



Using NASFAA Tools



NASFAA
TRAINING TRACK
2013-14



The following is a presentation prepared for:
PASFAA Conference
State College, PA
October 14 – 16, 2013



Using NASFAA Tools



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Division of Training & Regulatory Assistance

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Using NASFAA Tools

NASFAA Tools

Tools developed to help you improve administration and compliance include:

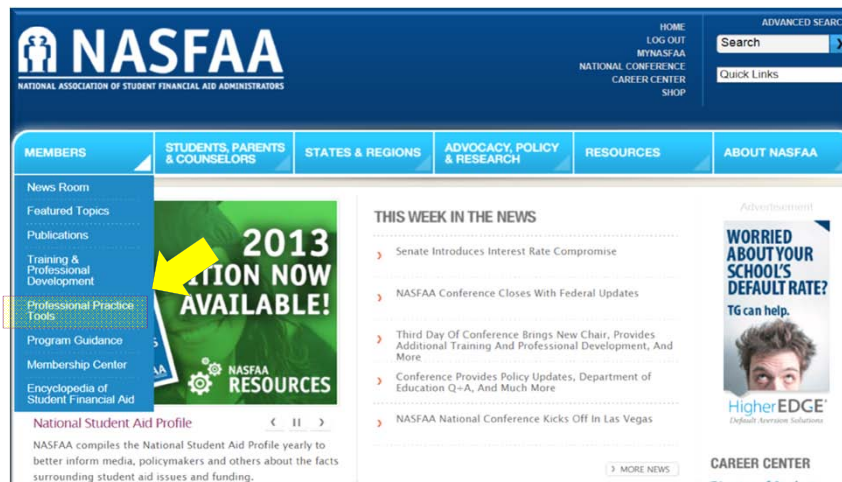
- Analysis of new laws, regulations and guidance
- Text of laws, regulations and ED guidance
- NASFAA-developed tools and resources
- Online live and on-demand training and analysis
- Centers with resources to help you comply with new regulations



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Overview of NASFAA Tools




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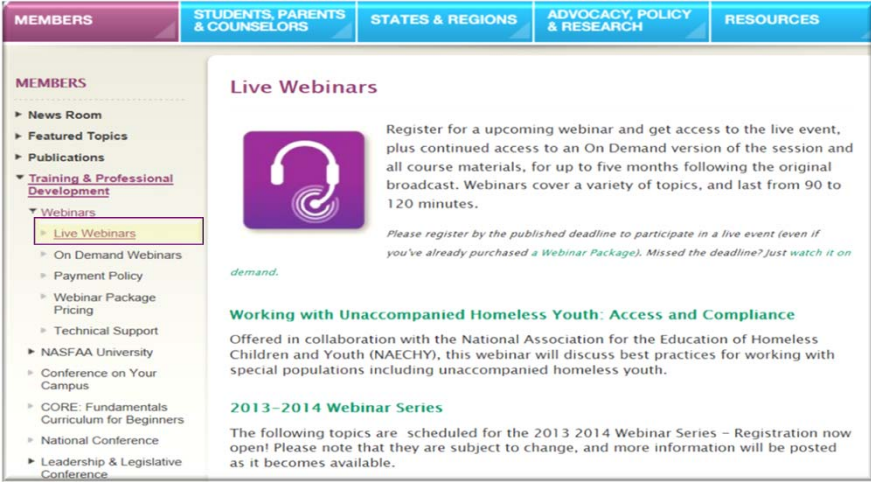
Training and Professional Development




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Online: Webinars



The screenshot shows the NASFAA website's navigation bar with tabs for MEMBERS, STUDENTS, PARENTS & COUNSELORS, STATES & REGIONS, ADVOCACY, POLICY & RESEARCH, and RESOURCES. The MEMBERS tab is selected, showing a sidebar with links to News Room, Featured Topics, Publications, Training & Professional Development, and Webinars. The 'Live Webinars' section is highlighted, featuring a purple icon of a headset and a microphone. The text describes the benefits of registering for a webinar, including access to the live event and an on-demand version. It also mentions a deadline for registration and a link to the '2013-2014 Webinar Series'.

