce valid, expected results, resolve issue(s) and update rules and/or rule tables in Test environment, as needed.	Executive Director of Financial Aid	Colleague - If the IRIS files did not produce expected results, determine issue causing error. - When all issues have been resolved, update/confirm rules and rule tables in Test environment.	Rules and rule tables are accurately updated in Colleague Test environment.
9) If the ISIR files produced valid, expected results, update the rules and/or rule tables in Production	Executive Director of Financial Aid	Colleague - When financial aid processing runs on ISIR files are valid in the Test environment, update the rules and rule tables in	Rules and rule tables are updated in Colleague Production environment.

environment, as needed.		Production environment as needed.	
10) Upload 2 ISIR files from CPS into Production environment.	Executive Director of Financial Aid	Colleague - For testing purposes in the Production environment, upload 2 ISIR files.	ISIR files are uploaded into Production environment
11) Run ISIR files through all FA processes to test validity of changes to rules and/or rule tables in Production environment.	Executive Director of Financial Aid	Colleague - Run ISIR files through all financial aid processes, checking records for validity and expected results based on updates made to rules and/or rule tables in the Production environment.	ISIR files tested and validated based on changes in Production environment
12) All ISIR files valid in production account?	Executive Director of Financial Aid	Colleague - Determine if all ISIR files tested produced valid and expected results, based on the changes made in the Production environment.	
13) If the ISIR files did not produce valid, expected results, resolve issue(s) and update rules and/or rule tables in the Production environment, as needed.	Executive Director of Financial Aid	Colleague - If the IRIS files did not produce expected results, determine issue causing error. - When all issues have been resolved, update/confirm rules and rule tables in the Production environment as needed. - Work with IT as needed for assistance with rules.	Rules and rule tables are accurately updated in Colleague Production environment.
14) If the ISIR files produced valid, expected results, change default FA Year on FADD and Communication FA (CMFA) Year on PID7.	Executive Director of Financial Aid	Colleague - Confirm ISIR files used in testing rules changes produced expected results. - Update Financial Aid Year on FADD to begin processing ISIRs in the new aid year. - Update Communication Financial Aid Year (CMFA)	Default FA year and CMFA year are updated.

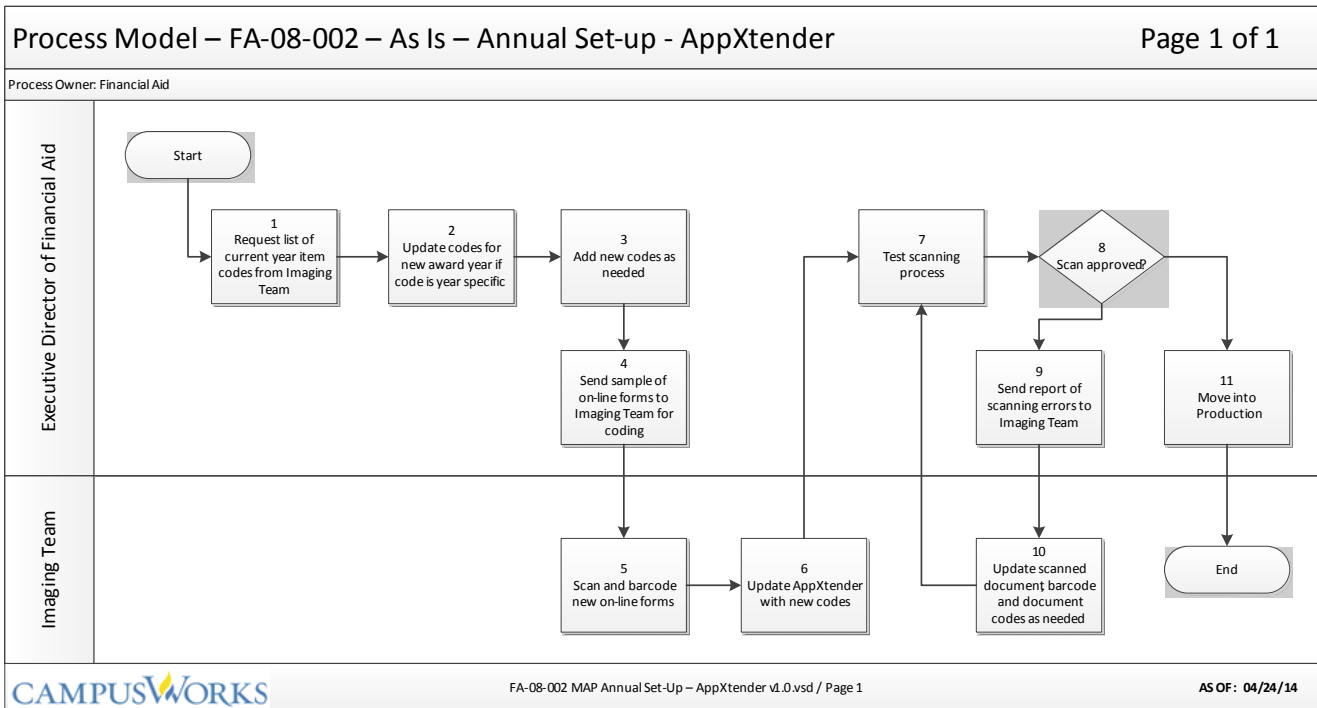
		on PID7 to begin processing communications in the new aid year.	
15) Email FA staff of new FA year screens and updates to new FA year.	Executive Director of Financial Aid	Email - Notify Financial Aid staff of updated financial aid year and of any new processes based on changes for the new aid year.	Financial Aid staff is notified of new FA year screens and processes.
16) Advise FA staff to notify Executive Director for resolution of any issues with new aid year or processes.	Executive Director of Financial Aid	Email - Advise the Financial Aid staff to notify the Executive Director for resolution of any issues or inconsistencies noted when processing records under the new financial aid year screens and processes.	Staff advised to notify Executive Director of issues for resolution.

