

1. Record Nr.	UNINA9910778613203321
Titolo	Quality in student financial aid programs : a new approach // [edited by] Ronald S. Fecso, Panel on Quality Improvement in Student Financial Aid Programs, Benjamin F. King, Committee on National Statistics, Commission on Behavioral and Social Sciences and Education, National Research Council
Pubbl/distr/stampa	Washington, DC : , : National Academy Press, , 1993
ISBN	1-280-19652-1 9786610196524 0-309-54427-0 0-585-08524-2
Descrizione fisica	1 online resource (249 pages) : illustrations
Altri autori (Persone)	FecsoRon KingBenjamin F
Disciplina	378.3/0973
Soggetti	Student financial aid administration - United States - Evaluation Student aid - United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Bibliographic Level Mode of Issuance: Monograph
Nota di bibliografia	Includes bibliographical references (p. 177-181).
Nota di contenuto	1 Front Matter; 2 Summary of Major Conclusions and Recommendations; 3 Part I: Background; 4 1 Introduction; 5 2 Continuous Improvement: The New Quality Management Philosophy; 6 3 Overview of Student Financial Aid Programs; 7 Part II; 8 4 Current Quality Control Procedures; 9 5 Alternative Perspectives on Quality in Student Financial Aid Programs; 10 6 Financial Aid Data Systems; 11 Part III: Toward an Improved Delivery System; 12 7 Quality Control in Other Monetary Distribution Systems; 13 8 A New Strategy for the Department of Education; 14 9 Further Initiatives for Improvement in the System; 15 References and Bibliography; 16 Appendixes; 17 A A Review of the Methodology Used in the Integrated Quality Control Measurement Project; 18 B The Taxpayer as Customer; 19 C Applying for Federal Student Financial Aid for 1992-93; 20 D Laboratory Methods and Document Redesign; 21 E The IRS Experience With Cognitive Labs and Forms Design; 22 F Alternative Approaches to Audit

and Program Review for Student Financial Aid Programs; 23 G
Biographical Sketches of Panel Members and Staff

Sommario/riassunto

Focuses on the accuracy of the needs-based award process, this book assesses various measures of system quality and possible alternatives, such as a total quality management approach. It discusses the potential for a risk-based approach for verification of applicant-supplied information and for audit and program reviews of institutions.
