Kettleridge State University

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OPERATING PROCEDURE

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Associate Director, Compliance — M. Devereaux
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April 15, 2027

Verification Workflow and Document Review Standard

How the verification desk clears a selected 2026–2027 applicant, what counts as acceptable documentation, and where a file goes when it will not clear.

NO TITLE IV FUNDS DISBURSE ON A SELECTED FILE UNTIL VERIFICATION IS COMPLETE

Kettleridge does not make interim disbursements. A student whose file is open at the census date is moved to the emergency deferment queue so that a registration hold does not drop their schedule while the office finishes the review.

APPLIES TO **Verification analysts, front-counter staff, document imaging, aid counselors**	SYSTEMS OF RECORD **Northstar SIS 9.4 · Vault imaging · FAFSA Partner Portal · COD**
AUTHORITY **34 CFR 668.51–668.61 · 2026–2027 Application and Verification Guide · Federal Register notice of items to be verified**	VOLUME BASIS **8,940 FAFSA records received to date; 412 selected or institution-flagged**
STANDARD TURNAROUND **5 business days from a complete submission to a cleared file**	ESCALATION OWNER **Associate Director, Compliance (ext. 4400)**

STAGE 1–5 · THE WORKFLOW EVERY SELECTED FILE MOVES THROUGH

STAGE	OWNER	WHAT HAPPENS	SYSTEM ACTION	TARGET	EXIT CONDITION
1 · Selection and task creation	Nightly ISIR load (automated)	ISIR arrives with the verification flag set to Y and a tracking group of V1, V4 or V5. Institution-selected files are flagged manually under the office's own policy.	Northstar creates the requirement group and posts the task list to the student portal	Same night	Student portal shows the exact documents required
2 · Intake and completeness screen	Front counter and imaging	Documents are indexed to the student record and screened for signature, correct award year, legibility and matching names before anyone reviews content.	Vault index; incomplete items bounced with a coded reason	1 business day	Every required item is present and legible
3 · Review and comparison	Verification analyst	Each required item is compared against the ISIR. Differences are recorded on the worksheet with the source of each figure.	Worksheet attached in Vault; analyst initials and dates each line	2 business days	Either no change is required or the corrections are identified
4 · Correction and reprocessing	Verification analyst	Corrections are submitted and the office waits for the corrected transaction to return before doing anything else with the file.	Correction submitted through FPS; file parked in the awaiting-ISIR queue	1 business day to submit; 1–3 days to return	Corrected transaction received and reconciled
5 · Repackage and notify	Verification analyst, then counselor	Aid is repackaged against the final SAI, the revised offer is published, and the student is told in writing what changed and why.	Northstar repackage; revised offer letter generated	1 business day	Requirement group closed; revised offer visible in the portal

A file that cycles back from stage 3 to stage 2 for a missing or unusable document is re-dated from the day the replacement arrives. Rework is the single largest driver of turnaround; see the queue figures below.

TRACKING GROUPS AND WHAT EACH ONE REQUIRES FOR 2026–2027

GROUP	WHO LANDS HERE	ITEMS TO VERIFY	DOCUMENTATION THE DESK ACCEPTS	DESK TARGET
V1 — Standard	Most selected applicants	Income and tax information for tax filers and non-filers, and family size	Federal tax information transferred directly into the FAFSA through the data exchange is the primary source. Where that is unavailable: an IRS tax return transcript, a signed copy of the filed return, W-2 or equivalent wage statements, and a signed statement of non-filing status with a list of income earned from work. Family size is confirmed on the office's signed family-size statement.	5 business days
V4 — Custom	Applicants selected for identity only	Identity	In person at Harlow 120 with an unexpired government-issued photo ID, or a scheduled live video call with the same ID held to camera, or an approved remote identity-proofing service meeting NIST IAL2. The office logs which method was used, the staff member who performed it, and the date. Outcomes are reported through the FAFSA Partner Portal.	3 business days
V5 — Aggregate	Applicants selected for both	Everything in V1, plus identity	Both document sets above. Identity is verified first so that a failed identity check stops the file before staff spend time on income review.	7 business days
Institution-flagged	Files the office selects on its own	Whatever item the office has reason to believe is incorrect	The same standards as the corresponding federal item. Selection reason is recorded in the file and applied consistently across similar cases, not case by case.	5 business days

Groups V2, V3 and V6 are reserved by the Department and are not in use. A student can move into V5 from V1 or V4 after a correction; when that happens the desk collects only the items not already verified, provided the earlier group was completed. The Statement of Educational Purpose is no longer a required verification item for 2026–2027 and staff should not request it.

DOCUMENT ACCEPTANCE — THE ELEVEN REJECTIONS THAT ACCOUNT FOR MOST REWORK

REJECT CODE	WHAT THE DESK SAW	WHAT IS REQUESTED INSTEAD
`R-01`	Unsigned statement or worksheet	Wet or approved electronic signature from every required signer
`R-02`	Wrong tax year submitted	The 2024 tax year record for the 2026–2027 award year
`R-03`	Photo of a screen, cropped or unreadable	Full-page scan or PDF with all four edges visible
`R-04`	Name on the document does not match the record	Document plus a short signed explanation of the name difference
`R-05`	Page 2 of a two-page form missing	Every page, including pages that are blank by design

REJECT CODE	WHAT THE DESK SAW	WHAT IS REQUESTED INSTEAD
`R-06`	Self-prepared spreadsheet of income	Wage statements or the signed non-filer statement
`R-07`	Document altered after signature	Clean replacement; file is routed to compliance the same day
`R-08`	Expired photo ID presented for identity	Unexpired government-issued photo identification
`R-09`	Family-size statement lists no relationship	Each member named with relationship and support status
`R-10`	Submitted to the wrong office or inbox	Re-upload to the portal task; email attachments are not accepted

Never clear around this one: `R-11 · Conflicting information`. Any conflict between documents, between a document and the ISIR, or between this year and a prior year must be resolved before any Title IV funds disburse — whether or not the student was selected for verification. The analyst writes the conflict, the evidence and the resolution into the file, and routes it to compliance within two business days. Resolution is a documented conclusion, not a note saying the student explained it verbally.