Next Step:

- 1) FA-01-001 ISIR Data Loading

Process: Annual Set-up – AppXtender (FA-08-002)

The following process flow depicts the steps that occur for the *Annual Set-up – AppXtender (FA-08-002)*. This process encompasses steps used to update the AppXtender document imaging system for processing of scanned documents for the new financial aid award year at Bergen Community College.



Description: Annual Set-up – AppXtender (FA-08-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the process for *Annual Set-up – AppXtender (FA-08-002)* at Bergen Community College.

Previous Step:

- 1) Annual Set-Up – Colleague (FA-08-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Request a list of current year item codes from the IT Imaging Team.	Executive Director of Financial Aid	Spreadsheet of document codes - Request a list of document codes currently in use for financial aid documents from the IT Imaging Team.	List of current codes requested.
2) Update codes for the new award year, if codes are year specific.	Executive Director of Financial Aid	Colleague; Spreadsheet of document codes - Update year-specific document codes as needed.	New award year codes updated.
3) Add new codes as needed.	Executive Director of Financial Aid	Colleague; Spreadsheet of document codes - Define and add new codes as needed.	New codes added as needed.

4) Send sample of on-line forms to IT Imaging Team for coding.	Executive Director of Financial Aid	Sample forms - Send samples of on-line forms to IT Imaging Team to be coded for the new award year.	Sample forms sent to IT Imaging Team.
5) Scan and barcode new on-line forms.	IT Imaging Team	Sample forms - Scan and barcode new on-line forms for the award year.	New forms scanned and bar codes applied.
6) Update AppXtender with new codes.	IT Imaging Team	Updated spreadsheet of document codes - Update AppXtender with new codes requested by Financial Aid for year-specific documents and new codes needed for the award year.	AppXtender updated with new codes.
7) Test scanning process.	Executive Director of Financial Aid	AppXtender; sample documents - Test the scanning process to ensure scanning results apply appropriate AppXtender codes to electronic files.	Documents scanned to test new codes.
8) Scan approved?	Executive Director of Financial Aid	AppXtender; sample documents - Determine if sample documents scanned and were recorded appropriately.	
9) If scan is not approved, send report of scanning errors to IT Imaging Team.	Executive Director of Financial Aid	AppXtender; sample documents - If scanning test produced errors, sent report of errors to IT Imaging Team for correction.	Report of errors sent to IT Imaging Team.
10) Update document, barcode and document codes as needed.	IT Imaging Team	AppXtender; sample documents error report - Update document scan, bar code or document codes as needed to correct reported errors.	Reported scan errors corrected.

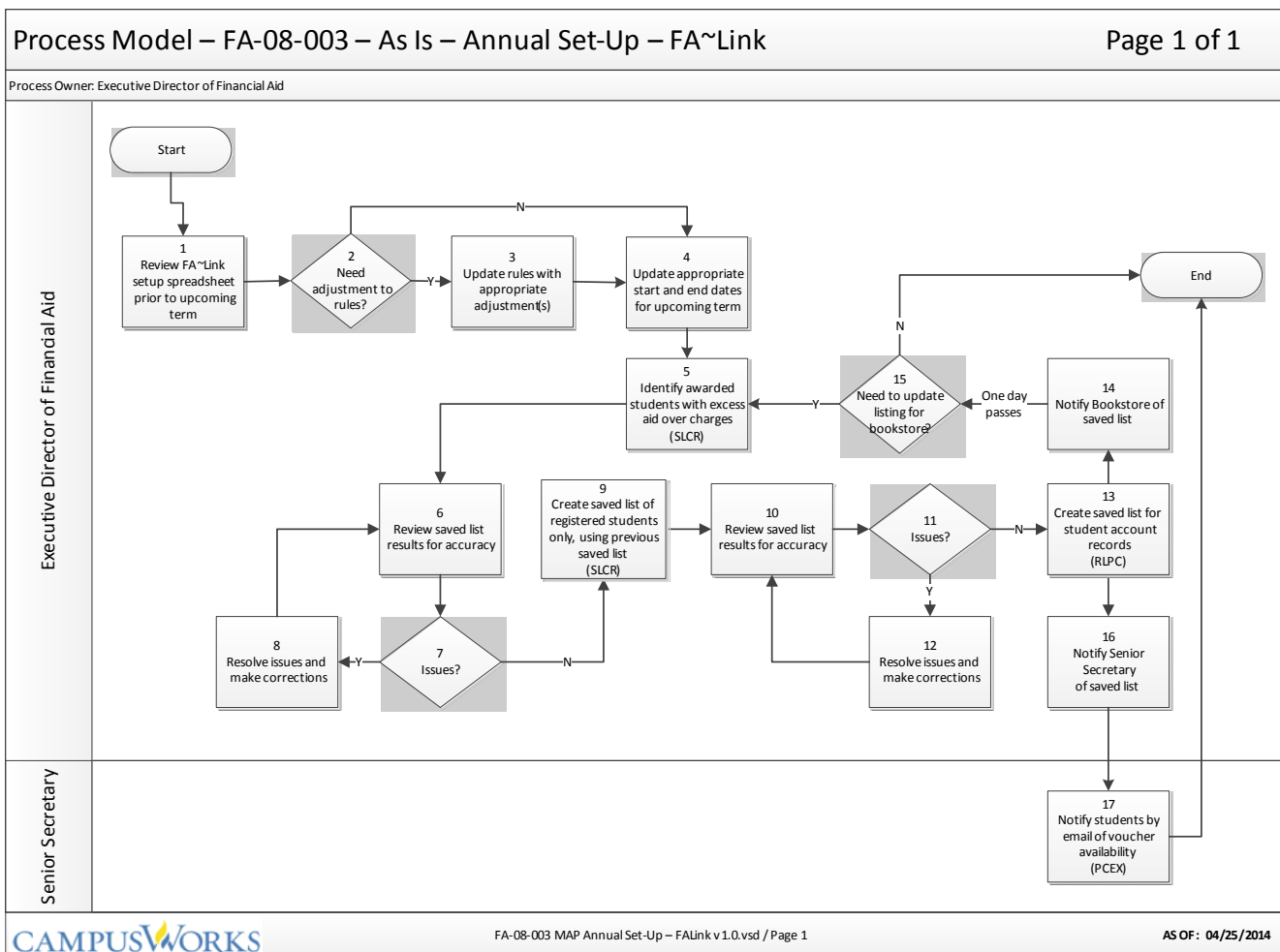
11) If scan is approved, move into Production.	Executive Director of Financial Aid	AppXtender; - Once test scans have been approved, move codes into production.	Testing successful and moved to production.
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Next Step:

