Mistakes You’re Making with Your Policies and Procedures

2019 CASFAAA Annual Conference

November 2-5, 2019
Mistakes You’re Making with Your Policies and Procedures

2019 CASFAA Annual Conference
November 2-5, 2019

Materials and Limited Rights

Blue Icon will provide the Institution with an electronic copy of the relevant project materials (e.g., training documents, project templates). The Institution may, at its own expense, provide participants with paper copies if it chooses. The school may share the electronic or print version of the materials with current employees and future employees once they begin employment. The institution agrees not to distribute materials to anyone who is not an active member of the staff at the time the materials are shared. Permission to share materials outside of the institution must be obtained in writing from Blue Icon Advisors.

What are P&Ps?

<table>
<thead>
<tr>
<th>Policy</th>
<th>Procedure</th>
</tr>
</thead>
</table>

© 2019 Blue Icon Advisors & NASFAA
Mistakes You’re Making with Your Policies and Procedures

2019 CASFAA Annual Conference
November 2-5, 2019

Why Do You Need P&Ps?

Mistakes You’re Making

Thinking You Have P&Ps

The Mistake

- Screenshots without explanation
- Language copied from the FSA Handbook

How to Fix It

- Explain pictures, charts, and graphs
- Apply the language to your institution
Mistakes You’re Making with Your Policies and Procedures

2019 CASFAA Annual Conference
November 2-5, 2019

Actually Having No P&Ps

**The Mistake**
- Procedures not documented

**How to Fix It**
- Identify other documents that contain policies and procedures

Having Conflicting P&Ps

**The Mistake**
- Financial aid policies conflict with institution policies

**How to Fix It**
- Review your centralized or school policies first
- Ensure school policies follow federal regulations and guidance

Focusing on IM Only

**The Mistake**
- Your policies and procedures only detail items related to IM

**How to Fix It**
- Identify FM components and overlaps in your IM processes
Mistakes You’re Making with Your Policies and Procedures

2019 CASFAA Annual Conference
November 2-5, 2019

Having PII in Your P&Ps

**The Mistake**
- Your screen shots have not been scrubbed of personally identifiable information

**How to Fix It**
- Use a dummy account for your screen shots

Not Performing an Annual Review & Update

**The Mistake**
- Your P&Ps are outdated or irrelevant

**How to Fix It**
- Use NASFAA P&P Builder to identify items to update
- Designate regular times for employees to review and update their P&Ps

Not Performing a Gap Analysis

**The Mistake**
- You do not know what is missing

**How to Fix It**
- Use NASFAA P&P Builder or ED template to identify where items are missing
Not Working with Your P&Ps

**The Mistake**
- You have a beautifully crafted manual that is never used by the staff

**How to Fix It**
- Make your P&Ps a living, breathing document
- NASFAA P&P Builder allows multiple people access, but restricts edit rights

Underestimating the Resources to Create a P&P Manual

**The Mistake**
- Thinking your P&P manual can be complete quickly

**How to Fix It**
- Use your time strategically and identify resources to assist
Mistakes You’re Making with Your Policies and Procedures
2019 CASFAA Annual Conference
November 2-5, 2019

Not Using NASFAA Tools and Services

www.nasfaa.org/PPB

www.blueiconadvisors.com

Mandy Sponholtz
Director of Operations, NASFAA Standards of Excellence and Blue Icon Advisors
sponholtzm@nasfaa.org | 202-785-6953

© 2019 Blue Icon Advisors & NASFAA
Mistakes You're Making with Your Policies and Procedures

NOTES:

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
Trusted Advisors to the Financial Aid Community