



Feather River College

570 Golden Eagle Avenue, Quincy, California 95971

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DATE: June 1, 2023

TO: California Student Aid Commission (CSAC)

FROM: Vanessa Gibson, Director of Financial Aid

SUBJECT: Corrective Action Plan-Program Review ID# 92200859700 and ID#92200859701

ID# 92200859700

FINDING #1- ID#92200859700: Standards of Administrative Capability in Question

I am writing to inform you that Feather River College has implemented and is taking corrective action on the findings in our recent program review. Since the start of the audit the financial aid staff attended two CSAC Regional Trainings. We were able to obtain a wealth of knowledge and understanding of the complex regulations (Certificates Attached). The regional trainings allowed us to ask questions to subject experts and network with other colleagues. This experience has given us the knowledge needed to update and enhance our policy and procedure manual for Cal Grant.

For the 2019-2020 aid year Feather River College lost their Financial aid Director due to him passing away. The financial aid office was trying their best to pick up the pieces where a big hole was left due to him passing. Furthermore, the staff in the business office retired/left which again left the department to pick up the pieces and try to continue administering aid to students.

Since then Feather River College has designated staff that will be responsible for each function of the administration of the Cal Grant Program.

President/ Chief Executive Officer	Dr. Kevin Trutna
Financial Aid Director	Vanessa Gibson
Chief Financial Officer	Morgan Turner
Cal Grant Coordinator	Justin Franco

Since the exit interview, Feather River College has started to implement a Cal Grant Integration with our ERP provider Ellucian Banner. Ellucian's Cal Grant Interface solution supports data interchange regarding the Cal Grant Financial Aid grant award between the institution (Banner



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ERP data) and the California Student Aid Commission (CSAC) through automated import and export of roster files to/from Banner and manual upload/download on CSAC's Web Grants site.

Using the Banner Cal Grant Interface, we can process Cal Grant award eligibility and other related information found in the roster from the California Student Aid Commission (CSAC) WebGrants site. This interface allows us to post the awards to a student's financial aid record and extract Cal Grant payment data (along with other related data) for upload to CSAC's WebGrants site. Automated import/export processes enables us to efficiently process awards and eliminate manual work, errors, and other redundancies. We believe this will help ensure we are in compliance with the Cal Grant Programs and fiscal administration.

Furthermore, we have examined our reconciliation process and have made significant improvements to ensure timely reporting of payments and return of funds to the commission. The business office will remit interest by March 1st of every year to CSAC. Historically, Plumas County has been delinquent in apportioning interest income to the District by as much as one year. In the future, the District will complete the interest remittance form by the deadline set forth by CSAC even if we have not yet received our interest from Plumas County. Additionally, the Business Office will collaborate with the Financial Aid department to ensure that any funds not used by the end of the year will be returned to CSAC. No funds will be carried over to the next award year.

FINDING #2: Ineligible Cal Grant "C" award

I do not agree with the finding and have submitted supporting documentation to the auditor and their supervisor showing why this finding is incorrect.

Student 8: When I contacted the student aid commission it was stated that a student can receive a Cal Grant C for an AA/AS degree if there is a certificate attached that is occupational, technical, or vocational. Student 8's major was Business, and that degree has multiple certifications that a student could qualify for. The student was awarded an Accounting Certificate, Business Management Cert, Economics, and Management, small business cert, she qualified for the General Business Cert that is on our ECAR.

Student 13: The student had a major declared in Early Childhood Ed for 1920 and 2021 which is on our ECAR. She was awarded a certificate in 201970 Associate Teacher.

Feather River College will continue to monitor if students are in an eligible program prior to disbursing funds. Furthermore, using the Banner Cal Grant Interface, we can process Cal Grant award eligibility which enables us to efficiently process awards and eliminate manual work, errors, and other redundancies.

FINDING #3: Ineligible Baccalaureate Degree Program

I do not agree with the finding and have submitted supporting documentation to the auditor and their supervisor showing why part of this finding is incorrect.



