



Questions Related to Solicitation Number: 20-05

Description: Financial Aid Consultant

NOTE: Most questions or requests for clarification hereunder are in reference to SECTION 2–REQUIREMENTS—Item Number 2.1 Introduction, beginning on p.10.

Some questions do not have a direct reference to a specific Item Number. However, they are fundamental to the University's participation in Title IV Programs and the way Federal Student Aid (FSA) funds are administered.

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What Student Information (and/or Financial Aid Management) System does Henderson State University (HSU) use?

Currently the SIS is POISE and the FAMS is Jenzabar Financial Aid. We are planning to transition to PowerFAIDS.

Does HSU have an imaging platform and is it used in the financial aid office? What platform is it?

Yes there is an imaging platform (Application Extender) and it is used in the financial aid office.

In terms of licensing, is HSU able to issue the contractor's remote processing team five to seven user IDs for the necessary systems?

Yes

Does HSU offer any Title IV-eligible programs that are delivered in a format other than standard academic year calendar (e.g. clock hour programs, modules, nonterm or nonstandard term programs)?

No

Based on award process and contract execution timing, is it possible the contractor's remote processing team will be working on both AY19-20 & AY20-21?

Yes

Are there any previous audit findings or program review findings that the contractor/consultant will need to help HSU address?

Yes

Is HSU on any type of financial/funding limitation with the U.S. Department of Education, such as Heightened Cash Monitoring (HCM)?

No

Will HSU provide dedicated IT staff to assist the contractor's remote processing team with onboarding tasks such as establishing secure connectivity, assigning system user IDs and passwords, resolving speed/access issues, etc.?

No

Is HSU currently working with a third-party servicer (contractor) for any functions of the financial aid process? If so, what functions? Who is the third-party servicer?

Yes. Staffing, verifications, packaging, awards, appeals. ProEducation Solutions.

Once the contractor's remote processing team goes "live" with all functions specified in Section 2-Requirements, 2.1 Introduction, how many HSU employees will be working in the financial aid office, along with the interim director (provided by the contractor)?

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Will the contractor award only students who have been accepted to HSU or will FAS award students who have not been accepted yet?

Only accepted.

Will the contractor service veteran (VA) programs?

Yes

Does HSU have the following policies documented: Verification, SAP, R2T4, and Awarding?

In process.

Would HSU consider adopting certain policies recommended by the contractor, specifically if adopting such policies not only ensured ongoing compliance but resulted in cost savings?

Yes

Based on information available from the most recent award year, please answer the following.

How many students were selected for verification? 1,430

Does HSU institutionally-select some students who were not selected by the Central Processing System (CPS)? Yes

Does the offloading of verification to the contractor include the resolution of C-Codes? Yes

How many R2T4s were processed/calculated for the most recent award year? Approximately 250 per year.

How does HSU process R2T4s (e.g. in the student information/financial aid management system, another platform?) In COD.

On what frequency does HSU run SAP? Once a year or after each term? Currently once a year but will be moving to each term in 20-21.

Approximately how many SAP appeals are submitted? 209 for fall 2019.

Does HSU have automated packaging, specifically is there a batch-type process that identifies students who are ready to be packaged, then automatically posts the awards (grant, loan, scholarship, FWS, etc.) based on packaging parameters? No

What percentage of students' initial award package are revised or adjusted for reasons such as change in hours/change in COA, "over-award", change to EFC, receipt of external aid, etc.? Approximately 75%.

Approximately how many Direct Loans and Direct Plus (graduate student and parent) Loans were originated in the most recent award year? 6,052

Are Direct Loans originated through a batch process in the Student Information (and/or Financial Aid Management) System, then exported to the Common Origination and Disbursement (COD) system? If not, how are loan originated? Yes.

Is HSU considered an active or passive confirmation school for federal loans?

Active

For the purpose of this RFP, does loan origination include reconciliation? Yes

Approximately how many private (alternative) loans are certified each year? How are private loans certified (e.g. ELM, ScholarNet, manually on a lender's website)? 30. ScholarNet

Are there any endowed scholarship programs offered to HSU students? Yes.

Will the contractor be responsible for determining a student's eligibility for the endowed scholarships? No. How are these endowed scholarships tracked? Through the FAMS.