

## The University of North Carolina at Wilmington

### UNCW At-A-Glance

<b>Type &amp; Control:</b>	Four-year public
<b>Enrollment:</b>	10,729
<b>Financial Aid Funds:</b>	\$45M
<b>Financial Aid Staff:</b>	18 full-time



“As a result of working with CHES, Title IV training was elevated to an important issue, and our employees now feel more competent. Also, many of our outdated processes were eliminated and replaced with more efficient methods. Due to the changes realized, the investment has returned many times over.”

—Emily Bliss, Director of Financial Aid & Veterans Services, UNCW

### Challenges

When facing recertification of its eligibility to participate in the Title IV federal student financial aid programs, UNCW contacted CHES to assist in confirming their compliance. Specifically, UNCW wanted to address the areas of staffing, organizational structure, compliance with federal student aid requirements, and student satisfaction.

### Solutions

After collecting the University's policies and procedures, CHES conducted an initial review to determine if the required policies and procedures for the Federal Student Financial Aid Programs were in place. In areas where no written policy had been established, CHES interviewed staff and provided recommendations to bring current practices in-line with the federal requirements.

Upon review of the University's organizational structure and functional analysis of staff responsibilities, CHES determined if the appropriate levels of interaction existed between the Financial Aid Office and other campus offices. This analysis included reviewing job descriptions of staff members and institutional officers, identifying daily work flow and perceptions of work flow within the office, and delivering plans to assist the University in improving its access to their administrative capabilities.

### Results

UNCW worked with CHES to ensure its compliance with federal requirements, develop written policies and procedures, and finalize their application for recertification. Since implementing the cost-saving and federally compliant measures, the University has improved their overall efficiency and student satisfaction—and their Financial Aid and Veterans Services Office was selected to receive the prestigious United States Department of Education (USDE) Quality Assurance Program's Model of Quality Award.

