

Greetings from...



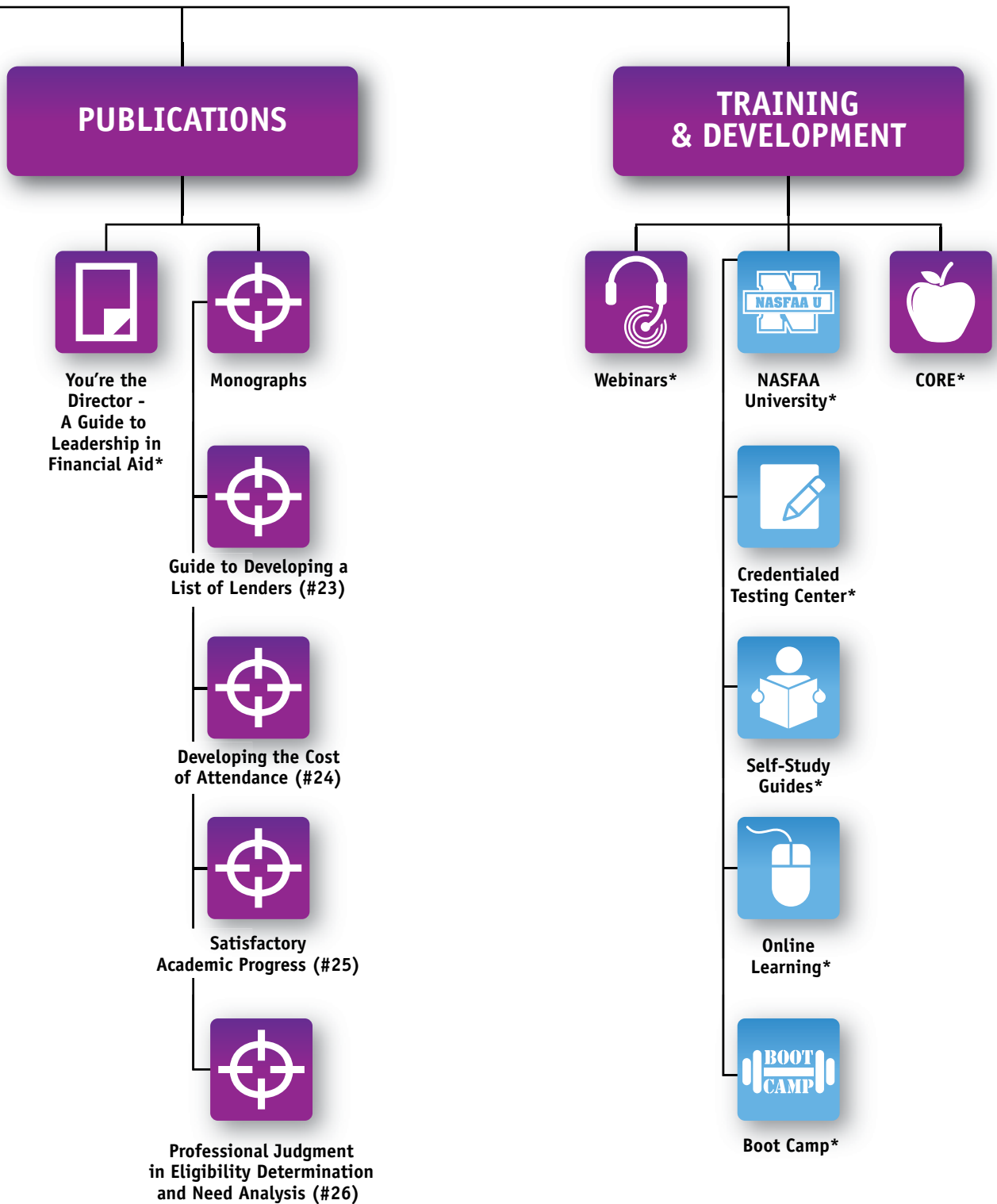
Compliance Resources for Financial Aid Professionals

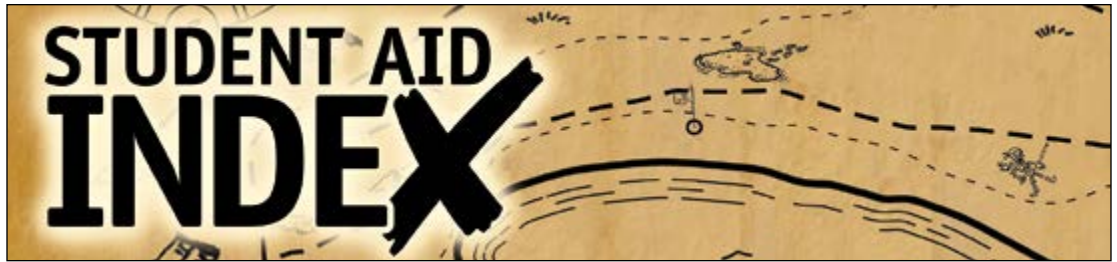
NASFAA COMPLIANCE RESOURCES

PROFESSIONAL PRACTICE TOOLS



**CHECK OUT NASFAA.ORG
FOR MORE INFORMATION
ON ALL OF THESE
PRODUCTS AND SERVICES**





Let DEX mark your spot!

