

Institutional Assessment Visit  
Merritt College  
March 5-7, 2019

Minority Serving Under-  
Resourced Schools Division  
(MSURSD)

3/18/2019

# Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

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March 18, 2019

Dr. Marie-Elaine Burns  
President  
Merritt College  
12500 Campus Drive  
Oakland, CA 94619

Dear Dr. Burns:

As you are aware, the Minority Serving and Under Resourced Schools Division (MSURSD) team recently conducted an institutional Title IV Assessment visit at Merritt College. I want to thank you for providing this invitation to visit with you and the Title IV administrative team. We appreciate your aggressive posture in working collaboratively with our team to ensure that Merritt College has a Title IV student aid delivery system that is second to none.

As indicated during our visit, the team would provide a follow up report highlighting specific observations and a set of recommendations as it pertains to Merritt College's current administration of Title IV programs. The attached document outlines those recommendations.

Please know our intention is to continue to work with Merritt College in addressing these recommendations as you move forward.

Should you have questions or concerns regarding the information in the report, do not hesitate to reach out directly to me or Dr. Alicia Harris. We are here to assist your institution in any way that we can. We look forward to our continued work together as we strive for a Title IV student financial aid delivery system at Merritt College that is exemplary in all aspects.

Sincerely,

*Marcia D. Boyd, Ed.D*

Marcia D. Boyd, Ed.D.  
Director  
Minority Serving and Under Resourced Schools Division (MSURSD)

cc: Dr. Alicia Harris, Team Lead, MSURSD

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Minority Serving Under-Resourced Schools Division (MSURSD)  
830 First Street, NE  
Washington, D.C. 20202

# Federal Student Aid

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<b>Assessment Report</b>			
School Name	Merritt College		
OPE ID	00126700		
School Contact	Dr. Marie-Elaine Burns		
Contact Information	meburns@peralta.edu		
Site Visit Date	3/5/2019 through 3/7/2019		
Site Visit Lead	Alicia Harris		
Site Visit Support	Marcia Boyd		
Site Visit Support	Leslie Acosta		
Area of Concern	Drug and Alcohol Prevention Program		
FSA Resource	<a href="https://ifap.ed.gov/fsahandbook/attachments/1819FSAHbkVol2Ch6.pdf">https://ifap.ed.gov/fsahandbook/attachments/1819FSAHbkVol2Ch6.pdf</a>		
Observation	The policies and procedures related to this issue are deficient.		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input checked="" type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input checked="" type="checkbox"/> Campus Security  <input type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input checked="" type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input checked="" type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input checked="" type="checkbox"/> Campus Security <input type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	Recommendation is for the institution to review the current Drug and Alcohol Prevention Program and document the results of the biennial review to determine if it meets the regulatory requirements.		
Target Date	5/31/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