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Online: 2013–14 Webinar Series

- November 20 – Verification for 2014–15
- December 18 – What is Conflicting Information and How do You Resolve It
- February 26 – Nontraditional Program Issues Related to Federal Loans
- March 26 – Return of Title IV Review
- May 21 – Preparing for an Audit
- June 18 – Hot Topic - TBD



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Webinars: On Demand

MEMBERS | **STUDENTS, PARENTS & COUNSELORS** | **STATES & REGIONS** | **ADVOCACY, POLICY & RESEARCH** | **RESOURCES**

MEMBERS

- News Room
- Featured Topics
- Publications
- ▼ **Training & Professional Development**
 - ▼ Webinars
 - Live Webinars
 - **On Demand Webinars**
 - Payment Policy
 - Webinar Package Pricing
 - Technical Support
 - NASFAA University
 - Conference on Your Campus

On Demand Webinars

On demand webinars allow you to participate in a professional development event when it is most convenient for you. With one site license, an unlimited number of staff members can view the webinar and download the materials until the stated expiration date. Webinars cover a variety of topics, and last from 90 to 120 minutes.

Webinar Series On Demand

- **Expires November 25, 2013:** Hot Topics – ICR and IBR: How You Spell (Student Loan Debt) Relief



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CORE

MEMBERS

- News Room
- Featured Topics
- Publications
- **Training & Professional Development**
 - Webinars
 - NASFAA University
 - Conference on Your Campus
 - **CORE: Fundamentals Curriculum for Beginners**
 - National Conference
 - Leadership & Legislative Conference
- Professional Practice

2013-14 CORE Modules

Information in the modules build upon each other. Knowledge of material in previous modules is assumed.

- Comprehensive instructional materials for teaching financial aid fundamentals
- 14 modules cover almost all topics relevant to financial aid administration
- Contains an instructor's guide, PowerPoint presentation and trainee handouts



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CORE: 2013–14 CORE Modules

1. Overview of the Student Aid Programs
2. Application Process
3. Student Eligibility
4. Verification
5. Cost of Attendance
6. Federal Methodology
7. Campus-based Programs
8. Calculation of Federal Pell Grant and Iraq and Afghanistan Service Grant (IASG) Awards
9. TEACH Grant Program
10. Federal Direct Loans (2 parts)
11. Packaging & Notification of Awards
12. Return of Title IV Funds
13. Professional Judgment (PJ)
14. CORE Toolkit



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State & Regional Workshops

MEMBERS

STUDENTS, PARENTS & COUNSELORS

STATES & REGIONS

ADVOCACY, POLICY & RESEARCH

RESOURCES

STATES & REGIONS

- ▶ State & Regional Associations
- ▶ Undocumented Student Policies by State
- ▶ State Financial Aid Programs
- ▶ State & Regional Tuition Exchanges
- ▶ Leadership & Legislative Conference
- ▶ **Hot Topics Workshop Kit**
- ▶ Live Training at Your Event
- ▶ CORE: Fundamentals Curriculum for Beginners
- ▶ Counseling Resources
- ▶ Directory of Associations
- ▶ Events Calendar


State & Regional Workshop Kit



Each year in autumn, our Training and Professional Development Committee publishes a course instructor kit on current aid administration topics. We distribute it to state and regional associations to provide in-person and online training to financial aid professionals in their area.

2013–14 – Compliance & Campus Collaboration – R2T4

- Features real-life situations
- Provides guidance on common issues
- Contains an instructor's guide, PowerPoint presentation and trainee handouts

 Coming for 2014–15 – Need Analysis!



