

## **Institutional Administrator Group Protocol**

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OMB Approval No.: 1845-0045  
Expires: 8/31/2016

### *FSA MSURSD MSI Support*

#### **TASK 2.3A:**

Comprehensive Plan for Expansion/Implementation of Performance Enhancement Pilot (PEP)  
Essential Recommendations Throughout SEG Community  
Institutional Administrator

### **PLEASE READ THE FOLLOWING TO RESPONDENTS**

#### **Background Information:**

1. (Name of interviewee) in thinking about the population of students here at (name of school), are there factors that you would consider unique to students on this campus, factors that would impact their level of financial aid compliance? If yes, would you share some of those factors?
2. Having financial aid funds at the college means coordination across many departments. How does this office facilitate the coordination and communication efforts?
3. How involved is financial aid office staff in the planning of academic programs; and other administrative decisions here at (name of college)?
4. What role does this office play in monitoring financial aid compliance? Who is responsible for monitoring this process?

#### **Campus-wide strategies for communicating clearer, more explicit and less technical communications regarding federal aid compliance**

5. What campus-wide strategies are used to assure that administrators in every department across campus are aware of how their policies and procedures may impact financial aid administration and compliance?  
Probing Inquiries:
  - What strategies have you found most effective?
  - Which strategies don't work as well?
6. What tools or resources are available to explain the policies and procedures to the various departments?  
Probing Inquiries:
  - How are those tools developed?
  - Who is responsible for their development?

7. How does your office interact with other academic offices around financial aid compliance?

Probing Inquiries:

- Are there regularly scheduled meetings? If Yes, when are they held?
- Who attends?
- Who sets the agenda for the meetings?
- What kinds of issues are discussed at the meetings?

### **Techniques to expand campus-wide leadership buy-in for federal aid compliance**

8. What techniques do you find most effective in gaining buy-in from departmental leadership for campus-wide initiatives? Which techniques aren't as effective? Are there any hurdles? Please elaborate.
9. What tools or resources have been useful in these efforts?

### **Strategies for engaging students in the financial aid process**

10. How does this office promote student engagement in the financial aid process?
11. What recommendations would you offer for student engagement based on your experiences here at (name of school)?

Those are all the questions I have. Thank you for your time and for participating in this study.

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