

**STATE BOARD OF COMMUNITY COLLEGES**

**Amendment to Service Agreement for ISIR Verification and C-Code Resolution Services**

**Request:** The State Board of Community Colleges is asked to approve an amendment to the service agreement with the North Carolina State Education Assistance Authority (NCSEAA) for “Institutional Student Information Records” (ISIR) and “SARC C Code” resolution services for an additional amount of \$205,893. This amendment would accomplish two things: 1) enable Brunswick, Craven, and Cape Fear Community Colleges to participate in the Financial Aid Simplification initiative, and 2) enable a higher number of ISIRs to be verified than originally estimated, if needed. With the amendment, the contract would be for a total amount of up to \$651,417.

**Background:** Among the System Office ‘Goals’ for calendar year 2012 is “Financial Aid Simplification & Efficiencies.” The objective of this initiative is 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. In January, the State Board approved a contract for the 2013-14 academic year that included eight colleges (Caldwell CC and Technical Institute, Davidson County CC, Edgecombe CC, Gaston College, Guilford Technical CC, Johnston CC, Southwestern CC, Wake Technical CC).

**Rationale:** Brunswick, Craven and Cape Fear Community Colleges have asked to be added to this contract. Given that the Financial Aid Simplification initiative is among our SuccessNC initiatives and System Office priorities, staff recommends the State Board authorize this amendment. Additionally, the System Office has recently learned that the federal government is increasing the percentage of ISIRs that are required for verification at all colleges. Consequently, the previously estimated number of ISIRs verified and problem records resolved likely underestimated the volume of service needed by participating colleges.

The amount of the contract amendment is based on: 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; 2) the estimated number of records to be verified and problem records to be resolved for the three additional colleges, and 3) a revision to the estimated number of ISIRs verified at the previously approved 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 30, 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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