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Professional Practice Tools



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AskRegs: Q & A Service

The screenshot shows the NASFAA website's AskRegs section. The top navigation bar includes links for MEMBERS, STUDENTS, PARENTS & COUNSELORS, STATES & REGIONS, ADVOCACY, POLICY & RESEARCH, and RESOURCES. The left sidebar under the MEMBERS tab lists various resources like News Room, Featured Topics, Publications, Training & Professional Development, Professional Practice Tools, Self-Evaluation Guide, 2012 Compiled Title IV Regulations, Compiled Title IV Legislation, Policy and Procedure Tools, How-to Guides, Poll The Pros, Staffing Model, and AskRegs. The main content area is titled 'AskRegs' and features a green icon of a hand pointing at a screen. Text describes the service as a searchable Knowledgebase of answers to financial aid administrators' questions. It encourages users to submit tickets if they can't find an answer. Below the text are two links: 'Download the AskRegs Knowledgebase Guide >>' and 'Watch the AskRegs Knowledgebase Video Tutorials >>'. A red button labeled 'KNOWLEDGEBASE' is at the bottom right of the main content area.

AskRegs: Knowledgebase

The screenshot shows the NASFAA AskRegs Knowledgebase interface. At the top, there is a search bar labeled 'Search the AskRegs Knowledgebase' with a magnifying glass icon. Below the search bar is a link for 'Advanced Search of AskRegs Knowledgebase'. The main content area is titled 'Welcome to our AskRegs Knowledgebase. Browse or search for regulatory and compliance answers provided by our Training and Regulatory Assistance staff. You may also submit a question as a 4-step Ticket using Request Support.' Below this, there are two columns of 'Most Popular Topics' and 'Most Recent Topics'. The 'Most Popular Topics' column lists questions like 'Can an Undergraduate Student's Sibling Attending 1629 Graduate School be included in the Number in College for Verification?' and 'Can We Award a Direct Loan for the Entire Academic Year if a Student Regains SAP Eligibility Mid-Year?'. The 'Most Recent Topics' column lists questions like 'What Are the Direct Loan Interest Rates for 2013-14?' and 'How Do I Correct the Citizenship Status on the ISR for a Resident of the Marshall Islands?'. On the right side, there is a 'Knowledgebase' section with a 'Category' dropdown menu. A purple box at the bottom of the screenshot contains the text: 'AskRegs Knowledgebase allows members to browse and search for answers to regulatory and compliance questions'.





Using NASFAA Tools

AskRegs: Knowledgebase

The screenshot shows the NASFAA ASKREGS Knowledgebase search results for the term "shopping sheet". The search bar at the top contains the text "shopping sheet" and a magnifying glass icon. Below the search bar, the results are listed under the heading "Knowledge Base". The first result is "Can the Shopping Sheet Be Delivered to Students Electronically?", which is highlighted in green. A purple box with a white border and a purple arrow points to the search bar and the first result, containing the text "Search on key terms to view most popular Q&A articles on a topic".

shopping sheet

Advanced Search of AskRegs Knowledgebase

Knowledge Base

Searched For: shopping sheet

Can the Shopping Sheet Be Delivered to Students Electronically? Because some schools choose to provide their financial aid award notifications electronically, it would be acceptable to provide students with a print version of the **Shopping Sheet**. However, while

Category: [Consumer Information](#)

Does the Shopping Sheet Apply to Graduate Students? GEN-13-05 indicates that if a school agrees to comply with the Executive Order 13607, VA Principles of Excellence, the school is then required to use the **Shopping Sheet** for graduate and graduate students.

Category: [Consumer Information](#)

Can Graduation Rates on the Shopping Sheet Be Replaced with a Customized Box at the Bottom of the Sheet? Please see GEN-13-05 for more information.

