

# Scope of Work

	Financial Aid Service	Institution Staff Responsibilities	SSC Staff Responsibilities
1.	Direct Communication to Students/Parent (emails, calls, text, in person) Outside CampusLogic-Generated Notifications	Institution staff <b>will</b> complete any direct communication to student and/or parent needed during the Verification Process.	SSC staff <b>will not</b> complete any direct communication to student and/or parent. The SSC will communicate directly with practitioners if communication to student is required.
2.	Importing ISIR Files/Corrections and Initiating Verification	<p>Institution staff <b>will</b> retain/complete any Banner or CampusLogic work to import/export ISIR/correction files for the Institution. Institution will be required to reach out to students (as a first line of communication) directing them to CampusLogic to upload and complete verification.</p> <p>Institution <b>will</b> import these files at a minimum of once per week.</p>	SSC staff <b>will not</b> assist or complete any Banner or CampusLogic work to import/export ISIR/correction files for the Institution.
3.	Accessing Restricted Systems for Gathering Documentation	Institution Staff have access to federal restricted systems and <b>will</b> provide documentation, verification, and/or review as required for verification or C-Flag clearance on a student's record.	SSC staff <b>will not</b> access federal restricted systems (NSLDS, SAVE, CPS, etc.). If supporting documentation, verification, or review of data or documents from any restricted site is needed, SSC staff will reach out to Institutional staff for assistance/review.

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<p>4. CPS Selected Verifications (V1, V4, V5)</p> <p>Institution Selected Verifications (logged in CampusLogic Tool) **</p> <p>Student Requested Verifications (logged in the CampusLogic Tool) **</p>	<p>Institution Staff <b>will</b> assist with reviewing documentation, ISIR file data, and completing verification process via CampusLogic. Targeted turnaround time for completing file review should be within 10 business days.</p> <p>For V4 and/or V5 groups, Institution staff will ensure proper documentation is submitted and verified for Statement of Educational Purposes (notarized statements).</p> <p>**In order for SSC staff to assist, Verification will need to be submitted in the CampusLogic tool.</p>	<p>SSC staff <b>will</b> assist Institution staff with reviewing documentation, ISIR file data, and completing verification process for complete files via CampusLogic. Targeted turnaround time for completing file review should be within 10 business days.</p> <p>For V4 and/or V5 groups, SSC staff will work with Institution staff as needed to ensure proper documentation is submitted and verified for Statement of Educational Purposes.</p> <p>**In order for SSC staff to assist, Verification will need to be submitted in the CampusLogic tool.</p>

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<p>5. Banner Database Updates (related to Verification)</p>	<p>Institution staff <b>will</b> update key Banner Screens related to verifications. Institutional staff will also complete all Banner setup as applicable each year.</p> <p>Banner setup will need to be completed in a timely manner to facilitate the processing of ISIR files.</p>	<p>SSC staff <b>will</b> update the following Banner Screens related to verifications completed by SSC staff (and any other screens as deemed applicable for processing files):</p> <p>ROASTAT/ROAPELL – verification completed</p> <p>RNAOVxx – lock records</p> <p>RRAAREQ – if needed (CL did not update correctly or manual updates)</p> <p>RHACOMM – add notes for Institutional Staff on case-by-case issues.</p> <p>RNARSxx – to clear C-Flags</p> <p>All other Banner Screens will be used to only view and access information on students needed for completing verification unless additional access is deemed necessary for processing files.</p>
<p>6. CampusLogic Updates (related to verification)</p>	<p>Institution staff <b>will</b> access the CampusLogic Portal and will review student records, uploaded documentation, complete and/or reject documents and files as needed to complete the verification process as defined in best practice business process.</p>	<p>SSC staff <b>will</b> access the CampusLogic Portal and will review student records, uploaded documentation, complete and/or reject documents and files as needed to complete the verification process as defined in best practice business process.</p>
<p>7. Rejected ISIR Files</p>	<p>Institution staff <b>will</b> work to assist and complete rejected ISIR files. Any processing necessary outside of Banner and CampusLogic (i.e., CPS) will be completed by Institutional staff.</p>	<p>SSC Staff <b>will not</b> complete any processing related to Rejected ISIR files. SSC will direct files to Institutional staff for assistance as applicable.</p>

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8.	Professional Judgement (PJ)	Institution staff <b>will</b> complete all processing required for Professional Judgement on student files (collecting documents, communication to students, verification of files, determination of changes, etc.).	SSC staff <b>will not</b> complete any Professional judgement on student files.
9.	Dependency Overrides	Institution staff <b>will</b> complete all processing required for Dependency Overrides on student files (collecting documents, communication to students, verification of files, determination of changes, etc.)	SSC staff <b>will not</b> complete any Dependency Overrides on student files.
10.	Conflicting Information (Identified in CampusLogic)	<p>Institution staff <b>will</b> assist with verifying any Conflicting Information flagged and identified by CampusLogic as files are processed.</p> <p><i>If Conflicting Information resolution review by SSC staff requires direct contact with students, parents or access to federally restricted systems that SSC staff cannot access, SSC staff will work with Institutional staff on a case-by-case basis to turn over files for review.</i></p>	<p>SSC staff <b>will</b> assist with verifying any Conflicting Information flagged and identified by CampusLogic as files are processed.</p> <p><i>If Conflicting Information resolution requires direct contact with students, parents or access to federally restricted systems that SSC staff cannot access, SSC staff will work with Institutional staff on a case-by-case basis to turn over files for review.</i></p>

