

## Isothermal Community College

### Isothermal Community College At-A-Glance

<b>Type &amp; Control:</b>	Two-year public
<b>Enrollment:</b>	759
<b>Financial Aid Funds:</b>	\$1.79M
<b>Financial Aid Staff:</b>	2

### Challenges

With federal requirements continually changing and the variety of Title IV programs — Federal Family Education Loan Program (FFELP), and Federal Perkins Loan Programs — institutions often require assistance to ensure compliance. And moving from paper-based systems, to computer applications, and now, to Web-based solutions, the National Student Loan Data System (NSLDS) provides institutions with yet another challenge.

### Solutions

After reviewing the needs presented by Isothermal Community College, CHES proposed a three-fold solution. First, we provided technical assistance and training to help the college adhere to NSLDS reporting requirements. Next, we carefully reviewed select policies and procedures, comparing each to Title IV requirements. Our team of professionals then provided a written report, which detailed observations and recommended changes to the institution's management. And to conclude the solution, using techniques similar to current federal program reviews, CHES reviewed 15 student files and tested each for compliance with the federal rules and regulations that govern the Title IV student financial assistance programs.

### Results

As a result of the reviews, CHES provided timely guidance, and assistance with written policies and procedures, to help the college move toward increased compliance. Isothermal College was also able to provide additional resources to the financial aid office as well as send its staff to state, regional, and national financial aid training events.



«CHES exceeded our expectations. Due to our engagement, we've been able to resolve issues more efficiently, proceed toward our financial aid management goals, and take corrective action where needed.»

—Dr. Karen Jones, Dean of Student Affairs,  
Isothermal Community College