Category: [Consumer Information](#)

Is the Shopping Sheet Required? Agreeing to comply with Executive Order 13607, VA Principles of Excellence, is currently voluntary for schools. However, GEN-13-05 indicates that if a school agrees to comply with the VA Principles of Excellence, the school is

Category: [Consumer Information](#)

Must the Shopping Sheet Be Printed in Color When Mailing It to Students? According to the U.S. Department of Education (ED), it is acceptable to print the **Shopping Sheet** in black and white as long as the information remains the same.



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AskRegs: Knowledgebase

The screenshot shows a detailed article from the NASFAA ASKREGS Knowledgebase. The article title is "Can a Dependent Student's Parent Change Marital Status After the FAFSA is Filed and Before Verification?". The article is categorized under "Application Processing". The "Scenario" section describes a situation where a student's parents divorced after the FAFSA was filed but before verification. The "Answer" section explains that the FAFSA is considered a "snapshot" of the family's financial situation at the time of filing, and that the parent's marital status cannot be updated after the FAFSA is filed. The article also includes a "Rating" section with 11 votes and a "Subscribe" button. A purple box with a white border and a purple arrow points to the "Subscribe" button, containing the text "Subscribe to receive automatic updates if article guidance changes".

Can a Dependent Student's Parent Change Marital Status After the FAFSA is Filed and Before Verification?

Knowledgebase > Category > Application Processing

Scenario: The FAFSA was completed while the parents were still married in January, but the parents divorced/separated in February prior to verification. The student was selected for verification (including household size and number in college).

Answer: According to the Department of Education (ED), because the FAFSA is considered to be a "snapshot" of the family's financial situation as of the date the FAFSA was submitted, the parents cannot update their marital status or income and asset data after the FAFSA is filed. However, because the application was selected for verification (by the CPS or school), you must update the parent's household size and number in college (but not parent marital status, income, or assets) to be correct at the time verification is completed. [34 CFR 668.55(b)(1)]

The financial aid administrator could then choose to exercise professional judgment (PJ) to make any necessary adjustments to parent income and assets if the school believes there are unusual circumstances warranting such changes. Remember that PJ adjustments can only be made after verification has been completed and the new ISIR transaction has been returned from the CPS to the school.

This article represents a U.S. Department of Education (ED) update to NASFAA's previous understanding on this issue.

Rating: 11 Votes
Was this answer helpful? ☐ Yes ☐ No

Submit

Related Topics

- How Does the ED Office of Civil Rights Dear Colleague Letter on Supporting the Academic Success of Pregnant and Parenting Students Impact Title IV Aid?
- Can an Exchange Student be Included in Household Size?
- Can a Sibling Enrolled in High School and College Be Included in the Student's Household?

Topic #: 16113-1930 Date Created: 7/9/2013 Last Modified: 7/9/2013

Subscribe



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AskRegs: Submitting a ticket

Submit a Ticket

The Ticket System enables you to directly submit a support ticket to a technical specialist whose expertise matches your inquiry. This online tool provides an alternative to phone and e-mail and helps expedite the resolution of your issue. You can track the status of your ticket in My Support.

* Full Name: Eunice Powell * Email: powelle@nasfaa.org

Ticket Description

* Category: Application Processing

Subcategory (optional): Bankruptcy

* Topic Summary:

* Question Details (maximum 64,000 characters)

Does bankruptcy prevent a student from receiving Title IV funds?

Suggested Answers
No solutions were found for your issue.

Submit a Ticket and NASFAA staff will research and provide an answer to your question

AskRegs: Submitting a ticket

Search the AskRegs Knowledgebase

Advanced Search of AskRegs Knowledgebase

My Tickets

Know your Ticket Number? Enter it here: 16113- Search

Remember this view: ☐

[Advanced Search] [Submit a Ticket]

Ticket #	Date Created	Category	Topic Summary	Status	Last Updated
You do not have any Tickets					

10 Records per Page

Status Legend

Open:
Your ticket has been received.

Work In Progress:
Ticket has been assigned to a Customer Service Representative and is in process.
Need More Info:
We require additional information in order to answer your question.

