

Traveling Through



Uncharted Territory

SWASFAA | TASFAA
Conference 2023



Piloting through Conflict Review

Tyler Junior College



- 2-year Community College
- Founded in 1926
- 3 Bachelor's degrees
- Dorms (1200 beds)
- 2022-23 enrollment = 15,642
 - Percentage enrolled receiving aid = 49%
- Total students awarded = 7,860
 - Conflicts returned for additional information = 4.8%
 - Verified files = 41%
 - Conflicts sent through corrections = 3%
 - Conflicts resulted in an EFC change = 25%

Systems used at TJC

- Banner
- Dynamic Forms w/API
- BDMS – imaging
- Automic - scheduling
- Reports Manager - auto-indexing
- Cognos - reporting

What is Conflict Review?

Per 34 CFR 668.16(f): If an institution has reason to believe that an applicant's FAFSA information is inaccurate, it must verify the accuracy of that information.

- No matter if the student is selected for verification or not, the school must have an adequate internal system to identify conflicting information.
- DCL GEN 21-05 shined a light on conflict resolution with the temporary waiving of verification
- Confirming information that will change a student's eligibility for Title IV aid is accurate; even nondollar amounts (COA components)
- 34 CFR 668.16 (b)(3) & (f) requires the system to share information within the institution (not just within the FAO)
- If you have the information on your campus; you must evaluate the information

Unresolved conflict and Exemptions

- **When aid has been disbursed and conflict is not resolved by the student, then aid must be returned by the student or PLUS borrower**
- **Exceptions:**
 - Conflicting information does not change EFC OR eligibility for aid
 - Student passes away during the award year
 - Student no longer enrolled and will not re-enroll

Development of Process

Determined areas that might cause conflicts outside the scope of verification

- FAFSA high school diploma/equivalent vs. Admissions records
- Parents' age compared to student's age
- Campus housing vs. student account charges
- Unusual Circumstance request vs. Campus emergency contact/HS guardian
- FAFSA VA benefits vs. institutional VA resources reported

Department partnerships

- Admissions records
- Business office records
- Residential Life records
- VA office records



LIVE DEMO



Audience Participation



Molly M. Garrett, M.S., FAAC

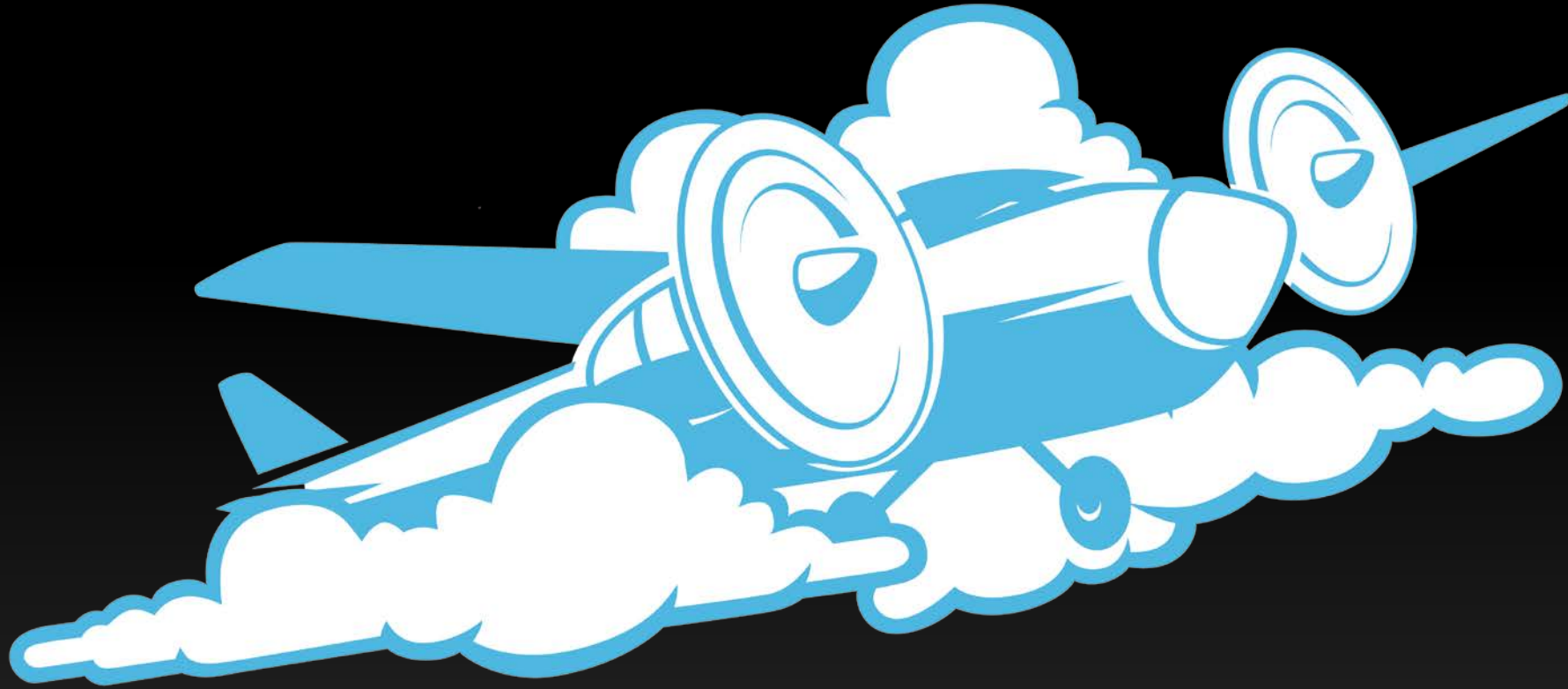
Assistant Director, Financial Aid

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Thank you!



