

STATE BOARD OF COMMUNITY COLLEGES
Service Agreement for ISIR Verification Pilot

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 \$445,523 for the provision of services related to the matching and verification of “Institutional Student Information Records” (ISIR) and “SARC C Code Resolution” for those ISIR’s that are unable to be verified.

Background: Among the System Office ‘Goals’ for calendar year 2012 is “Financial Aid Simplification & Efficiencies.” This goal includes the objective: To seek out and obtain 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 the former 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.

Rationale: The services provided by and through SEAA 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 three 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 2013-14 academic year. College participation is strictly voluntary. The following colleges have requested to participate and will be included in the service agreement:

1. Caldwell CC and Technical Institute
2. Davidson County CC
3. Edgecombe CC
4. Gaston College
5. Guilford Technical CC
6. Johnston CC
7. Southwestern CC
8. Wake Technical CC

The contract amount is based on two factors: 1) the cost per record to be verified (\$21 per file), and the cost per problem record to be resolved (C code resolution - \$3 per file), including the

digitizing and storing of all documents; and 2) the estimated number of records to be verified and problem records to be resolved for the eight participating colleges.

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 February 1, 2013 – June 21, 2014. The scope of this service agreement covers financial aid records associated with the 2013-14 academic year only.

Fund Source and Availability: The System Office will invoice participating colleges quarterly for their portion of the services rendered.

Contacts:

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