Reopened:
The ticket has been reopened and requires a revision for the solution posted.

Solution Suggested:
A solution has been suggested for your issue.

Closed:
This ticket has been closed.

Immediately check the status of any tickets you have submitted





Using NASFAA Tools

Self-Evaluation Guide

The screenshot shows the NASFAA website navigation menu. The 'MEMBERS' section is expanded, and the 'Self-Evaluation Guide' link is highlighted with a yellow arrow. The main content area displays the '2012-2013 Self-Evaluation Guide' with a green checkmark icon and a description of the guide's purpose.

The Guide is divided into four major parts:

- I. Institutional Responsibilities
- II. Administration of Title IV Federal Aid Programs
- III. Administration of Title VII and Title VIII Health Professions Programs
- IV. Appendices

Self-Evaluation Guide

- Example -

The screenshot shows the 'IV. Return of Title IV Funds' section of the Self-Evaluation Guide. It includes a table with columns for Reference, Question, Responsible Office, and Response. The table contains two questions, A and B, related to the return of Title IV funds. Question A asks if the institution uses the payment period as the period applicable to return of Title IV funds considerations. Question B asks if the institution has a consistently applied policy indicating whether it uses the payment period or the period of enrollment for all students in each of the following categories: Transfer students, and Re-entry students, and.





Using NASFAA Tools

Self-Evaluation Guide

- Example -



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Compiled Title IV Regulations

- Searchable PDF document
- Linked table of contents in each document
- New regulations incorporated each award year
- Current edition is as of July 1, 2012, effective 2012-13 award year



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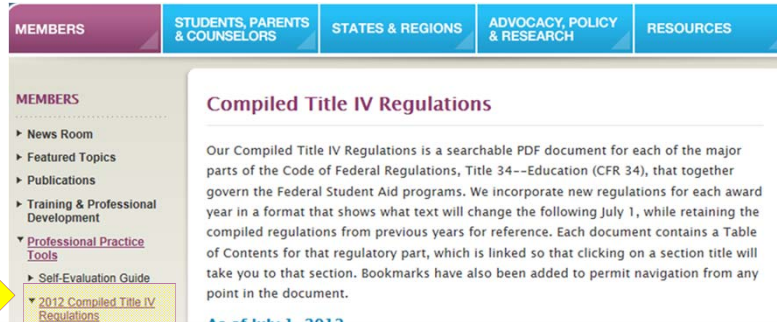
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Using NASFAA Tools

Compiled Title IV Regulations



- Revisions that became effective July 1, 2012, are shown in: red (added text) or ~~strikeout (like this)~~ for deleted text
- Keys applicable to individual sections of regulation are noted in the footer
- Gray shading used to denote early implementation at institution's option
- Bookmarks added to permit navigation in document



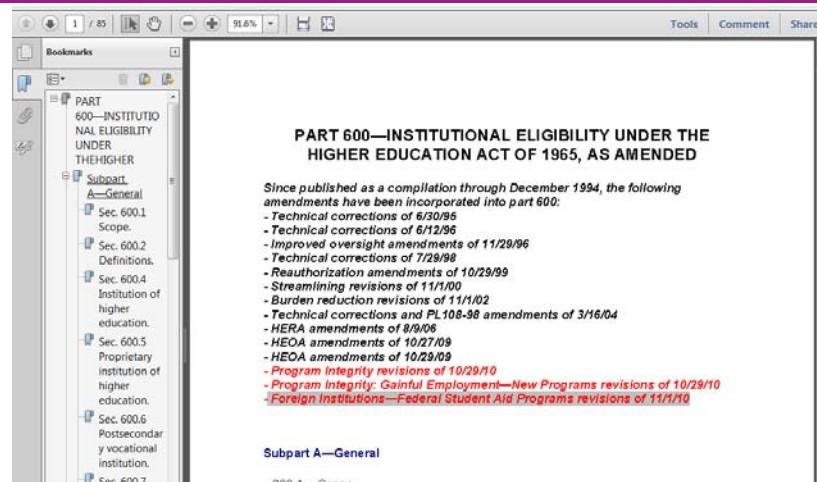
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Compiled Title IV Regulations

