

# Teamwork for Maintaining Compliance: Accreditation and Title IV

September 13, 2021



Presentation by:  
Norma Navarro-Castellanos and  
Dr. Bruce Moses

# Expected Learning Outcomes

Participants will be able to consider a plan for comprehensive alignment of HLC accreditation and Title IV Compliance

Participants will be able to describe implementation strategies to employ this model

Participants will learn how through this model Pima produce better data, improve quality of service delivery, and measure effectiveness

Participants will learn how to act on data and results collected

# Previous state of Accreditation and Title IV

- PCC lacked leadership participation
- Methodologies of accreditation & Title IV compliance did not reflect good practice
- Lack of workflows and insufficient processes
- Minimal participation of faculty and staff members
- Counterproductive attitude/understanding of compliance
- Lack of knowledge/experience/confidence in doing the work
- Absence of proper planning
- No sustainable infrastructure to collect, analyze, and report results

# The PIMA Model for Improvement

## Plan:

- Objective
- Questions and predictions
- Plan to carry out the cycle (who, what, where, when)

## Implement:

- Carry out the plan
- Document problems and unexpected observations
- Begin data analysis

## Measure:

- Complete the data analysis
- Compare data to predictions
- Summarize what was learned

## Act:

- To Standardize
- To Adjust
- To Abandon
- What changes are to be made



# PLAN

## Counts in Program of Study (CPoS)

Assists the Office of Financial Aid and Scholarships to calculate, award and disburse Federal Student Aid (FSA)

## Satisfactory Academic Progress (SAP)

Assists the Office of Financial Aid and Scholarships to track, evaluate student's progress for continued eligibility of Federal Student Aid (FSA)

# PLAN

Selection and/or Change to Program of Study

Enrollment Reporting

Attendance Tracking and Accountability Report

Graduation Reporting

Created a centralized plan for POS and Student Record management

Created standard operating procedures (SOP)

# IMPLEMENT

Reviewed current capabilities and limitations

Created business rules in Banner

With an eye towards automation began with manual processes  
Broke up work into smaller pieces and assigned different tasks

Work closely with Curriculum

Changed/created process flows that included Student Affairs  
staff



# IMPLEMENT

Strengthened existing quality control reports and developed  
new ones

Centralized specific process

Augmented training

Changed and increased reporting timelines





# MEASURE

- [Instructional Guide to Compliance](#)
- [Faculty Attendance Accountability Report](#)
- [Enrollment Reporting Log](#)
- [Enrollment Reporting Timelines](#)
- [NSLDS reporting tracking with KPIs](#)
- [Program of Study Proposal](#)
- [Updating Program of Study in Banner](#)
- [Change of Program of Study Checklist](#)
- [Curriculum Approval Request](#)
- [Curriculum Procedures Manual](#)
- [Administrative Capability Training](#)



# MEASURE

- Staff Cycle Time – 3 year comparison of cycle time to review a transaction
- Ratio of ISIR application status to application received
- Ratio of Verification Selected ISIRs vs. Student Completed Tasks
- FAFSA Submission to PCC by Award Year
- Top Five FAFSA Submissions by High School

# MEASURE

## **Chabot/Livebot Services Across Departments**

- Interactions by Hour
- Interactions by Day
- Conversations per week (3 month outlook)

# ACT

## **Act to standardize:**

- Official withdrawal policy
- Centralize Program of Study (POS) changes in Registrar's office
- Web Page with key processes for graduation
- Create Dashboard to track KPI's
- Cross-departmental version of Policy and Procedure Manual
- Develop a comprehensive financial literacy program

# ACT

## **Act to Adjust:**

- Personalized and timely quality service to students and each other
- Student feedback mechanisms to improve processes
- Collegewide virtual services for financial aid.
- Communication with students, colleagues, and the public.
- Employees sign annual agreement of OFAS expectations

# ACT

## **Act to Abandon:**

- Third party call center (phone call, emails, and Live Chatbot are handled by OFAS staff)
- De-centralized processes to change/update POS
- Silo-approach to solving problems and/or coming up with solutions

# Thank you for joining us!

Questions?

Please contact us:

Norma Navarro-Castellanos  
[ngnavarro@pima.edu](mailto:ngnavarro@pima.edu)  
520.206.4815

Dr. Bruce Moses  
[bmoses3@pima.edu](mailto:bmoses3@pima.edu)  
520.206.4514

