

## PROGRAM REVIEW

My observations:

- 1) Need a place for review team to work that will lock
- 2) Pay special attention to the rules on the protection of PII
- 3) Include as many people on your campus as possible in the entrance and exit meetings; this is not just a financial aid office review
- 4) They may request individual meetings with various directors on campus; you should ask if you may be present
- 5) Tell everyone that the review team will visit with to be very cautious in terms of what they say-never offer more than a direct answer to a specific question. If they don't know the answer, don't guess.
- 6) Only the director should communicate with the review team after their requested interviews
- 7) If you question a finding, do your own research and document your decisions. Ask for support from Department of Education contacts whenever possible.

The timeline for our review:

- 1) June 19-date of notification letter; went directly to our president
- 2) June 19-phone call to the director from the lead reviewer
- 3) June 20-email to director from the lead reviewer
- 4) July 1-due date for list of items they were requiring prior to the on-site review
- 5) July 15-review was scheduled for this week. We had 2 reviewers on site
- 6) June of next year-received our first response to the review findings; we were given 60 days to reply
- 7) August 9-we replied to findings; required other offices to respond to findings as appropriate
- 8) February- reply to our response to the findings was received; responses to all findings resolved all issues and the review was closed with no further action required

Documentation that was helpful to me as I planned:

- 1) Program Review Guide for Institutions-2009:  
<http://ifap.ed.gov/ifap/byYear.jsp?type=programrevguide&year=2009>
- 2) Code of Federal Regulations as needed for specific findings-can be found on IFAP
- 3) Chapter 8 of Volume 2 of the Federal Student Aid Handbook
- 4) EDGAR Part 86 (Drug and Alcohol Abuse Prevention)-Subpart A (General)  
<http://www.ecfr.gov/cgi-bin/text-idx?SID=393301a7cdcca1ea71f18aae51824e7&node=34:1.1.1.1.30&rgn=div5> ; specific to our review