NASFAA's new Student Aid Index compiles important financial aid resources into one convenient, mobile-friendly tool so you have the information you need, when you need it.

Benefits

Save time. Direct access to regulations, legislation, and other key resources—no more conducting Google searches to find answers.

Look good. Quickly locate the citations you need to support your decisions and recommendations—and demonstrate your expertise in front of parents, students, and your supervisor.

Increase your productivity. Use this simple, intuitive tool to get more done by spending less time searching for the information you need.

Included with membership. If you are a NASFAA member, you can enjoy the Student Aid Index gratis, and let us know how you like it.

Features

Simple and intuitive. Organized in a tree hierarchy, the Index has top-level terms, common sets of informational resources for each term, and subtopics. A list of related terms and synonyms is also provided for each top-level term.

Easily searchable. If you don't want to browse by hierarchy, you can search by terms at all levels, with links directly to the appropriate topic or subtopic.

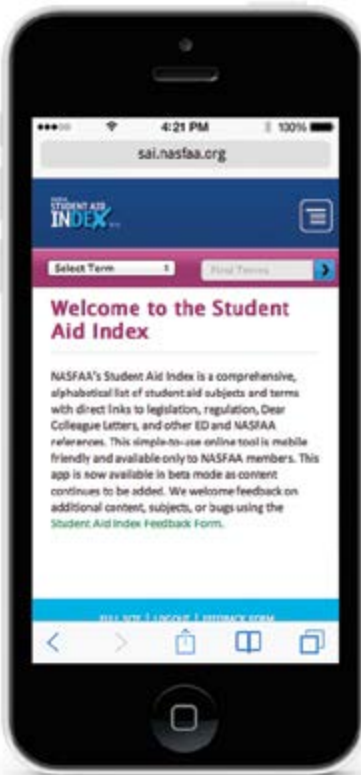
Comprehensive. In addition, each topic/subtopic has associated resources such as text descriptions, images, files, and web links.

Expert data, straight from the source. Resources include direct links to federal regulation, legislative text, Department of Education guidance (including the FSA Handbook), and NASFAA interpretation and analysis.

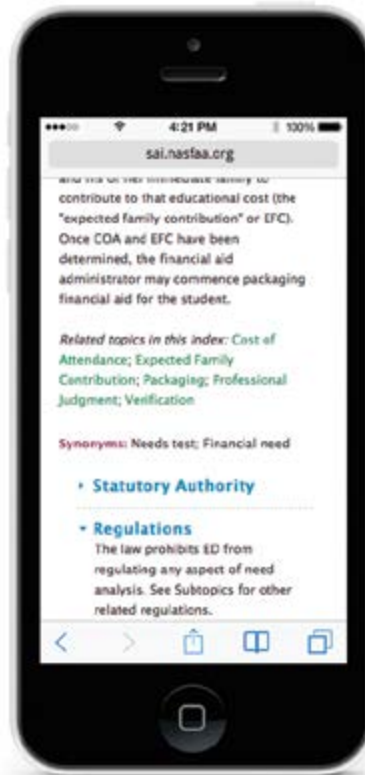
Multiple delivery platforms. Members can access the Index via their mobile device (don't forget to add the bookmark icon to your home screen!) or the website-optimized version, viewable from any web browser.

Constantly growing. The Index was built with scalability in mind, so that it can be quickly updated as new resources and guidance become available.

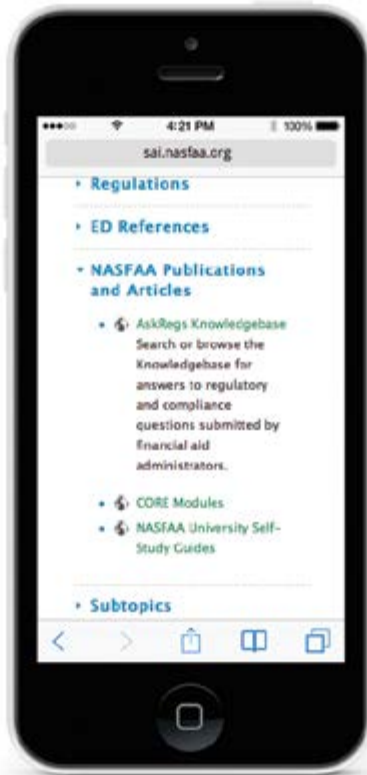




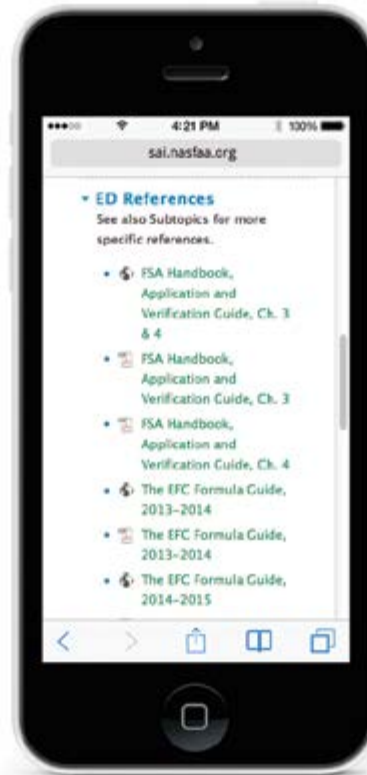
Example 1: The Student Aid Index home page