- Example -



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Using NASFAA Tools

Compiled Title IV Legislation

MEMBERS | **STUDENTS, PARENTS & COUNSELORS** | **STATES & REGIONS** | **ADVOCACY, POLICY & RESEARCH** | **RESOURCES**

MEMBERS

- News Room
- Featured Topics
- Publications
- Training & Professional Development
- Professional Practice Tools**
- Self-Evaluation Guide
- 2012 Compiled Title IV Regulations
- Compiled Title IV Legislation**
- Policy and Procedure Tools
- How-to Guides
- Poll The Pros
- Staffing Model

Compiled Title IV Legislation

Compiled Title IV Legislation includes a searchable PDF for each of the major subchapters of the U.S. Code that relate to the student financial assistance programs for higher education. These files reflect the codified law under Title 20 (Education), Chapter 28 (Higher Education Resources and Student Assistance) and under Title 42 (The Public Health and Welfare), Chapter 34 (Economic Opportunity Program), and for the most part derive from the Higher Education Act (HEA) of 1965, as amended. The HEA is reauthorized approximately every five or six years, although interim legislation can also alter the authorizing language that details congressional intent with regard to student

- Searchable PDF for each major subchapter of U.S. Code
- For official version of the law, visit **Thomas** at <http://thomas.loc.gov/home/thomas.php>



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Compiled Title IV Legislation

- Example -

U.S. Code, Title 20—Education
Chapter 28—Higher Education Resources and Student Assistance
Subchapter IV—Student Assistance > Part A—Grants to Students in Attendance at Institutions of Higher Education

§ 1070. Statement of purpose; program authorization [HEA § 400]

(a) Purpose
It is the purpose of this part, to assist in making available the benefits of postsecondary education to eligible students (defined in accordance with section 1091 of this title) in institutions of higher education by—

- (1) providing Federal Pell Grants to all eligible students;
- (2) providing supplemental educational opportunity grants to those students who demonstrate financial need;
- (3) providing for payments to the States to assist them in making financial aid available to such students;
- (4) providing for special programs and projects designed:
 - (A) to identify and encourage qualified youths with financial or cultural need with a potential for postsecondary education,
 - (B) to prepare students from low-income families for postsecondary education, and
 - (C) to provide remedial (including remedial language study) and other services to students; and

(b) Providing assistance to institutions of higher education



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Using NASFAA Tools

Policies and Procedures Tools

MEMBERS

STUDENTS, PARENTS & COUNSELORS

STATES & REGIONS

ADVOCACY, POLICY & RESEARCH

RESOURCES

MEMBERS

News Room

Featured Topics

Publications

Training & Professional Development

Professional Practice Tools

Self-Evaluation Guide

2012 Compiled Title IV Regulations

Compiled Title IV Legislation

Policy and Procedure Tools

Formulating, Implementing & Evaluating Policies & Procedures

Policies & Procedures Tools



NASFAA's Policies & Procedures Tools are a set of integrated resources that assist you in improving your regulatory compliance, administrative consistency, and staff training. This essential management toolkit provides expert guidance and an organized approach to developing and maintaining policies and procedures. Unless otherwise noted, all files were last updated in **September 2012**.