1) FA-01-001 – ISIR Data Loading

Process: Annual Set-up – FA~Link (FA-08-003)

The following process flow depicts the steps that occur for the process of Annual Set-Up – FA~Link (FA-08-003). This process comprises steps followed to prepare and update the rules and dates needed between the FA file suite and FA~Link and to load, test, and launch FA~Link in production for the new academic year for bookstore authorizations.



Description: Annual Set-up – FA~Link (FA-08-003)

The following narrative table corresponds to the process flow depicting the steps that occur for the *Annual Set-Up – FA~Link (FA-08-003)* process at Bergen Community College.

Previous Step:

- 1) FA-04-001 Annual Set-Up - Colleague
- 2) Updates loaded for new award year (Colleague, FA~Link)

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Review FA~Link setup spreadsheet prior to upcoming term.	Executive Director of Financial Aid	FA~Link setup spreadsheet - Each term, review the setup spreadsheet for necessary changes to FA~Link, including Colleague transmittal rules, for the upcoming term after the latest start date of the current term.	FA~Link spreadsheet and transmittal rules reviewed.
2) Need adjustment to rules?	Executive Director of Financial Aid	Colleague - Determine if transmittal rules need adjustment.	
3) Update rules with appropriate adjustment(s).	Executive Director of Financial Aid	Colleague - Update transmittal rules as appropriate, working with IT as necessary.	Colleague transmittal rules updated.
4) Update appropriate start and end dates for upcoming term.	Executive Director of Financial Aid	Colleague; FA~Link - Update appropriate start and end dates for term in Colleague and FA~Link as needed.	Start and end dates updated.
5) Run SLCR process to identify awarded students with excess aid over charges, using SLCR.	Executive Director of Financial Aid	Colleague - Identify students with excess aid over charges through SLCR process. - Create saved list, saving with naming standard FA.BOOK.STEP1.mmddyy	Saved list of awarded students is created.
6) Review saved list results for accuracy,	Executive Director of Financial Aid	Colleague - Review student financial aid record to assure accuracy.	Reviewed records from saved list.
7) Issues?	Executive Director of Financial Aid	Colleague - Determine if saved list is accurate, containing students who have excess aid.	
8) Resolve issues and make corrections	Executive Director of Financial Aid	Colleague - Review and resolve issues. - Make corrections to saved list.	Updated saved list with corrections.

9) Create saved list of only registered students, using previous saved list on SLCR.	Executive Director of Financial Aid	Colleague - Invoke previous saved list of awarded students - Rerun SLCR process to include only registered students. - Create saved list as FA.BOOK.STEP2.mmddyy	Saved list of awarded registered students is created.
10) Review saved list results for accuracy.	Executive Director of Financial Aid	Colleague - Review student financial aid record to assure accuracy	Reviewed saved list.
11) Issues?	Executive Director of Financial Aid	Colleague - Determine if saved list is accurate, containing students who have been awarded and who are registered	
12) Resolve issues and make corrections	Executive Director of Financial Aid	Colleague - Review and resolve issues - Make corrections to saved list	Updated saved list with corrections.
13) Create saved list for student account records, using RLPC.	Executive Director of Financial Aid	Colleague - Create saved list for student accounts by invoking saved list FA.BOOK.STEP2.mmddyy on RLPC. - Save saved list as FA.BOOK.NOTICE.mmddyy	Created accurate saved list for student accounts.
14) Send notification of saved list to Bookstore	Executive Director of Financial Aid	Email - Notify Bookstore of saved list created in order that they can begin processing book purchases.	Bookstore notified of saved list name.
15) Need to update listing for bookstore?	Executive Director of Financial Aid	Calendar - Determine if an updated listing is needed for the Bookstore. - Bookstore voucher authorization process is run daily within timespan when students may charge at bookstore.	
16) Notify Senior Secretary of saved list.	Executive Director of Financial Aid	Email - Notify Senior Secretary of saved list name.	Senior Secretary notified of saved list name.