Example 2: Once a topic is selected, you are presented with the relevant information



Example 3: In addition to the information about your chosen topic, DEX will link you to the corresponding NASFAA articles



Example 4: As well as the relevant ED References



NASFAA

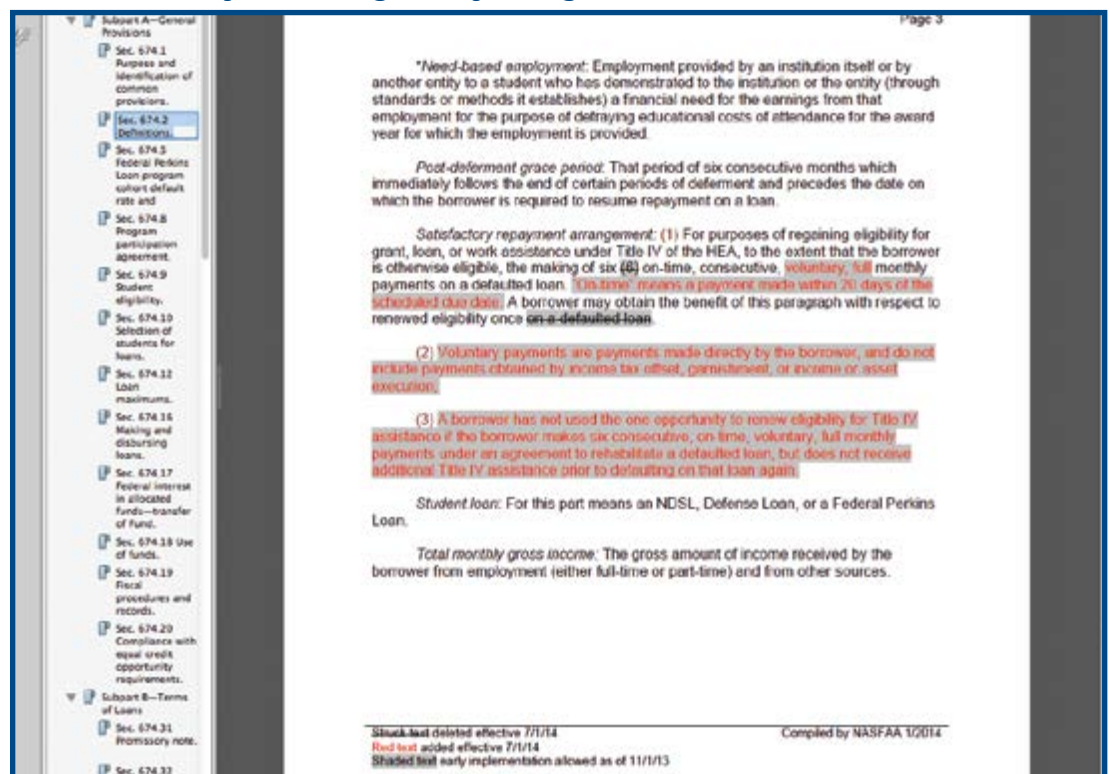
COMPILED TITLE IV LEGISLATION AND COMPILED TITLE IV REGULATIONS

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 **Compiled Title IV Regulations** is a **searchable** PDF document for each of the major parts of the Code of Federal Regulations, Title--Education (CFR 34). Each document contains a table of contents that is linked to the regulatory sections in that part for easier navigation. We incorporate new regulations for each award year in a format that shows what text will change the following July 1, while retaining the compiled regulations from previous years for reference.

This information is now easily accessible via the Student Aid Index.

We make it easy to see regulatory changes!