Conflicting Review Dependent



Conflicting Information Review 2023-2024

First Name:	<input type="text" value="Molly"/>	Last Name:	<input type="text" value="Garrett"/>
Student A#:	<input type="text" value="*A00383268"/>	First Name:	<input type="text" value="Sheldon"/>
		Last Name:	<input type="text" value="Cooper - TEST PRD BA"/>
Date:	<input type="text" value="09/18/2023"/>	Aid Year:	<input type="text" value="2324"/>
Selected for Verification:	<input type="text" value="2"/>	Dependency Status:	<input type="text" value="None"/>
		RNIAPPL transaction #:	<input type="text"/>
		Items already on file:	<input checked="" type="checkbox"/> None
			<input type="checkbox"/> Verification worksheet
			<input type="checkbox"/> Low income worksheet
			<input type="checkbox"/> Non-tax filer form(s)
			<input type="checkbox"/> Verification of Non-Filing Letter
			<input type="checkbox"/> W-2 form(s)
			<input type="checkbox"/> Tax Return(s) or DRT processed
			<input type="checkbox"/> Asset Worksheet
			<input type="checkbox"/> Marital & tax filing status form(s)
FAFSA High School Diploma or Equivalent ?	<input type="text" value="High School Diploma"/>		(If "None of the above" or "None", mark as conflict, can't be blank for loans to process)
Name of High School in RNANA ?	<input type="text" value="TYLER HIGH"/>		
Name of High School in SOAHSCH ?	<input type="text"/>		
Conflict ? *	<input type="text" value="Transfer Student"/>		
		College transcript in SOAPCOL?	<input type="text" value="Y"/>

Parent1 DOB:

Parent 1 year of birth (YYYY):

Difference in Parent 1 age
and Student age:

Is Parent 1 age closer than
12 years to student age ?

Parent 1 age:

Is Parent 1 older than 75?

Conflict ? *

Parent2 DOB:

Parent 2 year of birth (YYYY):

Difference in Parent 2 age
and Student age:

Is Parent 2 age closer than
12 years to student age ?

Parent 2 age:

Is Parent 2 older than 75?

Student - FAFSA

FAFSA current marital status ?

Date of Status:

Tax Return Filed ?

FAFSA tax filing status ?

Dependents on FAFSA? *

Conflict ? *

Student Income reported:

Spouse Income
reported:

Required to file tax return:
*

Claimed by more than one tax filer ?
*

Conflict ? *

Student Status

24 or older?

Grad or Prof?

Active Duty?

Veteran?

Orphan, Ward
or Foster?

Emancipated?

Legal Guardian?

Homeless school?

Homeless HUD?

Homeless at Risk?

Have Children?

Have Dependents?

Parent (if applicable)-FAFSA

FAFSA parent's current marital status ?

Date of Marital Status:

FAFSA tax return filed ?

FAFSA tax filing status ?

Conflict ? *

Income Reported

Parent1:

Required to file tax return:

Parent2

Required to file tax return:

Conflict ?

Parent VA Non educational benefits:

VA going away beginning 24-25

Student Housing

FAFSA institutional Housing Plans ?

On-campus housing charges in TSAAREV (application fee does NOT count) ?

If on-campus housing, are there dependents on FAFSA? (cannot be yes on FAFSA)?

Children:

Dependents:

Conflict ? * ▼

Is student independent only because of an approved DEPOVR or answering yes * to the LEGARD, HMEMAN, or ORPWRD question ?

Conflict ? *

Veterans Benefits listed on ROAUSDF field 321-328 ?

If yes, VA Non-Educational Benefits listed on FAFSA Untaxed Income ?

Conflict ? *

VA going away beginning 24-25



Conflicting Review Independent



TJC

Conflicting Information Review 2023-2024

First Name:

Last Name:

Student A#:

First Name:

Last Name:

Date:

Aid Year:

Selected for Verification:

Dependency Status:

RNIAPPL transaction #:

Items already on file:

- ☐ None
- ☒ Verification worksheet
- ☐ Low income worksheet
- ☐ Non-tax filer form(s)
- ☐ Verification of Non-Filing Letter
- ☐ W-2 form(s)
- ☒ Tax Return(s) or DRT processed
- ☐ Asset Worksheet
- ☐ Marital & tax filing status form(s)

FAFSA High School Diploma or Equivalent ?

(If "None of the above" or "None", mark as conflict, can't be blank for loans to process)

Name of High School in RNANA ?

Name of High School in SOAHSCH ?

College transcript in SOAPCOL?

Conflict ?

Student - FAFSA

FAFSA current marital status ?

Date of Status:

Tax Return Filed ?

FAFSA tax filing status ?

Dependents on FAFSA?

Conflict ?

Student Income reported:

Spouse Income
reported:

Required to file tax return:

Claimed by more than one tax filer ?

Conflict ?

Student Status

24 or older?

Grad or Prof?

Active Duty?

Veteran?

Orphan, Ward
or Foster?

Emancipated?

Legal Guardian?

Homeless school?

Homeless HUD?

Homeless at Risk?

Have Children?

Have Dependents?

Student Housing

FAFSA institutional Housing Plans ?

On-campus housing charges in TSAAREV (application fee does NOT count) ?

If on-campus housing, are there dependents on FAFSA? (cannot be yes on FAFSA)?

Children:

Dependents:

Conflict ? *

Veterans Benefits listed on ROAUSDF field 321-328 ?

If yes, VA Non-Educational Benefits listed on FAFSA Untaxed Income ?

Conflict ? *

VA going away beginning 24-25