- Tools for formatting, implementing, and evaluating policies and procedures
- Regulatory Resources Guide containing:
 - Explicit and implied regulatory requirements
 - Areas where schools have implementation options



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Policies and Procedures Tools

MEMBERS

STUDENTS, PARENTS & COUNSELORS

STATES & REGIONS

ADVOCACY, POLICY & RESEARCH

RESOURCES

MEMBERS

News Room

Featured Topics

Publications

Training & Professional Development

Professional Practice Tools

Self-Evaluation Guide


2012 Compiled Title IV Regulations

Compiled Title IV Legislation

Policy and Procedure Tools

Formulating, Implementing & Evaluating Policies & Procedures

Policies & Procedures Tools



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- Customizable P&P manual
- Page format samples, style decisions, and master template document
- Guidance for reading and interpreting statutes and regulations



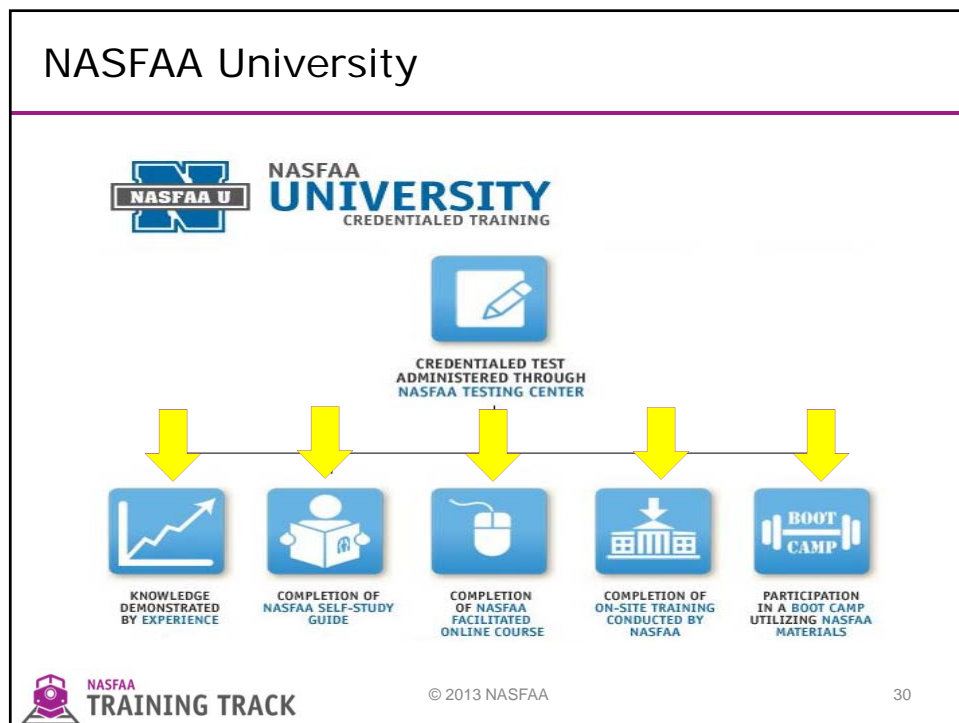
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Using NASFAA Tools





Using NASFAA Tools

NASFAA University



What does a NASFAA University credential mean?

- Expands your student financial aid knowledge
- Improves your job performance and service to students
- Provides tangible evidence of your knowledge for employers
- Differentiates between you and less qualified personnel



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Paths to Credential: Demonstrated Experience



- Five year minimum experience
- Understanding of regulations and office management can qualify to take examination
- Submit your résumé for evaluation
- Eligible to take the examinations and earn nationally-recognized credentials



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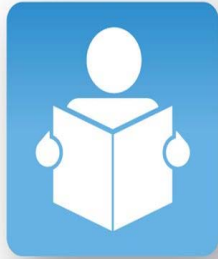
32





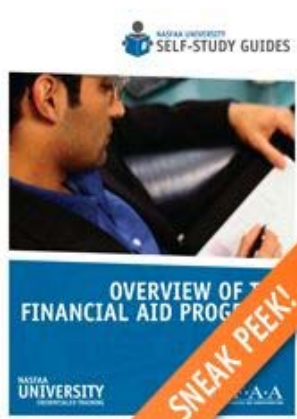
Using NASFAA Tools

Paths to Credential: Self-Study Guides



- Written for the independent learner
- Structure consists of multiple lessons with exercises to reinforce the lesson contents
- Quizzes are in paper format, but it can qualify you for professional credential testing

