INSTITUTIONAL CORRECTIVE ACTION RESPONSES FOR THE A-133 FINDINGS AND QUESTIONED COSTS

FISCAL YEAR ENDED JUNE 30, 2010
Corrective Action Plan Related to the Schedule of Findings and Questioned Costs
Student Financial Assistance Cluster
University of Hawai‘i at Mānoa
Year Ended June 30, 2010

Finding No. 10-01: Eligibility – SMART Grant - Control Deficiency

Federal Agency: U.S. Department of Education

CFDA Number and Title: 84.376 - National Science and Mathematics Access to Retain Talents Grants (National SMART Grants)

Responsible Individual: Jodie Kuba, Director, University of Hawai‘i at Mānoa Financial Aid Services

Date Action Taken: Immediately

The ineligible student’s SMART grant was returned to the Federal Aid program. The institution immediately put into place controls and procedures to ensure that only eligible students, who meet all requirements, receive the federal SMART grant, including transfer students which require review of their transfer GPA.
Corrective Action Plan Related to the Schedule of Findings and Questioned Costs
Student Financial Assistance Cluster
Windward Community College
Year Ended June 30, 2010

Finding No. 10-02: Federal Perkins Exit Interview - Control Deficiency

Federal Agency: U.S. Department of Education

CFDA Number and Title: 84.038 – Federal Perkins Loan

Responsible Individual: Steven Chigawa, Financial Aid Administrator, Windward Community College

Date Action Taken: September 5, 2010

The Financial Aid Administrator will ensure that Perkins Loan recipients who unofficially withdraw are identified and exited in a timely manner. A return of Title IV checklist will be used to aid in the proper and timely exit of Perkins Loans. The Financial Aid Office clerk will continue to monitor the enrollment level of all active Perkins Loan recipients twice a month to identify students who drop below half-time and also require an exit.
Corrective Action Plan Related to the Schedule of Findings and Questioned Costs
Student Financial Assistance Cluster
Kaua‘i Community College
Year Ended June 30, 2010

Finding No. 10-03: Financial Aid Office

Federal Agency: U.S. Department of Education

CFDA Number and Title: 84.032 – Federal Family Education Loans (“FFEL”)  
84.063 – Federal Pell Grant Program (“PELL”)

Responsible Individual: Rebecca Thompson, Financial Aid Officer, Kaua‘i Community College

Date Action Taken: Immediately

- **Return of Title IV Funds**

  In order to ensure the complete and accurate R2T4 (Return of Title IV) calculations, the Institution has updated its institutional procedure for processing R2T4. The updated policy includes a procedure for identifying students who completely withdraw, institutional charges, and the returning of Title IV funds. This procedure has been added to our master calendar, and will be completed on a bi-weekly basis. The institution will also be utilizing the FAA Access on the Web R2T4 tool for calculations.

  The Financial Aid Officer will ensure that the institution meets the R2T4 timeframe, institutional charges are correctly calculated, and adjustments to Title IV aid (i.e. Pell and DL) are reported to the COD system within 45 days of the withdrawal date.

- **FFEL Exit Interview**

  In order to provide student loan exit counseling information in a timely manner, the Institution has created a procedure for identifying and contacting students who drop below half time enrollment. The procedure includes step by step instructions for the student loan exit interview process to be followed by all office staff. Effective immediately, all office staff will be trained on our exit interview process to complete the procedure. This procedure has been added to our master calendar, and will be completed on a bi-weekly basis to ensure that all students are receiving loan exit interview information within the 30 day time frame. A log book has also been established to keep track of, and archive, our reports.

- **Pell Over Awards**

  In order to ensure that student Pell Based Budgets and Pell grant disbursements are correctly calculated, the institution has updated its procedure for setting up Campus-based and Pell budgets in the Banner Financial Aid module. Effective immediately, the institution will implement the use of a Cost of Attendance spreadsheet for determining correct budgets before adding them to the Banner system. In addition, the institution has revised the internal processes for revising a student’s budget when they have enrolled on a less than full-time basis. In order to prevent future errors, the Financial Aid Office will conduct bi-semester reviews of all students that were disbursed a Pell Grant at less than half-time status.