Example 5: A section of the Compiled Title IV Regulations, showing mark-up

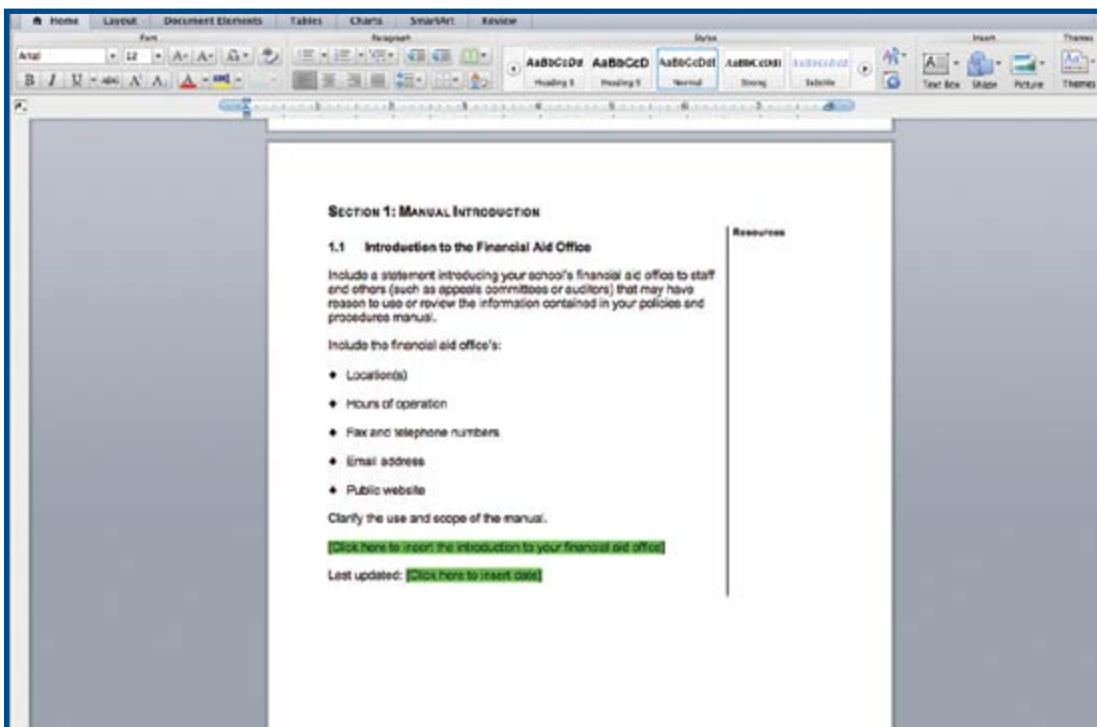
- Revisions that become effective July 1, **are shown in red** (added text) or **strikeout** (like this for deleted text)
- **Gray shading** is used to denote changes that may be implemented earlier than July 1 at the institution's discretion
- Keys applicable to individual sections of regulation are noted in the footer
- The table of contents for each regulatory part is linked so that clicking on a section title will take you to that section
- Bookmarks have also been added to permit navigation from any point in the document

NASFAA POLICIES & PROCEDURES TOOLS

NASFAA's Policies and 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.

This toolkit helps you:

- Understand the issues that should be taken into consideration when formulating policies
- Determine what policies and procedures are required (either explicitly or implicitly), and where you have implementation options
- Navigate complex and ever-changing laws and regulations
- Create and maintain your own customized Policy and Procedure Manual with our structured Microsoft® Word document framework



Example 6: NASFAA's Policies & Procedures Tools





What is the AskRegs Knowledgebase?

The AskRegs Knowledgebase is a searchable, reliable, 24/7 resource for busy financial aid professionals who have specific compliance or regulatory questions.

Updated continuously with questions submitted by NASFAA members, the AskRegs Knowledgebase actually improves with ongoing user interaction—questions asked most frequently rise to the top.

If you can't find the answer to your specific question, simply submit a ticket and the NASFAA regulatory staff will research your question and provide a comprehensive answer, including any applicable regulatory citations. Your question and answer may then be added to the Knowledgebase to assist other student aid professionals with the same question.

Our goal is to respond to your question within 24 hours. If necessary, we will consult with the Department of Education to find an answer. We never share identifiable information, unless you authorize us to do so.



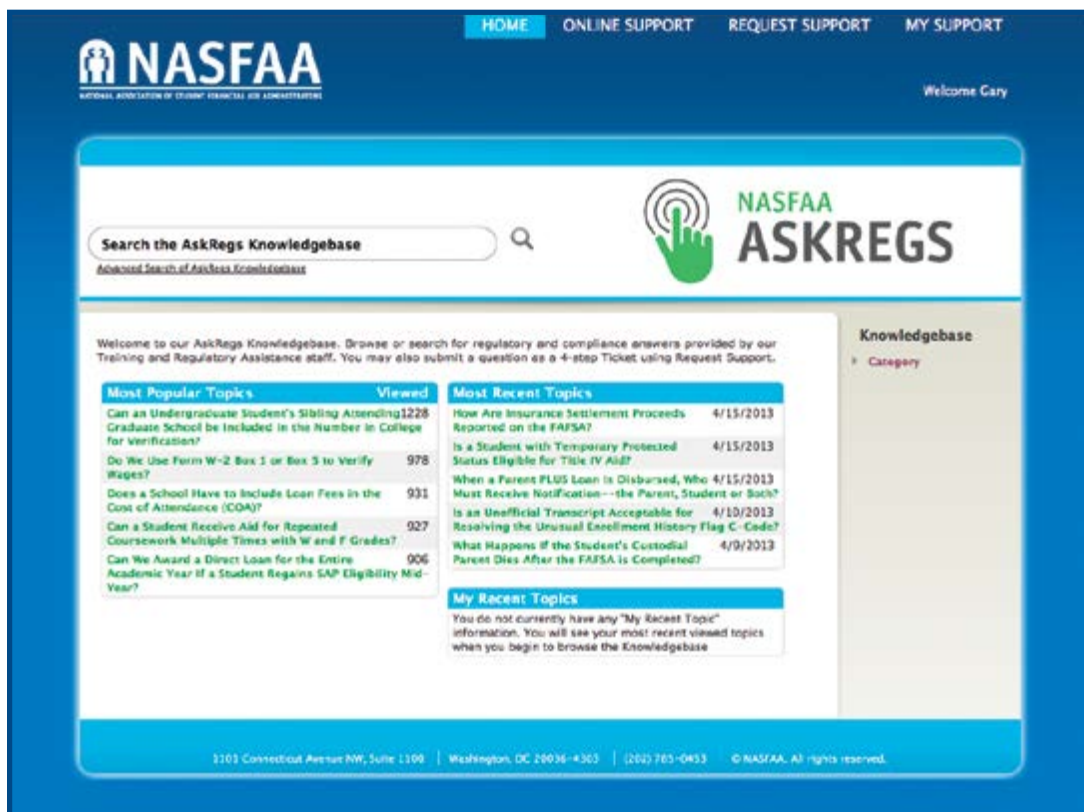
Where to start?

