

Michigan State University

June 30, 2022

Corrective Action Plan

Finding Number: 2022-001

Condition: The University did not report certain students' status to the NSLDS in an accurate and timely manner during the fiscal year.

Planned Corrective Action: The University implemented a new administrative database for student academic records. The provided tool for extracting enrollment data did not perform as expected and hampered the school's ability to provide the required data to the National Student Clearinghouse. The Registrar's Office resolved its data collection issues and is now submitting the data to NSLDS via the Clearinghouse on the required timeline.

Contact person responsible for corrective action: Becky Keogh, Senior Associate Registrar

Anticipated Completion Date: Completed November 15, 2022



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Michigan State University

June 30, 2022

Corrective Action Plan

Finding Number: 2022-002

Condition: The University did not reconcile the SAS data file to its institutional financial records.

Planned Corrective Action: The Office of Financial Aid is now downloading the monthly file from COD and performing the reconciliation as required.

Contact person responsible for corrective action: Cheryl Whitman, Associate Director, Office of Financial Aid

Anticipated Completion Date: April 1, 2023



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Michigan State University

June 30, 2022

Corrective Action Plan

Finding Number: 2022-003

Condition: The University used incorrect or incomplete data in the return of Title IV calculations.

Planned Corrective Action: The new financial aid management database made incorrect R2T4 calculations and prevented manual adjustments to the calculations. The calculations are now done externally to the system and fixes and workarounds have been implemented to allow for the correct processing of R2T4 calculations.

As of the Fall 2022 semester R2T4 calculations were being performed in the required timeframe. University personnel were not aware there was a shorter deadline (30 days versus 45 days) to return funds if the student had not begun attendance. Therefore, effective March 15, 2023, funds were being returned within 30 days for students for whom there is no confirmed attendance.

Beginning with the fall 2022 semester, the Registrar's Office has initiated procedures to confirm attendance/academic activity for courses that are dropped. This allows the University to identify whether adjustments need to be made to Pell grants before an R2T4 calculation is performed, and to determine if an R2T4 calculation is required or if all aid is to be returned for non-attendance. The withdrawal process itself has been modified to more clearly identify the withdrawal date.



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Contact person responsible for corrective action: Matthew Lyth, Financial Aid Officer

Anticipated Completion Date: Completed March 15, 2023

Michigan State University

June 30, 2022

Corrective Action Plan

Finding Number: 2022-004

Condition: The notifications related to the direct loan borrowers did not include information on the right to cancel or instructions on how to cancel the loans.

Planned Corrective Action: The University's new financial aid management database does not have the capability to send emails. That functionality does exist in the University's new student information system. Consequently, effective for Fall 2022 semester, the Office of Financial Aid partnered with Office of the Controller – Student Accounts to generate emails on a weekly basis to any student who receives a disbursement of Title IV funds.

By May 1, 2023, the University will create similar procedures to identify disbursements of Parent PLUS loans and then coordinate with Office of the Controller - Student Accounts to leverage the student information system to send notifications to parent borrowers.

Contact person responsible for corrective action: Marshall Rumsey, Senior Associate Director, Office of Financial Aid

Anticipated Completion Date: Completed September 8, 2022 (student), to be completed May 1, 2023 (parent)



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June 30, 2022
Corrective Action Plan

Finding Number: 2022-005

Condition: The University awarded incorrect Pell awards to certain students based on the Pell Payment and Disbursement Schedule.

Planned Corrective Action: The University's new financial aid management database was modified to use the census date for Pell recalculation rather than an arbitrary number of days into the term that did not match the University policy. The correction for this finding was implemented prior to aid being disbursed for the Fall 2022 semester.

Contact person responsible for corrective action: Cheryl Whitman, Associate Director, Office of Financial Aid

Anticipated Completion Date: Completed August 31, 2022



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June 30, 2022

Corrective Action Plan

Finding Number: 2022-006

Condition: The University did not obtain the correct tax return as part of the verification process.

Planned Corrective Action: The University' initial understanding was that the new financial aid management database extracted the required data from the uploaded documents. When it was discovered that this was not the case, the Office of Financial Aid disabled this functionality in the system and began reviewing all uploaded documents in January 2022 to confirm that they are the required documents.

Contact person responsible for corrective action: Marshall Rumsey, Senior Associate Director, Office of Financial Aid

Anticipated Completion Date: Completed January 1, 2022



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