

CHAPTER 2

ADMINISTRATIVE CAPABILITY AND ORGANIZATION

Imperial Valley College . 380 E. Aten Road . Imperial Valley, California . 92251

2.1

INSTITUTIONAL ORGANIZATION AND ADEQUATE STAFFING

Administrative Capability

Imperial Valley
College

This chapter identifies school structure and responsibilities of personnel school-wide in the administration of Title IV programs at our college.

INSTITUTION AND DIVISION REPORTING STRUCTURE

The [Imperial Community College District](#) is a single college district serving the educational needs of all Imperial County residents.

Reporting Line within the District/Institution/Division:

- Board of Trustees
 - Superintendent/President
 - Vice President for Student Services (CSSO)
 - Dean of Student Affairs & Enrollment Services
 - Director of Financial Aid

Reporting Line within the Financial Aid Office:

- Director of Financial Aid
 - Financial Aid Officer
 - Financial Aid Specialist
 - Student Services Specialist – Financial Aid
 - Student Services Technician

OFFICES INVOLVED IN APPROVING AND DISBURSING TITLE IV AID

- **Financial Aid Office**
 - Manager job title: **Director of Financial Aid**
 - General financial aid related responsibilities of office:
 - Administration of the Title IV programs
 - Determination of eligibility for federal and school programs
 - Coordination of other resources such as Cal Grants, SSCG, Veterans benefits
 - Review of FA content in catalog, website, student publications
 - Review and approval of FWS
 - Coordination of outreach activities
 - Resolution of unusual problems and situations related to financial aid
 - Coordinate with Foundation Office for all scholarship disbursements
 - Coordinate application and reporting requirements: E-APP, FISAP, BFAP

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- **Fiscal Office: Fiscal Services Office**
 - Manager job title: Director of Fiscal Services
 - General financial aid related responsibilities of office:
 - Disburse financial aid to students, including the application of aid to student accounts to pay outstanding school costs with remainder of funds disbursed to students
 - Generate financial aid checks for students.
 - Financial recordkeeping and reconciliation of funds coordinated monthly with Financial Aid
 - Draw down financial aid funds.
 - Draw down of administrative allowance funds
 - Maintain fiscal records of Title IV accounts.
 - Process payroll for Federal Workstudy Students
 - Deliver paper checks to students having mail delivery concerns
 - Provide tuition refunds for students who drop classes.

- **Admissions: Admissions & Records Office**
 - Manager job title: Director of Admissions and Records
 - General financial aid related responsibilities of office:
 - Coordinate with financial aid to verify admission status for aid applicants
 - Document AB 540 students for residency status
 - Provide enrollment status confirmation; except SSCR is done by District's IT Office.
 - Coordinate determination of non-resident status.
 - Provide completion rates

- **Registrar: Admissions & Records Office**
 - Manager job title: Director of Admissions and Records
 - General financial aid related responsibilities of office:
 - Verification of enrollment
 - Loan deferment completion
 - Provide the "F" grade data based on last date of attendance
 - Grade and withdrawal posting
 - Coordinate with financial aid for Academic Status monitoring.

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2.2

SEPARATION OF DUTIES FINANCIAL AID OFFICE & FISCAL OFFICE *Administrative Capability*

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The administration of financial aid programs must be divided between the Financial Aid Office and the Fiscal Office.

ADEQUATE CHECKS AND BALANCES

Our school maintains a separation of functions as outlined in [668.16\(c\)](#). The functions of authorizing payments and disbursing or delivering funds are divided so that no office has responsibility for both functions with respect to any particular student aided under the programs.

TITLE IV FINANCIAL AID ADMINISTRATION AT IVC IS DIVIDED AS DESCRIBED BELOW.

FINANCIAL AID OFFICE

AREAS OF RESPONSIBILITY

- Administration of the federal financial aid programs, coordination of those programs to ensure the student's need is not exceeded, authorizing payment, manage all scholarship programs
- **Financial Aid Office hours:**
 - Monday - Friday: 8:00 a.m. to 5:00 p.m.

FISCAL SERVICES OFFICE

AREAS OF RESPONSIBILITY

- Maintain budget
- Process payroll for FWS
- Disburse/deliver Title IV funds, maintain records of Title IV fund accounts, reconcile accounts monthly, annual reporting through FISAP
- **Fiscal Services hours:**
 - Monday - Friday: 8:00 a.m. to 5:00 p.m.

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RECORDS MANAGEMENT *Administrative Capability*

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The college maintains records to support its administration of the Title IV programs in accordance with all applicable requirements.

RECORDS MAINTENANCE

- Financial records reflect each HEA, Title IV program transaction, separate from other school financial activities.
- The responsible administrator in the office maintaining the records should be aware of all applicable record retention requirements.
- **Imperial Valley College maintains all required records in retrievable formats as required by the Secretary.**
 - Electronic records, such as ISIR, are maintained as part of regular system back-up.
 - Documents received in paper format are scanned and indexed to the individual student record in the institutional computer information system.
- **Our procedures ensure that we meet the record retention requirements.**
 - Records are maintained for a minimum of 3 years in accordance with [668.24\(e\)](#)

AUDIT AND PROGRAM REVIEW PROCESS

- Imperial Valley College cooperates with reviews, audits, investigations, or program reviews authorized by law.
 - Annual audit review is coordinated by the Director of Fiscal Services
 - CSAC Cal Grant review is coordinated by the Director of Financial Aid.