17) Notify students by email of voucher availability via PCEX.	Senior Secretary	Colleague - Invoke saved list FA.BOOK.NOTICE.mmdyy - Email students via PCEX to notify them of Bookstore voucher availability.	Bookstore voucher notification sent to students
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Next Step:

- 1) FA-04-002 Financial Aid Allocation for Books (FA-Link)

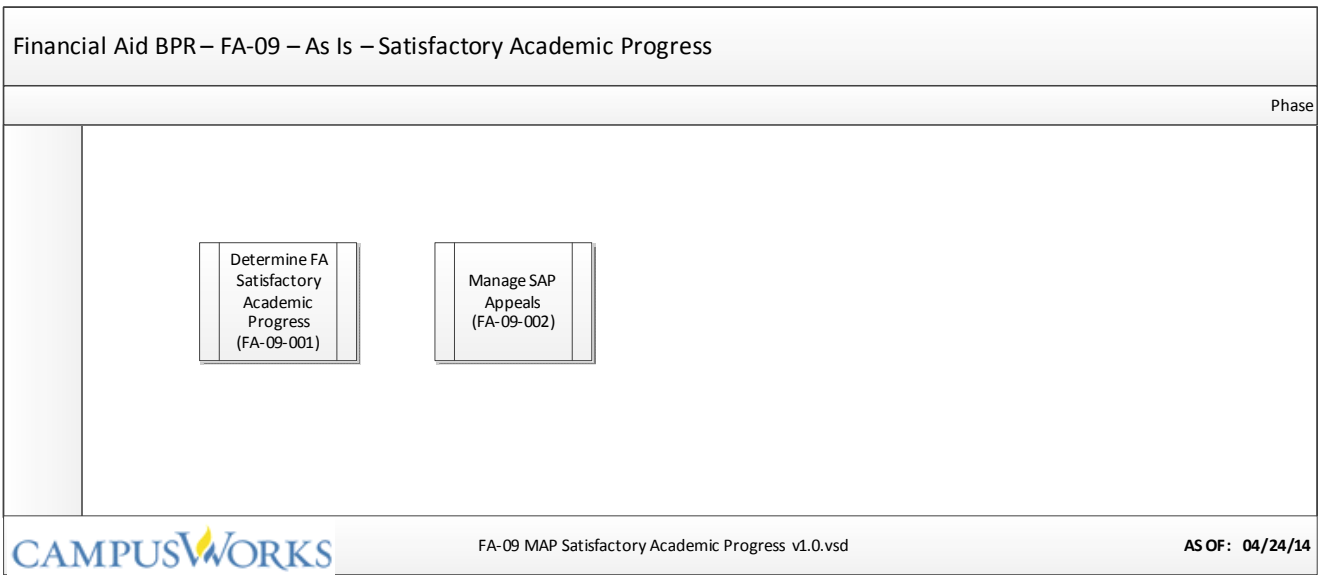
Process Recommendations – Annual Set-Up (FA-08)

- 1) Initiate review and installation of Colleague updates for Financial Aid as soon as release highlights or update notifications have been released from Ellucian to ensure that updates are installed as quickly as possible for testing and the identification of necessary changes to rules, communications and other processes.
- 2) Establish a practice to review custom reports as part of the annual set-up procedure to ensure continued need for the custom report as well as ensure that the report returns the expected results after updates have been installed. This review should also include the many saved list statements saved on SLCR. As an example, the XVAR report intended to find records ready for verification does not pick up records with C Codes, which would have been realized during an annual review when the “C” Codes were introduced. In addition, federal work study reports will need to be reviewed for possible update or replacement if Payroll moves to Colleague processing.
- 3) Conduct a thorough review of Communications Management communications and rules during the annual set-up process to ensure that any new federal requirements or newly released Colleague functionality are incorporated into the Communications Management functions. An example of new functions not realized is the ISIR Comment codes for Pell lifetime eligibility usage not incorporated into communication requests. Recommend that the review and changes begin as early as October to ensure that needed changes can be incorporated into rules and communications documents, and be fully tested prior to release to the production system.

Core Process: Satisfactory Academic Progress FA-09

The Bergen Community College core process of “Satisfactory Academic Progress” comprises processes necessary to monitor the academic progress of students toward their degree, provide notice to students if progress is at or approaching unsatisfactory levels and to manage the appeal process for students placed on unsatisfactory academic progress for financial aid purposes.

The Satisfactory Academic Progress process at Bergen Community College consists of the two sub-processes, as shown below: Determine FA Satisfactory Academic Progress and Manage SAP Appeals.