You can access the AskRegs Knowledgebase at askregs.nasfaa.org.

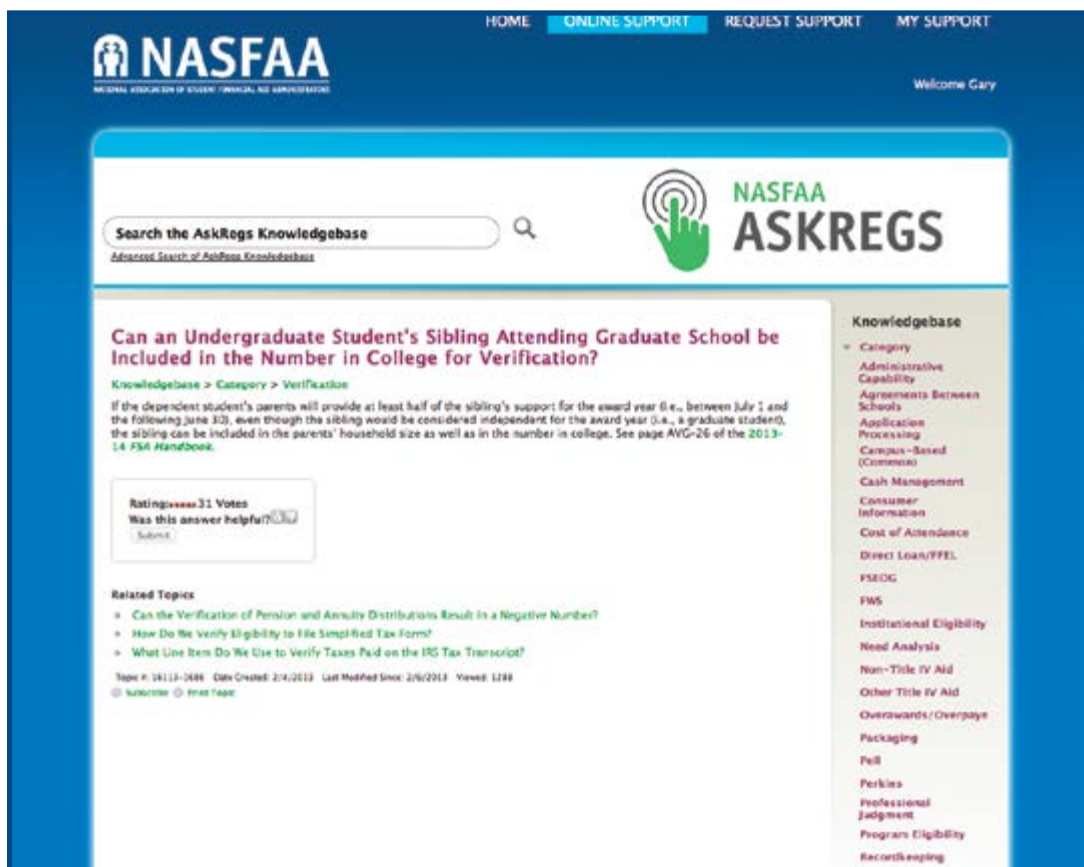
If you want to know more before you enter the Knowledgebase, download the AskRegs Knowledgebase Guide or watch the instructional videos to learn about:

- Browsing and searching for questions and answers,
- Submitting a ticket, and
- Tracking your ticket status.





Example 7: The AskRegs Knowledgebase home page



Example 8: A specific question and answer in the AskRegs Knowledgebase

NASFAA **SELF EVALUATION** GUIDE

Self-Evaluation Guide—Are you in compliance?

NASFAA has designed the *Self-Evaluation Guide* to help you evaluate the efficiency and effectiveness of your administration of the financial aid programs and your compliance with federal laws and regulations. This interactive tool guides you through an assessment process for individual topics and allows you to record your answers, save, and print your customized, completed copy.