Self-Evaluation Process

- The financial aid office reviews all processes as part of the new financial aid award year set-up annually.

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AUTOMATION - ELECTRONIC PROCESSES *Administrative Capability*

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This section summarizes automation support used by our college for the administration of Title IV programs.

SOFTWARE

- **Type of software application used by our Financial Aid Office:**
 - EdConnect
 - Banner
 - Campus Logic
- **Type of software application used by the Business Office:**
 - Banner
- **Our process for how ISIR records are received through FAA Access to CPS online is:**
 - ISIR records are received via EdConnect
- **How that data is entered into our computer system:**
 - ISIR records received via EdConnect are loaded into the Banner system through a series of batch processes
 - CAL ISIR records are received via WEBGRANTS and are loaded into the Banner system through a series of batch processes
 - Both ISIR record types are then imported to Campus Logic

AUTOMATED SYSTEMS

- **System for Reviewing Files:**
 - School sets criteria annually and system evaluates.
 - Campus Logic generates a workflow process for files that are ready for review and verification.
 - Banner also produces an output report that identifies other records that are ready for review
- **System for Requesting Verification Documents:**
 - Banner and Campus Logic programs docs needed based on data transfer and comment codes from ISIR.
 - Staff can add notes on other missing requirements that can be seen real time by students.
 - Banner provides 2 follow-up requests sent to student email monthly.
 - Campus Logic provides emails and texts (for students who opt in) at regularly scheduled intervals.
- **System for Budget Construction:**
 - Automatic generation based on identified budget type from application
 - Can be updated individually by staff on a case by case basis
- **System for Packaging:**
 - We set a program hierarchy for funding to need.
 - System packages until student need is met and specified program funding levels are met.

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- **System for SAP Determination:**
 - After final grades are posted and approximately 3 weeks after semester has ended (according to program requirements), system identifies students who did not meet SAP requirements.

- **System for automated back-up is handled in this way:**
 - Regular backup schedules are in place within the file server and my docs server to ensure that backups occur at regular intervals and over a time span to provide ample opportunity for the IVC IT Department to recover a file, folder, or group of such.

- **Security Measures in place to protect private information include:**
 - User name and password authentication
 - **LEVELS OF SECURITY:**
 - Access level is based on office position. Access is restricted to “need to know” for job function.
 - **ENCRYPTION:**
 - Use ED’s security protocol for financial aid processing (for COD, CPS, NSLDS).
 - Campus data system is secure for privacy when students or parents submit confidential information.

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2.5

FINANCIAL AID COUNSELING *Administrative Capability*

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One of the ways an institution demonstrates its administrative capability is by providing financial aid counseling to eligible students who apply for Title IV, HEA program assistance.

FINANCIAL AID COUNSELING TOPICS

Counseling includes information regarding:

1. Source and amount of each type of aid offered;
2. Method by which aid is determined and disbursed, delivered, or applied to a student's account; and
3. Rights and responsibilities of the student with respect to enrollment at the institution and receipt of financial aid. This information includes:
 - o institution's refund policy,
 - o requirements for the treatment of Title IV, HEA program funds when a student withdraws under §668.22,
 - o its standards of satisfactory progress, and
 - o other conditions that may alter the student's aid package.

All of these topics generally are covered through an institution's consumer information materials.

- At IVC the primary avenues used for consumer information are:
 - o IVC's website, in particular, the Financial Aid and Scholarships page
 - o IVC's College Catalog 2019-2020

■ REQUIRED TOPICS

Examples of IVC information addressing the required topics are provided below:

- o **SOURCES AND AMOUNTS of each type of aid awarded:**
 - Provided in a student's award letter which is accessed online via WebSTAR
 - [How to Read Your Award Letter](#)
 - [How Financial Aid is Awarded](#)
 - [Financial Aid Programs](#)
 - Catalog - Financial Aid Programs at IVC p.24
- o **METHOD by which aid is determined and disbursed, delivered or applied to a student's account:**
 - [General Eligibility Requirements](#)
 - [How Financial Aid is Awarded](#)
 - [Financial Aid Payment – Payment Dates](#)
 - [Disbursement Schedule 2019-2020](#)
 - [Disbursement of Books and Supplies Policy](#)
 - [Work Study Payroll](#)
 - [Financial Aid/Grant Payments](#)
- o **RIGHTS AND RESPONSIBILITIES OF STUDENT with respect to enrollment and receipt of financial aid**
 - [Your Rights and Responsibilities](#)
 - [Terms and Conditions of Award](#)
- o **REFUND POLICY and the treatment of Title IV funds when a student withdraws**
 - [Return to Title IV Policy](#)
 - Catalog pp.21, 24
 - [Refunds](#)

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- **STANDARDS OF SAP**
 - [Satisfactory Academic Progress Policy](#)
 - [Frequently Asked Questions](#)
 - Catalog p.24

- **OTHER CONDITIONS** that may alter the student's aid package
 - Other resources: [How Financial Aid is Awarded](#)
 - Enrollment changes: [Frequently Asked Questions](#)
 - Violation of federal or state drug possession or sale laws: [General Eligibility Requirements](#)