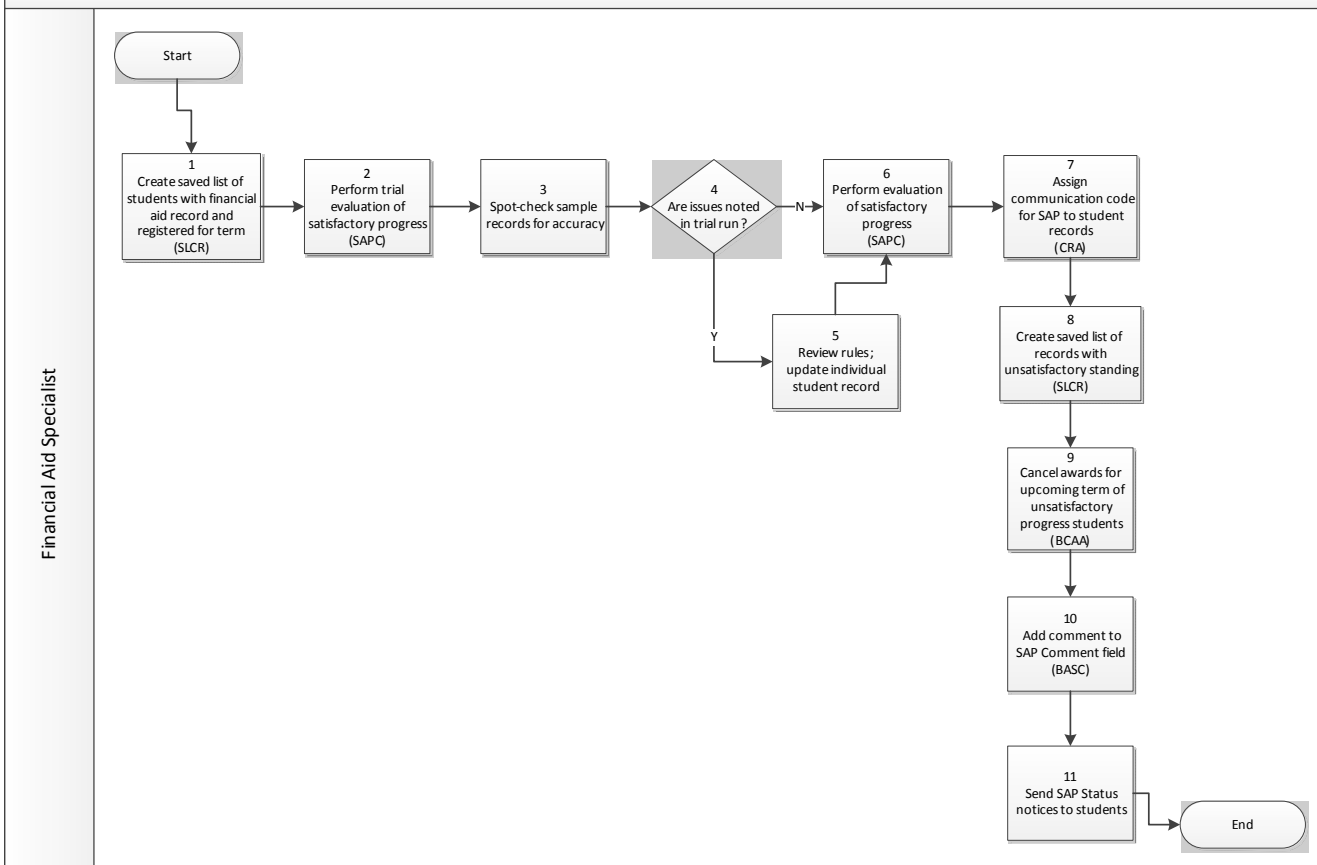
The following workflows and definitions describe the Satisfactory Academic Progress processes of *Determine FA Satisfactory Academic Progress (FA-09-001)* and *Manage SAP Appeals (FA-09-002)* currently used at Bergen Community College.

Process: Determine FA Satisfactory Academic Progress (FA-09-001)

The following process flow depicts the steps that occur for Satisfactory Academic Progress: Determine Satisfactory Academic Progress (FA-09-001). This process, typically performed at the end of term after most grades have been reported by faculty, encompasses steps needed to calculate and monitor the academic progress of students toward their degree, and to notify students if progress is at or approaching unsatisfactory levels.

Process Model – FA-09-001 – As Is – Determine FA Satisfactory Academic Progress

Process Owner: Financial Aid Specialist



Description: Determine FA Satisfactory Academic Progress (FA-09-001)

The following narrative table corresponds to the process flow depicting the steps that occur for the process to *Determine FA Satisfactory Academic Progress (FA-09-001)* process at Bergen Community College.

Previous Step:

- 1) FA-01-001 – ISIR Data Loading, or
- 2) Faculty Grading

Process Step Description	Role Responsible	Tools/Inputs	Output
1) Create saved list of students with financial aid record and registered for term, using SLCR.	Financial Aid Specialist	Colleague - Create a saved list of students who were registered for the term and have a financial aid record, using SLCR.	Saved list created.

		<ul style="list-style-type: none"> - Save with standard naming convention, FA.SAP.STU.TERMS.term 	
2) Perform trial evaluation of satisfactory progress, using SAPC.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Perform a trial evaluation of satisfactory progress at end of term, using saved list created in previous step, using SAPC. - Inputs: <ul style="list-style-type: none"> o All sections with end date within term o Store results = N o Detail = TD o Type = Federal 	Trial evaluation completed.
3) Spot-check sample records for accuracy.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Spot-check a sample of records to ensure that the results are correct. 	Records spot-checked for accuracy.
4) Are issues noted in the trial run?	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Determine if issues are noted in any of the sample records. 	
5) If issues are noted, review the rules and update individual student record as needed.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that issues are present in sample records. - Review SAP rules for correct processing. - Update individual records as needed to correct issue. 	SAP rules reviewed; records corrected as needed.
6) If issues are not noted or after correction, perform evaluation of satisfactory progress, using SAPC.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Confirm that records are correct. - Perform evaluation of satisfactory progress, using SAPC, in update mode using saved list created in first step. - Inputs: <ul style="list-style-type: none"> o All sections with end date within term o Store results = Y 	Satisfactory academic progress calculated for term.