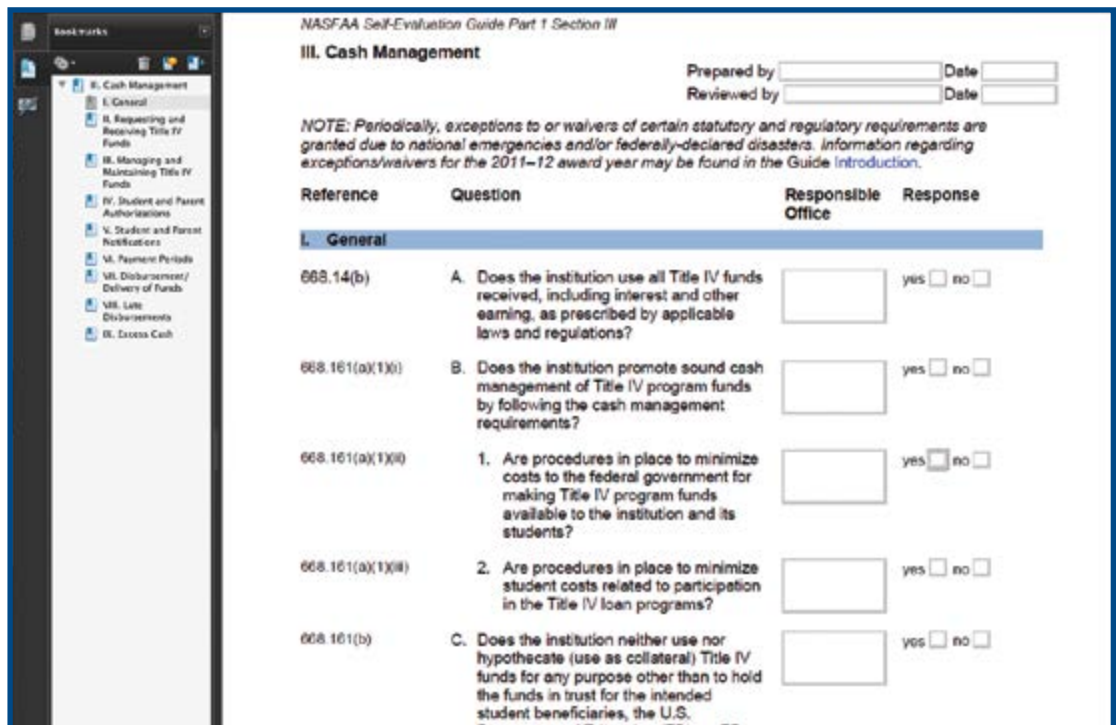
The *Guide* is available on NASFAA.org and can be used in many ways in your office to help:

- Prepare for audits and program reviews
- Assess and update policies, procedures, and administrative controls
- Convey the magnitude and complexity of financial aid operations
- Train new staff and enhance the skills and knowledge of current staff
- Document the need for resources, staffing, or physical accommodations
- Prepare reports
- Target areas for a NASFAA Standards of Excellence (SOE) Peer Review

Who Should Complete the Self-Evaluation Guide?

The best person to complete the *Guide* is the individual directly responsible for maintaining compliance in your office. This may be the financial aid director or a compliance officer. In any case, you can't complete the *Guide* alone. Financial aid administrators need to work closely with all institutional officials (admissions, business office, campus security, and registrar personnel) whose duties directly or indirectly impact the management of federal financial aid funds and compliance with federal financial aid regulations.

After completing the *Guide*, NASFAA recommends sharing the results with your supervisor and/or the institution's chief executive officer. In areas where there are serious deficiencies, the institution should explore the feasibility of a Standards of Excellence (SOE) Review.



NASFAA Self-Evaluation Guide Part 1 Section III

III. Cash Management

Prepared by _____ Date _____
 Reviewed by _____ Date _____

NOTE: Periodically, exceptions to or waivers of certain statutory and regulatory requirements are granted due to national emergencies and/or federally-declared disasters. Information regarding exceptions/waivers for the 2011–12 award year may be found in the Guide Introduction.

Reference	Question	Responsible Office	Response
I. General			
668.14(b)	A. Does the institution use all Title IV funds received, including interest and other earnings, as prescribed by applicable laws and regulations?	<input type="text"/>	yes <input type="checkbox"/> no <input type="checkbox"/>
668.161(a)(1)(i)	B. Does the institution promote sound cash management of Title IV program funds by following the cash management requirements?	<input type="text"/>	yes <input type="checkbox"/> no <input type="checkbox"/>
668.161(a)(1)(ii)	1. Are procedures in place to minimize costs to the federal government for making Title IV program funds available to the institution and its students?	<input type="text"/>	yes <input type="checkbox"/> no <input type="checkbox"/>
668.161(a)(1)(iii)	2. Are procedures in place to minimize student costs related to participation in the Title IV loan programs?	<input type="text"/>	yes <input type="checkbox"/> no <input type="checkbox"/>
668.161(b)	C. Does the institution neither use nor hypothecate (use as collateral) Title IV funds for any purpose other than to hold the funds in trust for the intended student beneficiaries, the U.S.	<input type="text"/>	yes <input type="checkbox"/> no <input type="checkbox"/>

Example 9: A section of the Self-Evaluation Guide

How do I know what part of the Guide I should complete?