Self-Study Guides



OVERVIEW OF THE FINANCIAL AID PROGRAMS

Updated for 2013–14

Introduces the federal student aid programs, providing information on the Title IV programs, state aid, the Health and Human Services (HHS) programs, and other sources of financial assistance





Using NASFAA Tools

Paths to Credential: Self-Study Guides

Choose from **seven topics** now available:

- *Overview Of The Financial Aid Programs*
- *Student Eligibility*
- *Return Of Title IV Funds*
- *Need Analysis*
- *Direct Loans: Eligibility & Frequency*
- *Direct Loans & FFEL: Repayment & Counseling Requirements*
- *The Application Process*



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Paths to Credential: Self-Study Guides



Self-Study Guide Topics Coming Soon!

- *Cost of Attendance*
– Available October 2013
- *Pell Grant*
– Available January 2014
- *Consumer Information*
– Available April 2014



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Using NASFAA Tools

Paths to Credential: Facilitated Online Course



- Three-to-eight week length courses
- Offers video-enhanced lectures
- Includes quizzes and homework assignments
- Live facilitator(s)
- Online discussions
- Resource library
- Qualifies for credential testing

Paths to Credential: Facilitated Online Course

2013–14 Online Course Topics

- Student Eligibility
- Return of Title IV
- Verification
- Overview of the Financial Aid Programs

- Packaging
- Direct loans
- Professional Judgment
- Cost of Attendance





Using NASFAA Tools

Paths to Credential: Boot Camps



- In-person workshops offered by state & regional financial aid associations
- Immersive in nature and usually span multiple days
- Must be using NASFAA CORE curriculum
- Successfully completing specific topic areas through a boot camp qualifies an individual for the credentialed test

Paths to Credential: Boot Camps



2013–14

- Credential testing available at no additional charge
- Contact:
 - Connie McCormick
Chief Training Officer
mccormickc@nasfaa.org



Using NASFAA Tools

Other NASFAA Tools and Services

How-To-Guides



Staffing Resources



Today's News



Using Tax Returns in Need Analysis & Verification

[illegible]

Standards of Excellence



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Questions?

Please send your questions to:
welshe@nasfaa.org



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Advocacy	
	<p>We are regularly engaged in advocacy, public policy and research to support our mission: promoting programs that remove financial barriers and ensure student access to postsecondary education. Together, the tools of advocacy, policy, and research allow us to respond effectively to pending legislation, provide ideas for new legislative and policy proposals, and to promote policy objectives in a methodologically sound manner.</p> <p>Our advocacy efforts center around these major policy areas:</p> <ul style="list-style-type: none"> • Increasing access to higher education, including early awareness and outreach • Simplifying student aid systems • Encouraging college persistence & completion • College savings and financial education • Minimizing student indebtedness and emphasizing grant and work aid • Supporting the primacy of need-based aid
Publications	
	<ul style="list-style-type: none"> • Today's News • Cash for College • Eligibility Checklist • Monographs • NASFAA's Book: <i>You're the Director: A Guide to Leadership in Student Financial Aid</i> • Quick Reference Sheets
Professional Practice Tools	
	<ul style="list-style-type: none"> • Compiled Title IV Legislation • Compiled Title IV Regulations • CORE • How To Guides: <ul style="list-style-type: none"> ➢ Award Letter, ➢ NPC, ➢ NPRM Need Analysis • Policies and Procedures Tools • Self-Evaluation Guide • Salary Model • Staffing Model

Product	
	<ul style="list-style-type: none"> Standards of Excellence
Services	
	<ul style="list-style-type: none"> AskRegs Knowledgebase and Assistance Buyer's Guide Career Center Listservs Online Membership Directory
Training	
	<ul style="list-style-type: none"> Annual Training Leadership Conference National Conference NASFAA University Training Track Webinars