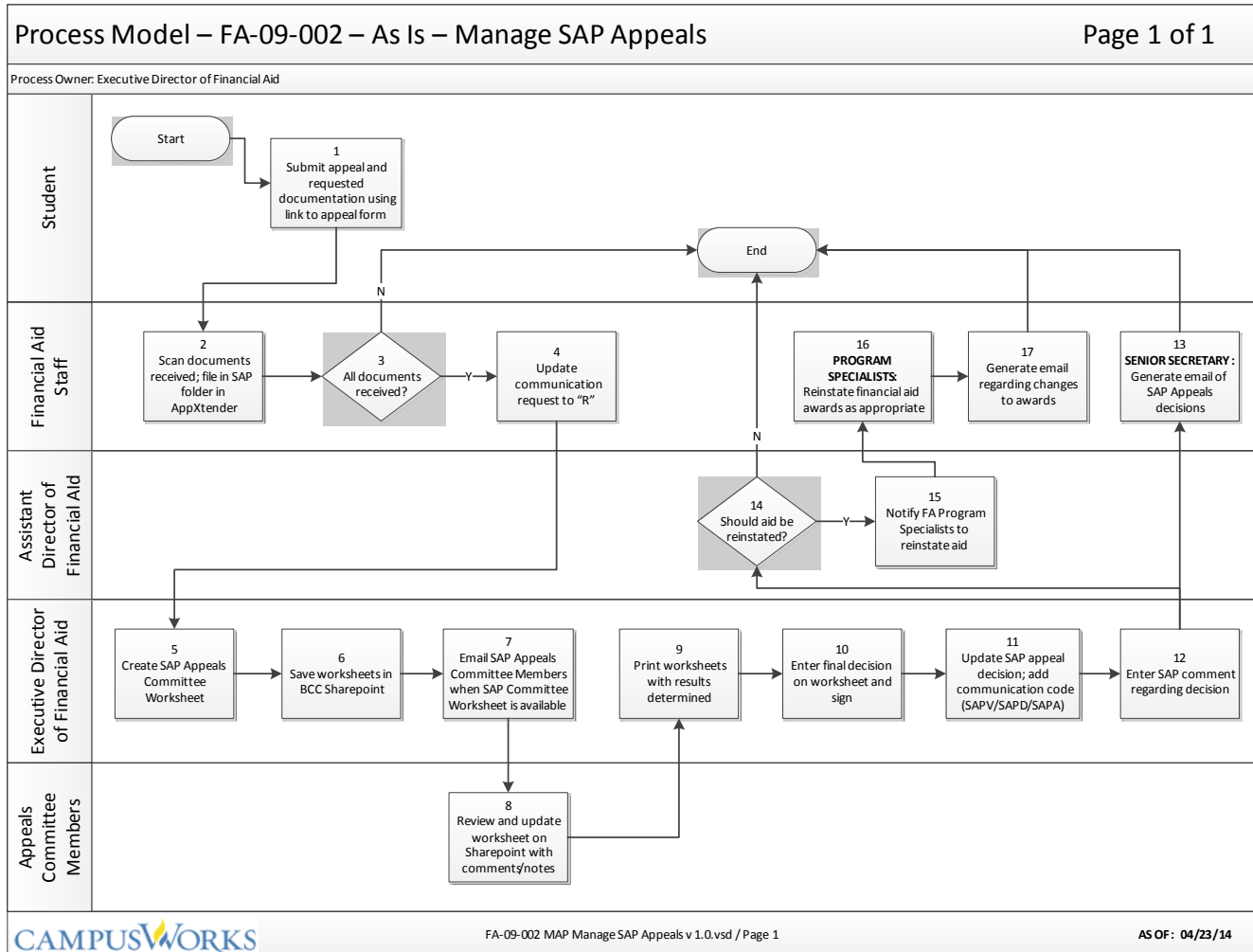
		<ul style="list-style-type: none"> o Detail = TS o Type = Federal <p>- Save report.</p>	
7) Assign communication code for SAP to student records, using CRA.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Assign communication code 'FRyyttSR' to student records using saved list from SAPC process, on CRA. - Note: 'yytt' denotes 2-digit year and 2-digit term of the communication code. 	Appropriate term communication code assigned to record.
8) Create saved list of records with unsatisfactory progress, using SLCR.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Create saved list of all records with SAP status like 'U...', using saved list from SAPC process as initial selection. - Save with standard naming convention: SAP.ALL.UNSAT.mmddy 	Saved list of records with unsatisfactory progress created.
9) Cancel awards for upcoming term of unsatisfactory progress students, using BCAA.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Cancel awards for upcoming term, using saved list created in Step 10, for students with unsatisfactory progress, using BCAA. 	Future financial aid awards canceled for unsatisfactory progress records.
10) Add comments to SAP Comment field, using BASC.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Add comment to SAP Comment field to record reason for cancellation of award to student record, using BASC. 	Award cancellation comment added.
11) Send SAP Status notices to students, using PCB.	Financial Aid Specialist	<p>Colleague</p> <ul style="list-style-type: none"> - Send notices to students with unsatisfactory progress, explaining cancellation of awards and outlining appeals process, using PCB. 	Student notified of SAP status.

Next Step:

- 1) FA-09-002 – Manage SAP Appeals

Process: Manage SAP Appeals (FA-09-002)

The following process flow depicts the steps that occur for *Manage SAP Appeals (FA-09-002)*. This process encompasses steps used to manage the appeal process for students placed on unsatisfactory academic progress for financial aid purposes, and to notify students of the decision after appeal review at Bergen Community College.



Description: Manage SAP Appeals (FA-09-002)

The following narrative table corresponds to the process flow depicting the steps that occur for the *Manage SAP Appeals (FA-09-002)* process at Bergen Community College.

Previous Step:

- 1) Determine FA Satisfactory Academic Progress (FA-09-001)

Process Step Description	Role Responsible	Tools/Inputs	Output
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1) Submit appeal and requested documentation using link to appeal form.	Student	Email - Submit appeal of SAP decision using link provided in email, prior to 10 th business day of the term (actual date provided in email). - Submit any required documentation to support appeal by deadline.	SAP Appeal and supporting documents submitted.
2) Scan documents received; file in SAP folder in AppXtender.	Financial Aid Staff	AppXtender; Received documents - Scan received documents into AppXtender; save in SAP folder.	Received documents scanned and stored.
3) Have all documents been received?	Financial Aid Staff	Colleague - Determine if all supporting documents have been received. - If all documents have not been received, process ends until further documents received before deadline.	
4) If all documents have been received, update the communication request to 'Received' (R).	Financial Aid Staff	Colleague - If all required documents have been received, update the communication request status to 'R' = Received.	Communication request status updated.
5) Create SAP Appeals Committee Worksheet.	Executive Director of Financial Aid	AppXtender; SAP Appeals documents - Create the SAP Appeals Committee worksheet, using Word Merge in AppXtender.	SAP Appeals Worksheet created.
6) Save worksheet in BCC Sharepoint.	Executive Director of Financial Aid	BCC SharePoint - Save worksheets in the BCC SharePoint weekly until all are scanned and printed.	SAP Appeals Worksheet saved in SharePoint.