The *Guide* provides instructions depending on your type of institution. For example:

- All institutions participating in any Title IV program should complete Part 1 (Institutional Responsibilities) as well as Sections I (Student Eligibility) and II (Verification) of Part 2 (Administration of Title IV Federal Aid Programs).
- Institutions participating in any of the Title IV campus-based programs should complete Part 2, Section V (Campus-Based Programs, Common Provisions) and, depending on the individual programs in which the institution participates, Section VI (Federal Perkins Loan Program), Section VII (Federal Work-Study Program), and Section VIII (Federal Supplemental Educational Opportunity Grant Program).

How to Complete the Self-Evaluation Guide

The *Guide* format is designed to facilitate dividing this evaluation task among all affected individuals and campus offices. A space for identifying the person responsible for the review of each section and the review date is provided on the first page of each section. A space for indicating the office responsible for carrying out a specific task or function appears for each question.

Each section is interactive, allowing you to document your responses to each question by inserting checkmarks or the appropriate text. You can then save and print your personalized, completed copy of each section.

The *Guide* is in a question-and-answer format to be completed as follows:

- A **“yes”** response to a question indicates the institution is meeting the requirement or standard presented;
- A **“no”** response means some follow-up action is necessary to ensure the requirement is met;
- A **“n/a”** response should be used whenever the question is not applicable to the institution (e.g., the institution may not be participating in all of the Title IV programs); and
- **Comments** or explanations of certain responses may be provided in the space available at the end of each section. If the institution is meeting part of the requirement, but some change or improvement may be needed, this should be indicated in the Comments section.

Statement	Response
A. Do financial aid office staff and other individuals with responsibilities directly or indirectly related to the administration of Title IV programs and/or providing financial aid services to students and families:	
> Demonstrate a commitment to removing financial barriers for those who wish to pursue postsecondary education;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Make every effort to assist students with financial need;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Demonstrate an awareness of the issues affecting students and advocate for their interests at the institutional, state, and federal levels;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Educate students and families through quality student consumer information;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Respect the dignity and protect the privacy of students and their families, and assure the confidentiality of student records and personal circumstances;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Ensure equity by applying all need analysis formulas consistently across the institution's full population of student financial aid applicants;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Provide services that do not discriminate against students on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age, or economic status;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Recognize the need for professional development and continuing education opportunities;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Promote the free expression of ideas and opinions, and foster respect for diverse viewpoints within the profession;	yes <input type="checkbox"/> no <input type="checkbox"/>
> Commit to the highest level of ethical behavior and refrain from conflict of	yes <input type="checkbox"/> no <input type="checkbox"/>

Example 10: Another section of the Self-Evaluation Guide



NASFAA

HOW-TO GUIDES

Title IV Eligibility Checklist—helps you identify what steps need to be taken when your institution adds new academic programs or off-campus locations.

Using Federal Tax Returns—provides you with cross-references from IRS forms and schedules to FAFSA questions, and helps you locate implied income and assets based on tax data.

Award Letter Evaluation Tool—offers schools a framework to create student-friendly award notifications that help families interpret award letters and understand the financial aid process.



NASFAA

MONOGRAPHS

Guide to Developing a List of Lenders (#23)—Provides general principles, benefits, and tools to assist you in developing an objective list of student loan providers for your students.

Developing the Cost of Attendance (#24)—Defines acceptable expenses for cost of attendance purposes, outlines consistent methodologies for establishing reasonable budgets, and covers adjustments to cost of attendance using professional judgment authority.

Satisfactory Academic Progress (#25)—Discusses required policy components, implementation options, and policy evaluation, and includes example policies and case studies.

Professional Judgment in Eligibility Determination and Need Analysis (#26)—Provides a foundation for developing good practices and consistent treatment of aid applicants.



NASFAA

PROGRAM GUIDANCE

Included in *Today's News* and on NASFAA.org, are *Dear Colleague Letters* and announcements from the Federal Register. This information is now easily accessible via the Student Aid Index.



NASFAA

CORE

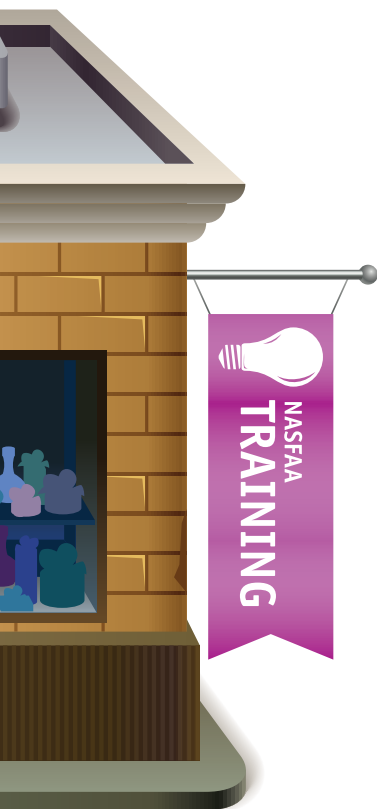
CORE is a comprehensive set of instructional materials for teaching financial aid fundamentals to individuals with less than two years of experience. CORE's 14 modules cover financial aid administration from A to Z. Its flexible design allows you to teach small or large groups.



