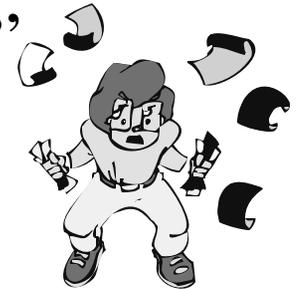


Quality Assurance at IUB



- Philosophy and Practice that includes Planning, Analysis and Corrective Action.
- Planning demands schedule, a time when QA is a priority, consensus.
- Analysis demands Data, an ability to compare, and the tools to do it.
- Corrective Action demands creative thinking, courage, and persistence.



The Challenges That Continue:

- Trying to reach the 80% error rate
- Making the software efficient
- Independent students?
- Form Design
- The Form Dysfunctional Population
- Holding on during system migration

Previous Selection Criteria



- Parents indicate that they used estimated 2000 income data
- Parents indicate that their income is \$2000 or less
- Parents indicate work income greater than \$3000 but AGI of \$0
- Parents indicate income exclusions in excess of 50% of AGI
- Parents who report more than 1 in college
- Undergraduates who would be independent by virtue of dependents
- Undergraduates who would be independent as orphans/wards of court

Current Selection Criteria

- Parents indicate that they used estimated 2001 income data & EFC is less than \$5000 and/or PC is less than \$4000 and student has state funds
- Parents indicate that their income is \$2000 or less
- Parents indicate work income greater than \$3000 but AGI of \$0 or less
- Parents who report income exclusions in excess of 50% of AGI
- Parents who report taxes paid in excess of 35% of AGI and EFC is less than \$5000 and/or PC is less than \$4000 and student has state funds
- Independent undergraduate students who are federally selected by the processor and EFC is less than \$5000 or student will receive state funds

Current Selection Criteria

- Parents who filed a form in 2001-2002 requesting that we use projected income and 2002 FAFSA is not comparable
- Suspected reporting error: Parent AGI or wage is equal to Parent Worksheet A, B, or C
- Suspected reporting error: Student/Spouse AGI or wage is equal to Student/Spouse Worksheet A, B, or C
- Suspected reporting error: Parent AGI and Student AGI are equal

Current Selection Criteria

- Suspected reporting error: Parent Worksheet A, B, or C equal to Student Worksheet A, B, or C
- Undergraduate students who qualify as independent by virtue of dependents
- Undergraduate students who qualify as independent due to status as orphan or wards of the court
- All selection criteria apply to admitted Freshmen who paid deposit and/or continuing undergraduates

Data Profile for Indiana University- Bloomington 2001 AY

- 29399 FAFSA submitted
- 10251 QI forms reviewed for approximately 5000 students
- 7546 Title IV recipients



Data Profile for Indiana University- Bloomington 2002 AY

- 31373 FAFSA submitted
- 14530 QI forms reviewed for approximately 6000 students
- 7970 Title IV recipients

Data Profile for Indiana University- Bloomington

2003 AY

- 33500 FAFSA submitted
- 9833 QI forms reviewed for approximately 3500 students
- 9129 Title IV recipients



Calendar of Events:

(Some proposed)*

January

- Review and Revise QI Forms
- Continue Management Assessments/Task Forces
- Determine Start New Year Practices through data analysis
- Identify roll-forward students who have not complied
- Start saving ISIRS in unique data base for QI

Calendar of Events:

(Some proposed)*

February

- Finalize QI Forms
- Wrap up Management Assessments and Task Forces
- Finalize Start New Year Practices
- Draft New Year QI policies and procedures
- Develop process to save pre- and post-QI ISIRS*

Calendar of Events: **(Some proposed)***

March

- Post QI Forms on Internet
- Plan any corrective action required due to Management Assessments/Task Forces
- Prepare any revisions to operational practices
- Hire and train new QI staff
- Send out FIX YOUR FAFSA e-mail (3/26/03)
- Begin selection process for continuing students
- Orient staff to new process and forms
- Start saving pre-QI ISIRS and post QI ISIRS*

Calendar of Events:

(Some proposed)*

April

- Receive QI forms from parents/students
- Review and process QI forms
- Continue mailing as new FAFSAS are received for continuing students
- Continue to save pre and post QI FAFSAS*

Calendar of Events: **(Some proposed)***

May

- After freshmen pay deposits, select freshmen for QI
- After spring grades posted, select new and continuing undergraduates
- Orient summer staff to QI process
- Follow-up with families with missing and incomplete information
- Continue to save pre and post QI ISIR records*
- Begin follow-up with families who have not responded

Calendar of Events:

(Some proposed)*

June/July/August

- Continue to select new students
- Review and Process forms
- Continue to save pre and post QI ISIR records*
- Follow-up with families with missing and incomplete information
- Do follow-up with families who have not responded

Calendar of Events: **(Some proposed)***

September/October/November

- Begin Task Forces relative to Management Assessment
- Continue to save pre and post QI ISIR records*
- More urgent follow-up with families with missing and incomplete information focusing on those who will lose state aid (late November) or have outstanding Bursar bills

Calendar of Events:

(Some proposed)*

December

- Begin process to analyze data for pre and post QI ISIR records*
- Continue to work with families who have not complied
- Task Force work continues

