

QUALITY QUEST ASSESSMENT PROGRAM

What is Quality Quest?

The Quality Quest Assessment Program is one of TSAC's technical assistance programs that serve as a quality assessment of how well the financial aid office is administering Federal Title IV student aid programs and the Tennessee Student Assistance Award Program. After the assessment, the institution will receive a report detailing strengths and suggestions for correcting any weaknesses.

How will Quality Quest help my office?

The primary assessment tool is a comprehensive self-survey. After careful analysis and a short visit to the financial aid office, the TSAC Compliance Division provides a report to the Director of Financial Aid. The Director may choose to use this independent report to inform the institution of strengths or areas where additional resources are needed. Since the assessment is quite thorough, successful completion will serve as a postponement of the next scheduled TSAC program review. An added bonus of the assessment is that there is no liability associated with identified weaknesses.

What are the steps in the process?

1. The Director of Financial Aid must officially request the Quality Quest Assessment in writing.
2. Scheduling is on a first-come, first-serve basis.
3. The Director of Financial Aid will receive a self-survey questionnaire to complete and return to the TSAC Compliance Division with requested attachments (i.e., Financial Aid Office Policy and Procedures Manual, the institution's most recent Catalog, financial aid consumer information not contained in the Catalog, current year Cost-of-Attendance budgets, samples of verification worksheets, award notifications, Perkins loan promissory notes, and other institutional forms used in administering financial aid, the institution's most recent Title IV Compliance Audit or Program Review, and Financial Aid Office Organizational Chart).
4. After analysis of submitted materials, the TSAC Compliance Division will schedule a two-day on-site visit that concludes with an exit interview and a preliminary report.
5. The Director of Financial Aid will receive a final report approximately 30 days after the preliminary report.

What will it cost?

There is no charge for this service. TSAC provides this service to any institution that participates in either the Federal Family Education Loan Program through TSAC guaranty or the Tennessee Student Assistance Award Program.

How do I apply?

Apply by contacting Dianna Greer, TSAC Technical Assistance Officer, by telephone at 615-741-1346 or e-mail at dianna.greer@state.tn.us.