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Student #12 was not in the BA program she only declared the major. So, she did not need to be added to the 00859701 roster.

Feather River College has updated our Cal Grant policy to show that we will not add a students to the Cal Grant Roster (00859701) until they have been accepted into the BA program and are taking upper division coursework.

FINDING #4: Satisfactory Academic Progress (SAP) policy not monitored

I do not agree with the finding and have submitted supporting documentation to the auditor and their supervisor showing why part of this finding is incorrect.

Student 2: SAP was calculated correctly and the student was notified that they were in warning status.

Feather River College has updated our SAP policy and will ensure SAP is ran after every payment period and is well documented.

FINDING #5: Incorrect Cal Grant payment due to enrollment status.

Feather River College has updated our Cal Grant policy and have implemented measures to ensure student are paid at the correct amount for the student's enrollment. Furthermore, using the Banner Cal Grant Interface, we can process Cal Grant award eligibility which enables us to efficiently process awards and eliminate manual work, errors, and other redundancies

FINDING #6: Interest Earned on Cal Grant funds not returned timely

The business office will remit interest by March 1st of every year to CSAC. Historically, Plumas County has been delinquent in apportioning interest income to the District by as much as one year. In the future, the District will complete the interest remittance form by the deadline set forth by CSAC even if we have not yet received our interest from Plumas County.

FINDING #7: Excess Cal Grant Funds not returned to the Commission

The FAO and Business Office will reconcile student-by-student Cal Grant payments on a monthly basis. FRC will report student payments and any student payment adjustments to the California Student Aid Commission using the web grants system.

Yearly reconciliation is performed in collaboration between the college FAO Department and the Business Office. The Business office is responsible for return on any excess funds, accounting of funds received by the institution, and any other fiscal requirements as defined by the college's participation agreement with the California Student Aid agreement.

The Business Office will collaborate with the Financial Aid department to ensure that any funds not used by the end of the year will be returned to CSAC. No funds will be carried over to the next award year.



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ID#92200859701

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Furthermore, we have examined our reconciliation process and have made significant improvements to ensure timely reporting of payments and return of funds to the commission. The business office will remit interest by March 1st of every year to CSAC. Historically, Plumas County has been delinquent in apportioning interest income to the District by as much as one year. In the future, the District will complete the interest remittance form by the deadline set forth by CSAC even if we have not yet received our interest from Plumas County. Additionally, the Business Office will collaborate with the Financial Aid department to ensure that any funds not used by the end of the year will be returned to CSAC.



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FINDING #2: Cal Grant B Access funds not disbursed

I agree with this finding and have update our policy and am working on establishing a new procedure for our BA Cal Grant students. Furthermore, using the Banner Cal Grant Interface, we can process Cal Grant award eligibility which enables us to efficiently process awards and eliminate manual work, errors, and other redundancies

FINDING #3: Cal Grant award not maximized

Student 1- Was only paid the Access portion because they were not enrolled in upper division coursework- See Documentation

Student 2- Was only paid the Access portion because they were not enrolled in upper division coursework- See Documentation

Student 3- Was only paid the Access portion for the Fall because they were not enrolled in upper division coursework- See Documentation

Student 4- Was only paid the Access portion because they were not enrolled in upper division coursework- See Documentation

Feather River College has updated their policy to show that students will not be added to the BA roster until they are accepted into the BA program and are taking upper division coursework.

FINDING #4: Cal Grant funds not reconciled for the 2019-2020 award year

The financial aid did reconcile for the 1920 aid year, but unfortunately funds did not get returned by the business office. I do believe this was because of the Director of Financial aid passing away and new staff being on boarded. We have examined and documented our reconciliation process and have made significant improvements to ensure timely reporting of payments and return of funds to the commission. Additionally, the Business Office will collaborate with the Financial Aid department to ensure that any funds not used by the end of the year will be returned to CSAC.

FINDING #5: Interest Earned on Cal Grant funds not returned timely

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ENCLOSURE