

**Case Western Reserve University
Management's Corrective Action Plan
Year Ended June 30, 2017**

2017-001 – Enrollment Reporting – Significant Deficiency

The University investigated the exceptions and discovered that the issue pertained only to students who withdrew from all classes for a semester and who also did not inform the University as to whether they would be attending classes in a future semester. The University determined that the issue dated back to fall 2014 semester, and 544 students were identified since fall 2014 that had withdrawn from a semester but not completely from the University. Of the 544 students, 138 were found to have not been reported timely to NSLDS, with 49 of these withdrawals pertaining to students for whom Federal Direct Student loan repayment dates were impacted.

The University contacted NSLDS in September 2017 to obtain instructions on how to correct the NSLDS data for students with inaccurate withdrawal dates, and plans on correcting the NSLDS data by March 31, 2018. Additionally, the University corrected and tested the Student Information System process that transmits data to the NSC and ultimately to the NSLDS in September 2017. The University also implemented a monthly review process in September to ensure that records of withdrawn students have been reported correctly and within the required time period. The University informed the Department of Education about the issue in January 2018.

Primary responsibility for implementing the correction action plan for this finding rests with Amy Hammett, University Registrar and Director of Student Information Systems and Services, 216-368-4310.

2017-002 – Pell Disbursement

In summer 2017, the University fully investigated all students who received Pell awards and found that a total of 8 students had been under-awarded collectively by \$5,915. In August 2017, the University corrected the student accounts and began employing a nightly scheduled process in PowerFAIDS that automatically recalculates Federal Pell Grants for students whose enrollment has changed from full-time to less than full-time and vice versa.

Primary responsibility for implementing the correction action plan for this finding rests with Sheryl Reinschmidt, Associate/Deputy Director of Financial Aid, 216-368-6659.

2017-003 – Title IV Disbursement Notification Letters

In November 2016, the University identified an issue with the automatic communications scheduler within PowerFAIDS. At that time, all students were sent paper letters until the automated email issue could be resolved. The automated email communications issue was resolved on November 2016 and the appropriate emails now go out on the Friday of the week of any Title IV disbursement.

Primary responsibility for implementing the correction action plan for this finding rests with Michael Collins, Assistant Director of Financial Aid, 216-368-6579. Michael will verify that Enrollment Operations ran the process and it executed correctly.

2017-004 – E-Sign Act

The University updated its system on February 1, 2018 to allow for students to voluntarily agree to the requirements of the E-sign act before they can access, accept or decline financial aid in the My Financial Aid portal.

Primary responsibility for implementing the correction action plan for this finding rests with Venus M. Puliafico, Director of Financial Aid, 216-368-6574.

Sincerely,



Diane Domanovics
Assistant Vice President for Sponsored Projects