

**STATE BOARD OF COMMUNITY COLLEGES**  
**Service Agreement for ISIR Verification Services**  
**FY 2019-20**

**Request:** The State Board of Community Colleges is asked to approve a Service Agreement with the North Carolina State Education Assistance Authority (NC SEAA) for an amount up to \$230,000 for the provision of services related to the matching and verification of “Institutional Student Information Records” (ISIR) and “SARC C Code Resolution” for those ISIRs that are unable to be verified.

**Background:** The Financial Aid Simplification initiative seeks to facilitate operational efficiencies that enhance student-customer services, save college resources, and ensure accurate verification of financial aid records. A goal of Financial Aid Simplification is to assist administrators, the college, students, and their families by freeing them from time-consuming “policing and processing” responsibilities, to enable first-generation and non-traditional students access to education through financial assistance. This can be accomplished by contracting out document processing and ISIR records verification to obtain “ready to package” records; and, by providing student contact and consultation for problematic records resolution, ultimately leading to improved operational efficiencies, and improved college responsiveness and student-customer service.

**Rationale:** The services provided by and through NC SEAA enhance a community college’s ability to process student financial aid – whether it is a Federal Pell Grant, a William D. Ford Federal Loan, State-funded grants, individual institutional resources (foundation, scholarships, grants, etc.), or a combination of these types of student financial aid, in a manner that is more accurate and efficient.

College participation is strictly voluntary. There are no new colleges, and two colleges chose not to renew their participation. The following colleges have requested to participate and will be included in the service agreement:

- College of The Albemarle
- Gaston Community College
- Johnston Community College
- Piedmont Community College
- Wake Technical Community College

Previously, a flat rate of \$22 per ISIR file was charged. Beginning February 2018, during the FY 2018-19, the Verification Direct (automated) file rate was reduced from \$22 to \$15. Effective for FY 2019-20, ISIR verification will increase from \$22 to \$27 per Standard (manual) file. The cost of this contract is based on the following unit pricing:

- \$15 per Direct File ISIR Verification;
- \$27 per Standard File ISIR Verification;
- \$3.50 per C-Flag record submitted for resolution; and
- \$3,500 per newly participating college for initial start-up costs.
- Contract also includes pricing for additional college requested services.

Participating colleges must commit to submitting at least 300 ISIRs for verification, or 85% of the applications selected for verification by the Department of Education, whichever is lower. This requirement is necessary to ensure fixed costs of providing this service are recovered, while keeping unit pricing at the same rates as last year.

**Method of Procurement:** In accordance with the practice of the State of North Carolina, there is no requirement for competition or approval by outside purchasing authorities for contracts between State agencies.

**Contract Amount and Time Period:** The period of the Service Agreement is from the date of signature through July 15, 2020. The scope of this service agreement covers financial aid records associated with the 2019-20 award year only.

**Fund Source and Availability:** The System Office invoices participating colleges quarterly for their portion of the services rendered. Colleges typically use State funds to pay those invoices.

**Contacts:**

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