7) Email SAP Appeal Committee members when SAP Committee Worksheet is available.	Executive Director of Financial Aid	Email - Email SAP Appeals Committee members when each SAP Appeals worksheet is available on SharePoint.	SAP Appeals Committee members emailed that worksheet is available.
8) Review and update worksheet on Sharepoint with comments/notes.	SAP Appeals Committee Members	BCC SharePoint - Review worksheets and update with information on SharePoint, initially comments and notes made.	Worksheets reviewed and updated as appropriate.
9) Print worksheets with results determined.	Executive Director of Financial Aid	BCC SharePoint - Print worksheets after review by all committee members and results have been determined.	Worksheets printed.
10) Enter final decision on worksheet and sign.	Executive Director of Financial Aid	BCC SharePoint - Record final decision regarding SAP appeal status on the worksheet and sign.	Final decision entered and approved.
11) Update SAP appeal decision using SAPV, SAPD, SAPA; add communication code.	Executive Director of Financial Aid	Colleague - Update the SAP appeal decision using SAPV, SAPD, and SAPA. - Add communication code to generate decision notices.	SAP decision updated on Colleague student record as necessary.
12) Enter SAP comment regarding decision.	Executive Director of Financial Aid	Colleague - Enter SAP comment regarding appeal decision.	SAP comment added to Colleague student record.
13) Generate email of SAP Appeals decisions.	Executive Secretary	Colleague; email - Generate emails of SAP Appeals decisions to students.	Email of appeal decision sent to student.
14) Should aid be reinstated?	Assistant Director of Financial Aid	SAP Appeals decision - Determine if aid should be reinstated, per decision of SAP Appeals Committee.	

		- If aid is not to be reinstated, process ends.	
15) If aid should be reinstated, notify Financial Aid Program Specialists to reinstate aid.	Assistant Director of Financial Aid	Email - If aid should be reinstated, notify the Financial Aid Program Specialists to reinstate aid.	Program Specialists notified to reinstate aid.
16) Reinstated financial aid awards as appropriate.	Program Specialists	Colleague - Reinstated the awards as appropriate.	Aid reinstated as appropriate.
17) Generate email regarding changes to awards.	Program Specialists	Colleague; email - Generate email notifying students of changes made to awards.	Email of changes made to awards sent to students.

Next Step:

- 1) Disbursement/Transmittal (FA-04-001)

Process Recommendations – Satisfactory Academic Progress (FA-09)

- 1) SAP Appeals process should be performed earlier and with a deadline for review and decision by the Appeals Committee, so that student can be informed of the appeals decision in a timely manner.
- 2) Investigate use of Communications Management to monitor receipt of required appeals information in order to review the appeal request as quickly as possible.

Appendix A: Process Inventory

Financial Aid		
FA 01	Manage Financial Aid Applications	
001	ISIR Data Loading	
002	Verification	
003	Communications for Application Completion	Not mapped
FA 02	Manage State Aid Programs	
001	Import State Application Data	
002	Disburse State Program Awards	
003	Manage NJ Stars Aid Program	
FA 03	Packaging/Awarding	
001	Manage Awards using Auto-Packaging	
002	Manage Awards using Manual Process	
003	Transfer Monitoring	
004	Student Counseling	
005	Manage Award Changes	
006	Award Letter Generation	Not mapped
FA 04	Funds Management	
001	Disbursement/Transmittal	
002	Financial Aid Allocation for Books (FA~Link)	
003	Attendance Monitoring	
004	Remedial Monitoring	
005	Course Repeat Monitoring	Not performed
006	Return to Title IV	
FA 05	Common Origination & Disbursement	
001	Manage Pell COD Process	
002	Manage Loan COD Process	
003	Exit Counseling	
FA 06	Non-Federal Loans	
001	Alternative Loans	
002	NJ Class Loans	
FA 07	Reporting and Reconciliation	
001	Management Monthly Reconciliation	
002	Manage Funding Requests	Performed in Finance
003	Manage State Reports	See FA-02-001/FA-02-002
004	FISAP	
005	IPED	No process established
006	NJ-IPEDS	No process established
FA 08	Annual Set-Up	
001	Annual Set-up – Colleague	
002	Annual Set-up – AppXtender	

003	Annual Set-up – FA~Link
FA 09	Satisfactory Academic Appeals
001	Determine FA Satisfactory Academic Appeals
002	Manage SAP Appeals

Appendix B: Parking Lot Items

Process FA-01-001 ISIR Data Loading

- 1) Should Unlinked ISIR report be sent to Admissions?
- 2) 'C' Code added after "file complete date" added; allows student to be packaged before being reviewed.
- 3) Problem with 'C' Codes, special conditions, and Action Required are not being pulled by the XVAR report but these must be reviewed. Need custom query to pull ALL records.
- 4) Should verification code "6" be used to indicate file incomplete instead of verification "4"?
- 5) What is timing of auto-SFTS process relative to the DOEI scheduled process?
- 6) Formal process to identify SAR-C, rejects is lacking.
- 7) 'C' Code CMC on follow-up Action – necessary for lifetime documents.
- 8) Do not know how to gather all "C Codes" & "Action requested" files to ensure proper update & closure.