<b>Assessment Report</b>			
Area of Concern	Consumer Information		
FSA Resource	<a href="https://ifap.ed.gov/qahome/qassessments/consumerinformation.html">https://ifap.ed.gov/qahome/qassessments/consumerinformation.html</a>		
Observation	The institution appears to be noncompliant with the current rules and regulations.		
Responsible Office(s)	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <input type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input checked="" type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; border: none;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input checked="" type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	<p>Recommendation is to provide the required consumer information to prospective/current students and/or employees. Examples of missing elements include:</p> <ol style="list-style-type: none"> <li>1. Notice of Availability of Institutional and Financial Aid Information</li> <li>2. Notice of Drug Law Violation Penalty</li> <li>3. Price of Attendance</li> <li>4. Transfer of Credits Policies and Articulation Agreements</li> <li>5. Requirements for Withdrawal (Including Online Option)</li> </ol> <p>Also, the institution must ensure that all publications have consistent information and is updated across all platforms. The institution should consider a point of contact for reviewing and updating consumer information. Please see the FSA resource referenced above for a complete list of required consumer information.</p>		
Target Date	4/30/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Default Management and Prevention		
FSA Resource	<a href="https://ifap.ed.gov/qa/home/qaassessments/defaultmanagement.html">https://ifap.ed.gov/qa/home/qaassessments/defaultmanagement.html</a>		
Observation	Not Applicable		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input checked="" type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input checked="" type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	Recommendation is for the institution to develop a task force and create a Default Management/Prevention Plan. The MSURSD team will provide specialized training in this area.		
Target Date	6/30/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Fiscal Management		
FSA Resource	<a href="https://ifap.ed.gov/qahome/qaassessments/fiscalmanagement.html">https://ifap.ed.gov/qahome/qaassessments/fiscalmanagement.html</a>		
Observation	The institution appears to be noncompliant with the current rules and regulations.		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input checked="" type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input checked="" type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	Recommendation is for the institution to develop and implement policies and procedures to reconcile Title IV programs as required. In addition, the institution must reconcile campus-based programs monthly. The institution must document the monthly reconciliation process between the financial aid office and business office.		
Target Date	5/31/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Policy and Procedure Manual		
FSA Resource	<a href="https://ifap.ed.gov/qahome/qaassessments/makingofapandpmanual.html">https://ifap.ed.gov/qahome/qaassessments/makingofapandpmanual.html</a>		
Observation	The policies and procedures related to this issue are deficient.		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> President's Office  <input checked="" type="checkbox"/> VP Academic Affairs  <input checked="" type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input checked="" type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input checked="" type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input checked="" type="checkbox"/> VP Academic Affairs <input checked="" type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input checked="" type="checkbox"/> Business Office	<input checked="" type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input checked="" type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	Recommendation is for the institution to have a policies and procedures manual in coordination with the district wide manual.		
Target Date	5/31/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Return of Title IV		
FSA Resource	<a href="https://ifap.ed.gov/qa/home/qaassessments/returntivfunds.html">https://ifap.ed.gov/qa/home/qaassessments/returntivfunds.html</a>		
Observation	The policies and procedures related to this issue are deficient.		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> President's Office  <input checked="" type="checkbox"/> VP Academic Affairs  <input type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input checked="" type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input checked="" type="checkbox"/> VP Academic Affairs <input type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input checked="" type="checkbox"/> Business Office	<input checked="" type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	The FY2018 Audit included a Return of Title IV (R2T4) finding for returns made late. Recommendation is for the institution to review and continue to implement its Corrective Actions Plan to avoid repeat finding(s).		
Target Date	5/31/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Satisfactory Academic Progress		
FSA Resource	<a href="https://ifap.ed.gov/qahome/qaassessments/sap.html">https://ifap.ed.gov/qahome/qaassessments/sap.html</a>		
Observation	The policies and procedures related to this issue are deficient.		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> President's Office  <input checked="" type="checkbox"/> VP Academic Affairs  <input type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input checked="" type="checkbox"/> VP Academic Affairs <input type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input checked="" type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	Recommendation is for the institution to review its Satisfactory Academic Progress (SAP) Policy and determine if it meets the Title IV compliance standards. The institution may consider including departments outside of financial aid on the SAP appeal committee. Additionally, the faculty should submit grades in a timely manner to ensure that Satisfactory Academic Progress (SAP) standards are checked prior to the beginning of the next term.		
Target Date	5/31/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>											
Area of Concern	Institutional Eligibility										
FSA Resource	<a href="https://ifap.ed.gov/qahome/qaassessments/institutionalelig.html">https://ifap.ed.gov/qahome/qaassessments/institutionalelig.html</a>										
Observation	The institution appears to be noncompliant with the current rules and regulations.										
Responsible Office(s)	<table border="0"> <tr> <td><input checked="" type="checkbox"/> President's Office</td> <td><input type="checkbox"/> Registrar's Office</td> </tr> <tr> <td><input type="checkbox"/> VP Academic Affairs</td> <td><input type="checkbox"/> Campus Security</td> </tr> <tr> <td><input type="checkbox"/> VP Student Affairs</td> <td><input type="checkbox"/> Information Technology</td> </tr> <tr> <td><input checked="" type="checkbox"/> Financial Aid Office</td> <td><input type="checkbox"/> Admissions Office</td> </tr> <tr> <td><input type="checkbox"/> Business Office</td> <td><input type="checkbox"/> Other: Click here to enter text.</td> </tr> </table>	<input checked="" type="checkbox"/> President's Office	<input type="checkbox"/> Registrar's Office	<input type="checkbox"/> VP Academic Affairs	<input type="checkbox"/> Campus Security	<input type="checkbox"/> VP Student Affairs	<input type="checkbox"/> Information Technology	<input checked="" type="checkbox"/> Financial Aid Office	<input type="checkbox"/> Admissions Office	<input type="checkbox"/> Business Office	<input type="checkbox"/> Other: Click here to enter text.
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<input type="checkbox"/> VP Student Affairs	<input type="checkbox"/> Information Technology										
<input checked="" type="checkbox"/> Financial Aid Office	<input type="checkbox"/> Admissions Office										
<input type="checkbox"/> Business Office	<input type="checkbox"/> Other: Click here to enter text.										
Comments	Recommendation is for the institution to review its Program Participation Agreement (PPA) and ensure all elements are correct. Additionally, the institution's current certification expires June 30, 2019. The reapplication due date is 90 days prior to the certification expiration date.										
Target Date	3/31/2019										
Institution Response											
Resolution Date	Click here to enter a date.										