NASFAA

STANDARDS OF EXCELLENCE REVIEW PROGRAM

The Standards of Excellence Review Program is an objective, confidential peer review that will help your school provide students and their families with quality customer service, deliver financial aid funds in a cost-effective manner, maximize resources, and ensure regulatory compliance.





NASFAA TRAINING BY TOPIC

All dates and topics are subject to change. Please check the NASFAA website (www.nasfaa.org) and watch Today's News for updates.

	NASFAA University Online Courses*	NASFAA University Self- Study Guides	NASFAA Webinars	NU Courses at the 2015 NASFAA Conference
Administrative Capability	11/2/15	Soon		
Application Process		Available		
Campus-Based Programs		Available		
Cash Management		Soon		
Consumer Information		Available	3/23/16	
Cost of Attendance	2/2/16	Available		Half Day
Direct Loans (8 week course)	3/15/16			
Direct Loans: Eligibility & Frequency		Available		
Direct Loans & FFEL: Repayment & Counseling Requirements		Available		
Federal Pell Grants & Afghanistan Service Grants		Available		
Maximizing Your Hill Visit			February	
Need Analysis (Federal & Institutional Methodology)		Available		
Overview of the Financial Aid Programs	2/22/16	Available		
Packaging and Award Notifications		Soon		
PLUS Eligibility Issues			5/25/16	
Professional Judgment	4/4/16			Half Day
Return of Title IV Funds	10/27/15	Available		
Satisfactory Academic Progress	5/2/16	Soon		
Satisfactory Academic Progress Appeals			9/30/15	
Student Eligibility		Available		
Top "AskRegs" Questions for 2015			2/24/16	
TEACH Grant Program		Available		
Title IV Funds Late Disbursements			11/18/15	
Town Hall (2)			1/12/16 & 5/3/16	
Verification	10/5/15	Soon		
Verification for 2016-17, if significant changes; alternate topic will be Regular Student Definition Exceptions			12/16/15	
Washington Update			10/14/15	

*Date provided is the day the course begins. All courses are six weeks with the exception of Direct Loans, which is eight weeks. After the six or eight weeks of instruction, you have two weeks to study for and take the credential test, which is included in your course fee.



NASFAA UNIVERSITY

CREDENTIALLED TRAINING

Benefits to Learners:

- Expand your financial aid knowledge
- Improve your job performance and service to students
- Provide tangible evidence of your knowledge to employers
- Differentiate yourself from less qualified personnel
- Give yourself and your organization a competitive edge

Benefits to Employers:

- Feel confident that your staff is trained to the highest industry standards. A 90% pass rate is required to receive a credential in any topic.
- Provide your staff with the opportunity to grow professionally, and ensure that employee training is consistent and measureable.



CREDENTIALLED TEST ADMINISTERED THROUGH NASFAA TESTING CENTER



**KNOWLEDGE
DEMONSTRATED
BY EXPERIENCE**



**COMPLETION OF
NASFAA SELF-STUDY
GUIDE**



**COMPLETION
OF NASFAA
FACILITATED
ONLINE COURSE**



**PARTICIPATION
IN A BOOT CAMP
UTILIZING NASFAA
MATERIALS**

How Does it Work?

NASFAA University offers a rigorous training experience and evaluation process. Student aid professionals can qualify to sit for an examination in the following ways:

- Complete an independent study on specific topics using a Self-Study Guide
- Take an instructor-led Online Course
- Demonstrate five or more years of well-rounded professional experience
- Attend a state or regional boot camp that uses the approved NASFAA University curriculum

If you pass the examination, you will receive a certificate attesting to your achievement, for inclusion on your resume. If you sign up with the NASFAA Career Center as a candidate, your credentials will also be integrated into your Career Center profile to help you stand out in the crowd!



IT'S NOT JUST ABOUT THE TEST

With all my years of experience,
I was worried I wouldn't pass.

Then I thought to myself, I help students every day. I
know what I'm doing.

Earning credentials is about strengthening what I
already know so I can continue to help students as the
financial aid regulations change and evolve.

Earning credentials tells my boss, my staff, my students,
and the world, I have what it takes to be successful and
I know what I'm doing in the financial aid office.

NASFAA University Credentials.
Earn yours today.

Choose from 16 Credentials!

Part 1

Application Process
Student Eligibility
Cost of Attendance
Federal Methodology
Verification

Part 2

Federal Pell Grants
Campus-Based Programs
TEACH
Direct Loans
Packaging

Part 3

Return of Title IV Funds
Professional Judgment
Satisfactory Academic Progress
Cash Management
Consumer Information
Administrative Capability

*For new financial aid
professionals, NASFAA
recommends moving
through the credentials
in the order shown;
however, this sequence
is not a requirement.*



NASFAA
UNIVERSITY
CREDENTIALLED TRAINING





NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

1101 CONNECTICUT AVENUE NW, SUITE 1100
WASHINGTON, DC 20036-4303

NON-PROFIT ORG

U.S. Postage

PAID

Merrifield, VA

Permit No. 230

Greetings from...



*Compliance Resources for
Financial Aid Professionals*

