



# **Be the Bridge Over Calm Water: Tips for Avoiding SEAA Program Review Findings**

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# Overview

- Why conduct program reviews?
- Program review statistics
- Frequency of reviews
- Desk review process
- Benefits of desk reviews
- SEAA portal document upload
- Common findings and observations
- Tips for a successful review
- Contact Information
- Questions

# Why Conduct Program Reviews?

- Statutory requirement – General Assembly designated SEAA as the entity responsible for implementing the programs, including periodically evaluating them to ensure the funds are being used for the intended purpose.
- Provides opportunity for schools to receive feedback related to administration of the programs.
- Establishes a platform for SEAA to receive feedback on program requirements that are unclear, leading to rules clarification and targeted training.

# Program Review Statistics

(Jan 2013 - Dec 2014)

## External Reviews

- NC Independent Colleges and Universities (28)
- Lender/Service (1)

# Program Review Statistics

## Monetary Recoveries:

- Approximately \$526,223

## Disbursements:

- Approximately \$338M

*(Disbursements at institutions for reviewed programs during scope period)*

## Error Ratio:

- Approximately .16%

# Frequency of Reviews

## NC Independent Colleges & Universities

- 36 independent colleges and universities to be reviewed/evaluated once every three years, approximately 12 institutions annually
- Beginning in fiscal 2015-2016 year, the program review scope period is for academic year 2013-2014

# Frequency of Reviews

## University of North Carolina Schools

- 16 universities to be reviewed/evaluated once every two years, approximately 8 institutions annually
- Beginning in spring 2015, the program review scope period is for academic year 2013-2014

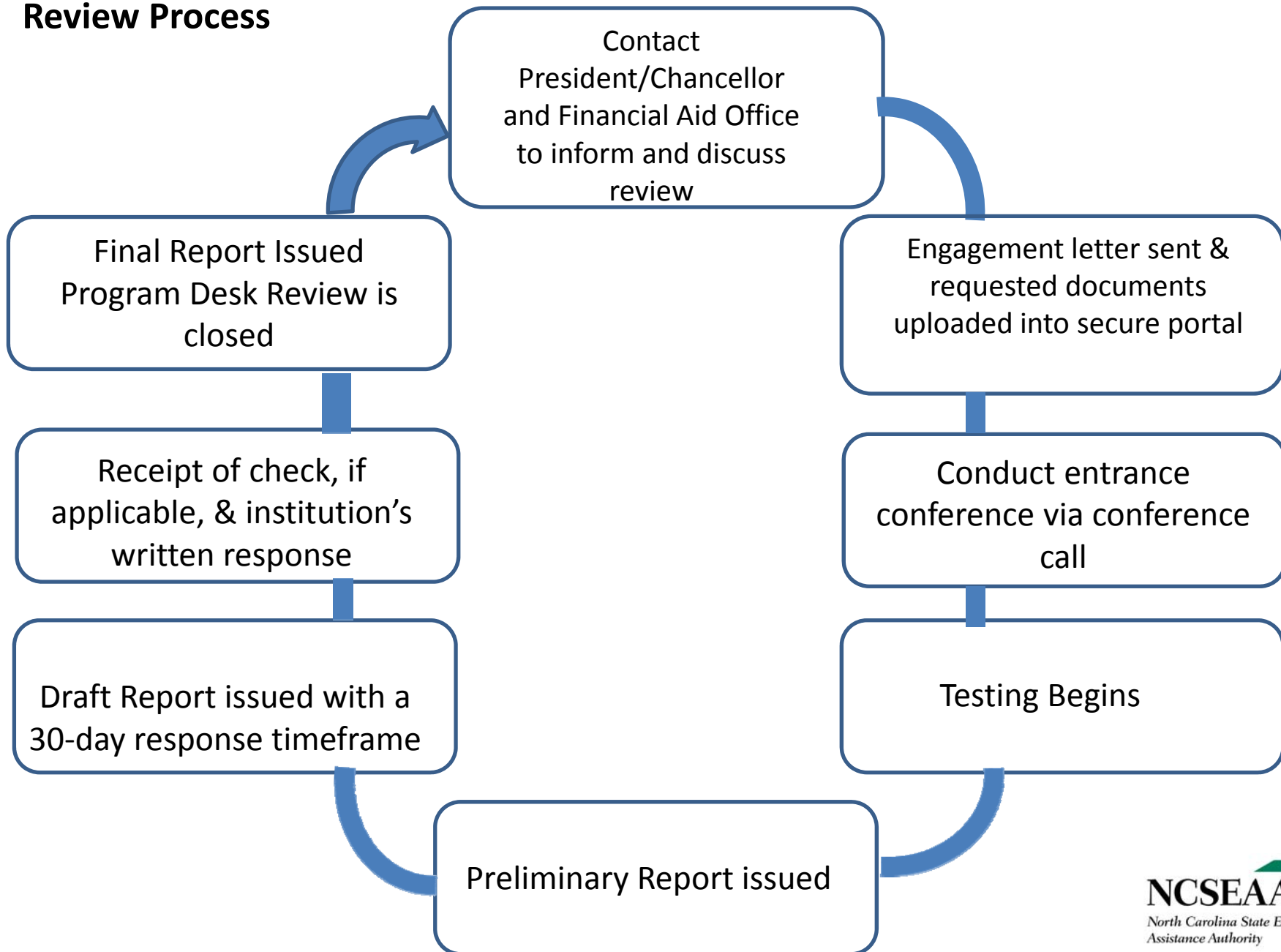
# Frequency of Reviews

## NC Community Colleges

- 58 community colleges to be reviewed/evaluated once every three years, approximately 20 institutions annually
- Beginning in fiscal year 2015-2016, the program review scope period is for academic year 2014-2015



## Program Desk Review Process



# Benefits of Desk Reviews

- Secure handling and transmittal of records
- Less disruptive to the day-to-day operations
- Cost benefit to SEAA

# Tips for Successful Portal Upload



## Welcome to the SEAA School Portal

### Welcome Stephanie and Bill

The State Education Assistance Authority has developed the SEAA School Portal to facilitate secure communication with campuses concerning student eligibility for SEAA-administered programs. The links provided allow schools to have up to date information about the State-funded programs and the student recipients.