Process FA-01-002 Verification

- 1) Need to establish process for auditing files selected for verification.
- 2) File complete date is not being populated by system on FASI when documents are scanned.
- 3) Trust lacking that IRQ is processing emails properly.
- 4) Would like to see that families with high EFC with no need be eliminated from verification.

Process FA-02-001 Import State Application Data

- 1) Staff have not explored use of 'Record Status' on XFTA custom report.
- 2) SAP is re-run during the semester; removes awards if academic progress is unsatisfactory.

Process FA-02-002 Disburse State Program Awards

- 1) None noted.

Process FA-02-003 Manage NJ Stars Aid Program

- 1) Import process for NJ Stars has not been used for several years.
- 2) Generic email of incomplete NJ Stars – not custom to what student needs to complete.
- 3) No Query/Automation to collect data already entered in system.
- 4) No knowledge transfer on NJ Stars import process when prior staff left college – challenge to find institutional knowledge on NJ Stars import process.
- 5) XSTR is Admission process for NJ Stars info: Who runs this report? When was it last run?
- 6) Registration Statement, Academic Transcript and NJ Stars Worksheet printed for all participants for review & validation of data, confirmation of eligibility.

- 7) Specialist managing NJ Stars needs over a week to review all documents printed (RGST, XNJW, TRAN) for eligibility certification.

Process FA-03-001 Manage Awards using Auto-Packaging

- 1) Federal Work Study is currently packaged based on ID order, not in order of file complete date.
- 2) Auto packager is awarding over the total of FWS funds.
- 3) Would like to have an automatic Wait List to award FWS funds when award funds are not used by previously packaged students.
- 4) Currently need to change award action code from "P" to "A" once student begins to work (this process may need to be monitored/changed when Payroll is brought into Colleague).

Process FA-03-002 Manage Awards using Manual Process

- 1) Would like to have an "alert" if Loan amount entered will put student over their aggregate Loan limit.
- 2) Would like to have an "alert" if Sub Loan has not been addressed – student has Unsub Loan.

Process FA-03-003 Transfer Monitoring

- 1) None noted.

Process FA-03-004 Student Counseling

- 1) Move unemployment tuition waiver to Bursar office.
- 2) Improve communication between Financial Aid and Accounts Receivables Offices regarding Vocational Rehabilitation and Veteran's benefits.
- 3) Hire dedicated individual who is good at counseling people.

Process FA-03-005 Manage Award Changes

- 1) FA not notified of student enrollment as "Audit" in course until grade is received; then funds need to be pulled back from AR if it effects eligibility.

Process FA-04-001 Funds Management

- 1) Transmittal rules for NJ TAG & EOF should be reviewed for part-time students/awards – overrides are often needed.

Process FA-04-002 Financial Aid Allocation for Books (FA~Link)

- 1) Cash payments for books not recognized when financial aid is less than or equal to tuition and fees.

Process FA-04-003 Attendance Monitoring

- 1) Estimated that roughly 70% faculty compliance with attendance reporting process, encompassing an unknown number of course sections reported. Largest segment of unreported attendance is from full-time faculty; this is not a contract requirement.
- 2) XNAR Partially Attended report and saved list are no longer used; were used previously to manually adjust Pell awards.
- 3) XFSC saved list is generated but not currently used.
- 4) XNAC saved list is generated but not currently used.

Process FA-04-004 Remedial Monitoring

- 1) Process not run consistently due to changes in ALP practice.
- 2) Not all remedial courses are appearing on XREM report, causing manual review of transcripts.

Process FA-04-006 Return to Title IV

- 1) Loans earned at greater than or equal to 60% are not picked up during Post-withdrawal disbursement process.

Process FA-05-001 Manage Pell COD Process

- 1) None noted.

Process FA-05-002 Manage Loan COD Process

- 1) Last date for students to apply for a loan during the semester or the award year was not clear.

Process FA-05-003 Exit Counseling

- 1) Emails not on a track to assign to student.
- 2) No process to capture students who have completed exit counseling in order to remove hold.

Process FA-06-001 Alternative Loans

- 1) Want to implement EFT for Alternative Loans.

Process FA-06-002 NJ Class Loans

- 1) None noted.

Process FA-07-001 Manage Monthly Reconciliation

- 1) All FWS awards use the same award code, no distinction is made for 02 (America Reads) or 06 (Community Service) funds
- 2) NJ Stars is not reviewed for reconciliation.

Process FA-07-002 FISAP

- 1) Previous process used for FISAP reporting was not documented or provided to new Executive FA Director.

Process FA-08-001 Annual Set-Up – Colleague

- 1) Start CM annual set-up in October or November.
- 2) Check for Colleague updates to load earlier for FA.

Process FA-08-002 Annual Set-Up – AppXtender

- 1) None noted.

Process FA-08-003 Annual Set-Up – FA~Link

- 1) Question: Should release of remaining aid of \$1 be higher?
- 2) Question: Book voucher document is not term specific; how is email updated to include specific term?

Process FA-09-001 Determine FA Satisfactory Academic Progress

- 1) Reports not saved to shared network for all staff to access as needed.
- 2) Changes to SAP Policy will cause changes to timing when the process is run, selection of students, etc.
- 3) Unsure who cancels awards for unsatisfactory SAP.

Process FA-09-002 Manage SAP Appeals

- 1) Appeals process with Appeals Committee recently changed and needs to be fine-tuned.
 - a. CRI Update – use to monitor appeal application complete?

- b. Deadline for committee to complete review?
- 2) Unclear if students are automatically notified when ANY changes is made to awards.