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11.	Unaccompanied Homeless Youth Flags	<p>These are special cases that usually require students to work with the Financial Aid Office staff directly to determine eligibility. Institution Staff <b>will</b> review any files that are flagged as Homeless or at risk for Homelessness on an ISIR.</p> <p>If SSC staff identifies a file with these flags (even if file is selected for Verification as well), they will refer these files to Institutional Staff to complete and review as necessary.</p>	<p>SSC staff <b>will not</b> assist or complete any verification of Homeless youth. These are cases where a student must work directly in person with a Financial Aid office (i.e., documented interviews if no written documentation can be provided). Since these are special cases, SSC <b>will not</b> provide any assistance resolving these flags.</p> <p>If a file is received with any references to Homelessness (299, 163) SAR comment codes, SSC staff <b>will</b> refer cases to Institutional staff to follow up with Student as needed.</p>
12.	<p>C-Flags</p> <ul style="list-style-type: none"> <li>• Selective Service</li> <li>• Department of Homeland Security (DHS)</li> <li>• Social Security Administration (SSA) Citizenship</li> <li>• C-Flags Veteran Affairs</li> <li>• C-Flags NSLDS</li> </ul>	<p>Institution staff <b>will</b> complete review of submitted documentation for Selective Service for students who are in verification (V1, V4, V5) as well as students who were not selected for verification but have a C-Flag that needs to be cleared.</p>	<p>SSC staff <b>will</b> complete review of submitted documentation for C-Flags for students who are in verification (V1, V4, V5) as well as students who were not selected for verification but have a C-Flag that needs to be cleared.</p> <p><i>There are some C-Flags that will require access to restricted Federal systems (NSLDS, SAVE, DHS, CPS, etc.). In these cases, Institutional staff will assist or complete review as applicable.*</i></p>

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<p><b>13.</b> Subsequent ISIR Review</p>	<p>Institution Staff <b>will</b> turn on (if not previously on in CampusLogic Portal) the Subsequent ISIR File Review Queue. All files that are routed to the Subsequent ISIR Review Queue in CampusLogic will be reviewed by only Institution staff to determine next action appropriate for the file (request additional information from the student, submit a new correction file with the updated value(s), or choose to ignore it)</p> <p><a href="https://campuslogicinc.freshdesk.com/support/solutions/articles/5000794800-subsequent-isir-workflow">https://campuslogicinc.freshdesk.com/support/solutions/articles/5000794800-subsequent-isir-workflow</a></p>	<p>SSC Staff <b>will not</b> review or make any decisions regarding any files that are in the Subsequent ISIR File Review Queue in CampusLogic.</p>
<p><b>14.</b> Compliance Review</p>	<p>Institution staff <b>will</b> complete a review of a sampling of ISIR verifications that have been completed by SSC staff to ensure that files are being reviewed correctly in accordance with Federal Regulations.</p>	<p>SSC staff <b>will</b> complete a review of a sampling of ISIR verifications that have been completed by SSC staff to ensure that files are being reviewed correctly in accordance with Federal Regulations.</p>
<p><b>15.</b> Best Practices and Processing Guidelines</p>	<p>Institution staff will review and adhere to Best Practices and Processing Guidelines established by SSC. This may include Banner, CampusLogic, and processing updates as applicable.</p>	<p>SSC staff will establish and share Best Practices and Processing Guidelines with Institution. This may include Banner, CampusLogic, and processing updates as applicable.</p>

	Support/Communication Service	Institutional Staff	SSC Staff Role
16.	ServiceNow (SNOW) Incidents	<p>Institution Staff will use SNOW to communicate with SSC staff for any issues, requests, or other reasons as needed regarding FAFSA® verification. When opening a helpdesk ticket for assistance, Institution staff will need to request that the incident be assigned over to the <b><u>OneUSG FAFSA® Verification Assignment Group</u></b> to be sure that request is routed to the correct group and in a timely manner.</p>	<p>SSC staff will use SNOW to open tickets to communicate with Institutional staff regarding processing files for a student in the CampusLogic Portal if the need arises.</p>
17.	Banner RHACOMM	<p>Institution staff <b>will</b> use RHACOMM on student files regarding special circumstances on student files.</p> <ul style="list-style-type: none"> <li>• This communication channel will allow for notes and direction regarding problems or highly sensitive situations.</li> <li>• This will allow Institution staff to alert SSC staff to not contact or process a verification on a student (i.e., sensitive situations, contact to President’s office, etc.) since this file has been escalated and is being handled at the campus level.</li> </ul>	<p>SSC staff <b>will</b> use RHACOMM on student files to alert Institutional Staff to special circumstances regarding student files.</p> <ul style="list-style-type: none"> <li>• This communication channel will allow for notes and direction regarding problems or highly sensitive situations.</li> <li>• SSC staff will ensure that they check RHACOMM on each file before completing any reviews in order to be mindful of special situations and circumstances.</li> </ul>

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18.	Student/Parent Communications	Institution staff <b>will</b> complete any direct communication to student and/or parent needed during the Verification Process	SSC staff <b>will not</b> communicate directly with any parents or students. SSC staff will only communicate directly with student/parent via the CampusLogic portal in regards of requesting additional documentation for verification processing. All other communications (email, phone, in person, or text) will be initiated and handled by Institution staff.
19.	Metrics/Reporting	Institution staff <b>will</b> provide access for pulling metrics/reporting to SSC leadership. Institution staff may be requested to provide reports and information as needed.	SSC staff <b>will</b> collaborate to develop and provide metrics and reporting to Institution and USO leadership.
20.	Status Meetings	Institution staff and SSC staff will meet a minimum of biweekly (can be weekly as needed). This meeting will serve as a time for Institution Staff and SSC staff to talk over issues, any open incidents, updates, and/or changes with processing. This will be a standing meeting and agenda's will be sent approximately one to two business days prior to meeting for preparation purposes. These meetings may evolve over the course of this project but will serve as a touchpoint during the pilot to ensure both parties are kept up to date on project status.	