To review various resources on State-funded aid programs, such as rules, statutes and payment schedules, click the link below:

[SEAA School Portal Resources](#)

To review and lock certain lists/rosters, click the appropriate link below:

[Student Notification Lists](#)

[Disbursement Rosters](#)

[Canceled/Declined Lists](#)

[Academic Status Reports](#)

[Return of Funds Rosters](#)

[School Rosters](#)

[School Delinquency Reports](#)

For other important functions, click the appropriate link:

[Utilize the File Repository to Upload or Receive Files](#)

[Instructions for Returning of Funds](#)

Your cooperation in this effort is greatly appreciated and we look forward to your feedback. If you have questions, please contact [SchoolPortalUsers@ncseaa.edu](mailto:SchoolPortalUsers@ncseaa.edu).

## SEAA School Portal File Repository - Ultra User

### NCSEAA

[Click here to return to Portal Home](#)

School #: 999999 You are an **Ultra User**

Email Address: [mgoldston@ncseaa.edu](mailto:mgoldston@ncseaa.edu)

Enter the type of file to be sent (required) (For example, EXCEL would be "xls" or "xlsx"):

Sending to ID:

Description of the file (required):

Your local file to upload to SEAA:  No file chosen

Click this button to send file to SEAA:

Click this button to view file history:

School #	School Name	From/To SEAA	Description of File	Date	Time	Process	Comments	
2951	North Carolina Wesleyan College	To SEAA	<a href="#">NC WESLEYAN STATE AUDIT 3 of 3</a>	4/06/15	11:46:22	<input type="checkbox"/>		<input type="button" value="Update"/>
2951	North Carolina Wesleyan College	To SEAA	<a href="#">NC WESLEYAN STATE AUDIT 2 of 3</a>	4/06/15	11:46:00	<input type="checkbox"/>		<input type="button" value="Update"/>
2951	North Carolina Wesleyan College	To SEAA	<a href="#">NC WESLEYAN STATE AUDIT 1 of 3</a>	4/06/15	11:45:38	<input type="checkbox"/>		<input type="button" value="Update"/>
2941	Lenoir-Rhyne University	To SEAA	<a href="#">SCSF Clark, Kourtney</a>	3/26/15	17:24:46	<input type="checkbox"/>		<input type="button" value="Update"/>
2941	Lenoir-Rhyne University	To SEAA	<a href="#">SCSF Clark, Kourtney</a>	3/26/15	17:24:46	<input type="checkbox"/>		<input type="button" value="Update"/>
2951	NCSEAA	From SEAA	<a href="#">Student Selection Roster</a>	3/24/15	10:15:57	<input type="checkbox"/>		<input type="button" value="Update"/>
2942	NCSEAA	From SEAA	<a href="#">Student Selection Roster</a>	3/17/15	12:54:11	<input type="checkbox"/>		<input type="button" value="Update"/>
2941	NCSEAA	From SEAA	<a href="#">Student Selection Roster</a>	3/06/15	14:40:23	<input type="checkbox"/>		<input type="button" value="Update"/>
2916	Chowan University	To SEAA	<a href="#">ELS ADAMS Test</a>	3/05/15	13:33:53	<input type="checkbox"/>		<input type="button" value="Update"/>
2916	Chowan University	To SEAA	<a href="#">ELS Williams</a>	3/04/15	12:17:26	<input type="checkbox"/>		<input type="button" value="Update"/>
2916	Chowan University	To SEAA	<a href="#">ELS Ratley</a>	3/04/15	12:17:12	<input type="checkbox"/>		<input type="button" value="Update"/>
2916	Chowan University	To SEAA	<a href="#">ELS Lohman</a>	3/04/15	12:16:58	<input type="checkbox"/>		<input type="button" value="Update"/>
2916	Chowan University	To SEAA	<a href="#">ELS Jones</a>	3/04/15	12:16:45	<input type="checkbox"/>		<input type="button" value="Update"/>
2916	Chowan University	To SEAA	<a href="#">ELS James</a>	3/04/15	12:16:29	<input type="checkbox"/>		<input type="button" value="Update"/>

# Common Findings

- Residency
- Eligibility requirements
- Enrollment requirements
- Inadequate Documentation
- 140 (110%) Hour Rule
- Over-awards/under-awards
- Untimely Return of Funds

# Common Observations

- Failure to adjust program awards/records
- Missing applications
- Change in key personnel
- Inadequate training and staffing issues
- Challenges associated with administering numerous programs
- Undocumented processes and procedures

# Tips for a Successful State Program Review

- Review internal processes and procedures
- Ensure new staff are adequately trained
- Document all student financial aid policies and procedures, and update as required.
- Post funds to student accounts in a timely manner
- Self-scrub (due diligence)
- Know the RULES!
- Follow State records retention policy



# Program Reviewer Contact Information

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# QUESTIONS?