

**STATE BOARD OF COMMUNITY COLLEGES
Service Agreement for ISIR Verification Services**

Request: The State Board of Community Colleges is asked to approve a Service Agreement with the North Carolina State Education Assistance Authority (NCSEAA) for an amount up to \$585,750 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, and enabling 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, to provide for student contact and consultation for problematic records resolution, ultimately leading to improved operational efficiencies, and improved college responsiveness and student-customer service. Four colleges (Davidson County CC, Edgecombe CC, Gaston College, Wake TCC) volunteered to pilot this initiative for the 2012-13 academic year; 11 colleges participated in the initiative for the 2013-14 academic year.

Rationale: The services provided by and through NCSEAA will 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 areas of student financial aid, in a manner that is more accurate and efficient.

Based on the experience gained through the pilot, the initiative will be expanded for the 2014-15 academic year. College participation is strictly voluntary. The following colleges have requested to participate and will be included in the service agreement:

1. Brunswick CC
2. Caldwell CC and Technical Institute
3. Carteret CC
4. Craven CC
5. Davidson County CC
6. Fayetteville Technical CC
7. Gaston College
8. Johnston CC
9. Piedmont CC
10. Robeson CC
11. Stanly CC
12. Wake Technical CC

This cost of this contract is based on the following unit pricing:

- \$21 per ISIR file submitted for verification;
- \$3 per C-Flag record submitted for resolution; and
- \$3,000 per newly participating college for initial start-up costs.

Participating colleges must commit to submitting at least 300 ISIRs for verification. This new 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 time period of the Service Agreement will run from January 20, 2014 – June 20, 2015. The scope of this service agreement covers financial aid records associated with the 2014-15 academic year only.

Fund Source and Availability: The System Office will pay for the start-up fee for newly participating colleges from Systemwide Project funds. The System Office will invoice participating colleges quarterly for their portion of the services rendered. Colleges will typically use State funds to pay those invoices.

Contacts:

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