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Information Technology		
FSA Resource	<a href="https://ifap.ed.gov/eannouncements/Cyber.html">https://ifap.ed.gov/eannouncements/Cyber.html</a>		
Observation	The policies and procedures related to this issue are deficient.		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input checked="" type="checkbox"/> Admissions Office  <input checked="" type="checkbox"/> Other: VP, Administration and Finance                 </td> </tr> </table>	<input checked="" type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input checked="" type="checkbox"/> Admissions Office <input checked="" type="checkbox"/> Other: VP, Administration and Finance
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Comments	Recommendation is for the institution to consider imaging files. Also, the institution must ensure that the institution data security plan/program meets the regulations outlined by the Department of Education (ED).		
Target Date	6/30/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

<b>Assessment Report</b>			
Area of Concern	Information Technology		
FSA Resource	Not Applicable		
Observation	Not Applicable		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	Recommendation is for the institution to expand its use of the student portal.		
Target Date	7/31/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Financial Aid Coordinating Official		
FSA Resource	Not Applicable		
Observation	Not Applicable		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input checked="" type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input checked="" type="checkbox"/> Information Technology  <input checked="" type="checkbox"/> Admissions Office  <input checked="" type="checkbox"/> Other: VP, Administration and Finance                 </td> </tr> </table>	<input checked="" type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input checked="" type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input checked="" type="checkbox"/> Information Technology <input checked="" type="checkbox"/> Admissions Office <input checked="" type="checkbox"/> Other: VP, Administration and Finance
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Comments	Recommendation is for the institution to designate a coordinating official to administer Title IV programs. The institution should consider reinstating the Financial Aid Supervisor position.		
Target Date	6/30/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		

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## Assessment Report

<b>Assessment Report</b>			
Area of Concern	Professional Development		
FSA Resource	Not Applicable		
Observation	Not Applicable		
Responsible Office(s)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> President's Office  <input type="checkbox"/> VP Academic Affairs  <input checked="" type="checkbox"/> VP Student Affairs  <input checked="" type="checkbox"/> Financial Aid Office  <input checked="" type="checkbox"/> Business Office                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Registrar's Office  <input type="checkbox"/> Campus Security  <input type="checkbox"/> Information Technology  <input type="checkbox"/> Admissions Office  <input type="checkbox"/> Other: Click here to enter text.                 </td> </tr> </table>	<input checked="" type="checkbox"/> President's Office <input type="checkbox"/> VP Academic Affairs <input checked="" type="checkbox"/> VP Student Affairs <input checked="" type="checkbox"/> Financial Aid Office <input checked="" type="checkbox"/> Business Office	<input type="checkbox"/> Registrar's Office <input type="checkbox"/> Campus Security <input type="checkbox"/> Information Technology <input type="checkbox"/> Admissions Office <input type="checkbox"/> Other: Click here to enter text.
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Comments	<p>Recommendation is for the financial aid office and business office staff to attend Federal Student Aid Fundamentals Training, Federal Student Aid Annual Conference, and other National, Regional, State, and Local Title IV training opportunities. Also, the institution should provide annual FERPA training for employees.</p>		
Target Date	6/30/2019		
Institution Response	Click here to enter text.		
Resolution Date	Click here to enter a date.		