

BOARD OF REGENTS
BRIEFING PAPER

**1. Agenda Item Title: College of Southern Nevada Update on
Department of Financial Aid**

Meeting Date: February 28, 2014

2. BACKGROUND & POLICY CONTEXT OF ISSUE:

The College of Southern Nevada will provide an update to the Board of Regents' Audit Committee on actions that have been taken to date to address organizational and operational challenges with the College's Financial Aid Department.

In August 2013 and December 2013, CSN provided information to the Board of Regents' Audit Committee regarding operational and audit deficiencies that became known during the late spring and summer of 2013. Through engagement of a third-party resource, the College facilitated an all-encompassing operational assessment to review every aspect of financial aid at CSN including, but not limited to: financial aid processing, organizational structure, staffing resources, utilization of technology, customer service to students, staff training, policies and procedures, and adherence to Department of Education and industry best practices.

CSN's presentation will include facets of the transformation of the Financial Aid Department which address completion of verification processing, organizational changes, policy and procedure, and technology changes that are necessary to improve and enhance the operations, improve services to students, and ensure accountability.

3. SPECIFIC ACTIONS BEING RECOMMENDED OR REQUESTED:

N/A Information only item.

4. IMPETUS (WHY NOW?):

This report is being provided to keep the members of the Board of Regents' Audit Committee apprised as to the status of the changes that have been accomplished within the Financial Aid Department that are designed to address Department of Education requirements; provide accountability to students, the public, and members of the Board of Regents; and to provide transparency in the continuing operational changes and improvement processes that have been undertaken by CSN.

5. BULLET POINTS TO SUPPORT REQUEST/RECOMMENDATION:

N/A Information only item.

6. POTENTIAL ARGUMENTS AGAINST THE REQUEST/RECOMMENDATION:

N/A Information only item.

7. ALTERNATIVE(S) TO WHAT IS BEING REQUESTED/RECOMMENDED:

N/A Information only item.

8. COMPLIANCE WITH BOARD POLICY:

- Consistent With Current Board Policy: Title #_____ Chapter #_____ Section #_____
- Amends Current Board Policy: Title #_____ Chapter #_____ Section #_____
- Amends Current Procedures & Guidelines Manual: Chapter #_____ Section #_____
- Other: This is an information only item that is being provided to update the Board of Regents on progress of CSN Financial Aid Office transformation.
- Fiscal Impact: Yes_____ No__X__
Explain:_____