Differences that net out to $25 or less in absolute value fall inside the federal tolerance. Record the difference on the worksheet, note the tolerance, and proceed without submitting a correction.

QUEUE AND CYCLE TIME — WEEK ENDING AUGUST 28, 2026

POPULATION	V1	V4	V5	TOTAL
Selected or flagged to date	331	34	47	412
Cleared	268	29	21	318
Still open	63	5	26	94
Clearance rate	**81.0%**	**85.3%**	**44.7%**	**77.2%**

AGE OF OPEN FILE	FILES	SHARE	ACTION THIS WEEK
0–3 business days	41	43.6%	Normal flow, no action
4–7 business days	28	29.8%	Analyst reviews for a stalled document request
8–14 business days	17	18.1%	Counselor phone outreach, logged in the record
15 or more business days	8	8.5%	Named to the associate director on Monday
Open files	**94**	**100%**	

CYCLE-TIME MEASURE	THIS WEEK	PRIOR FOUR-WEEK AVERAGE	TARGET	READ
Median business days, complete submission to cleared	4.2	5.1	5.0 or less	Inside target
90th percentile business days	11.0	13.4	10.0 or less	Outside target
Files needing a second document request (rework)	90 of 412 — 21.8%	24.6%	15% or less	Outside target; driving the 90th percentile
Files cleared with no correction required	197 of 318 — 61.9%	59.2%	No target	Monitored only
V5 files older than 14 business days	6	9	0	Identity scheduling is the bottleneck; four video slots added Thursdays

Rework categories for the week: R-01 signatures 24 files, R-02 wrong tax year 19, R-03 illegible 16, R-09 family-size detail 13, all other codes 18. Total 90.

DEADLINES THE DESK ENFORCES

DEADLINE	DATE OR RULE	WHAT HAPPENS AFTER IT	WHO CAN WAIVE IT
Priority document deadline	June 15, 2026	Nothing is cancelled, but the file loses its place in the packaging run and campus-based funds may be committed before it clears	No waiver needed; it is a service target
Census-date completeness	September 8, 2026 for fall	Open files move to the emergency deferment queue so the schedule is protected while the review finishes	Bursar liaison, at the request of the analyst
Institutional cut-off for the aid year	April 30, 2027	Files opened after this date are reviewed only for the spring payment period	Associate director
Federal deadline for a valid record	The earlier of 120 days after the student's last day of enrollment or the deadline the Department publishes in the Federal Register for the award year	Pell eligibility for that award year is gone; there is no institutional discretion	Nobody

ROUTING: WHERE A FILE GOES WHEN IT WILL NOT SIMPLY CLEAR

SITUATION	ROUTE TO	WITHIN	REQUIRED IN THE FILE
Special-circumstance or unusual-circumstance request	Counselor, then associate director for the professional-judgment decision	10 business days of a complete request	Verification completed first, the documented reason, the specific figures adjusted, and the signed decision — approved or denied
Conflicting information	Compliance	2 business days	Statement of the conflict, the evidence weighed, and the written resolution
Suspected identity misrepresentation or altered document	Compliance, then the referral committee	Same day	Imaging of the original submission and a factual, non-accusatory staff narrative
Student unreachable after three documented attempts	Outreach queue	Day 15	Dates and channels of each attempt; one letter to the mailing address
Student disputes a corrected figure	Analyst supervisor	3 business days	Side-by-side of the ISIR value, the document value, and the source of each
Prior-year issue discovered during this year's review	Compliance	2 business days	Award year affected, amounts involved, and any repayment analysis

A professional-judgment decision is made case by case on documented circumstances that distinguish this student from a class of students, it must be documented whether it is approved or denied, and it cannot be appealed to the Department. The office publicly posts that students may request such a review.

STUDENT COMMUNICATION SCHEDULE

TRIGGER	CHANNEL	CONTENT
Day 0 — task created	Portal task plus email	Named documents, how to upload, and the June 15 priority date
Day 7 — nothing received	Email plus SMS if opted in	Same list, shortened
Day 14 — nothing received	Phone call, logged	Offer of an appointment
Any rejection	Email within one business day	The reject code in plain words and exactly what to send instead
File cleared, award unchanged	Email	Confirmation and the closed task

TRIGGER	CHANNEL	CONTENT
File cleared, award changed	Revised offer plus email	What changed, the new figures, and the counselor's direct line

QUALITY CONTROL

- ☐ 10% of cleared files are re-reviewed each month by an analyst who did not work the file.
- ☐ Error categories logged: missed correction, unsupported figure, missing signature, tolerance misapplied, conflict not documented.
- ☐ Two or more findings of the same category in a month triggers a desk-side retraining note and a re-review at 25% the following month.
- ☐ Every identity verification is spot-checked for the method, the performer and the date.
- ☐ Findings summarized to the director monthly; the annual sample supports the compliance audit file.
- ☐ Records are retained under 34 CFR 668.24 for at least three years after the end of the award year in which the aid was awarded and disbursed.

This procedure describes internal operating practice at one institution. Where it differs from the regulations, the 2026–2027 Application and Verification Guide, or the Department's published notices, the federal source governs and staff must escalate rather than follow the text here. Suggested federal verification text may be used, but Department seals must never appear on institutional verification documents. Fictional specimen: the university, staff, students, queue statistics, system names, and identifiers are invented and are not compliance guidance for any real office.