

## Online Financial Aid Document Submissions with Electronic Signatures Using Next Gen's Dynamic Forms

Ted Williams, Robin Mock, Shannon Mitchell *Georgia Southern University* 



Celebrating Yesterday's Achievements, Shaping Tomorrow's Aspirations

# Agenda

- Georgia Southern Financial Aid Environment
- Our Need within Financial Aid
- 3. Procurement Process
- 4. Monitoring
- 5. Demo
  - a. Student perspective
  - b. Parent perspective
  - c. Administrative tasks
- 6. Lessons Learned



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# Georgia Southern's Financial Aid Environment

- 20,212 enrolled students for 2011-2012:
  - 17,525 undergraduates
  - 2,687 graduates
- Financial Aid statistics for 11-12 aid year:
  - Over 33,000 FAFSAs
  - \$70.9 million in disbursed aid to 15,000 students
- History with Ellucian:
  - Banner institution since 1995
  - BDMS client since 2001 (document imaging since 1999)
- Quality Assurance
  - Participant of Department of Education Quality Assurance Program



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# Need Within Financial Aid

## **Electronic Signatures**

• E-signature that indicates that a person adopts the contents of an electronic form

#### **Authentication**

 Ability to perform Single-Sign-On through Banner Self-Service

#### Workflow

 Multiple electronic signatures with user-interface for form management

## Imaging Interface

 Ability to download images for indexing in Banner Document Management System

### Security

Next Gen undergoes annual SAS-70 Type II audit

Contracts with 3<sup>rd</sup> party vendors to evaluate apps & network





## Procurement

- Next Gen Web Solutions' Dynamic Forms
- Summer 2011 purchase
- Fall 2011 implementation
- No competitor in Higher Education at that time
- Inexpensive; therefore, no bidding process





# Monitoring

- Piloting verification forms:
  - Verification forms may be required before financial aid can be awarded & are specific to dependency status
  - Our published verification forms:
    - Tax Worksheet for Dependent Students, Tax Worksheet for Independent Students, Additional Financial Information for Dependent Students, Dependent Household Size Certification, Independent Household Size Certification, FAFSA Signature Page, Parental Income Statement
- Currently identifying other (non-verification) forms to publish in Dynamic Forms:
  - Financial Aid staff: "I wish that all of our signature forms came through Dynamic Forms so that imaging would be as simple."

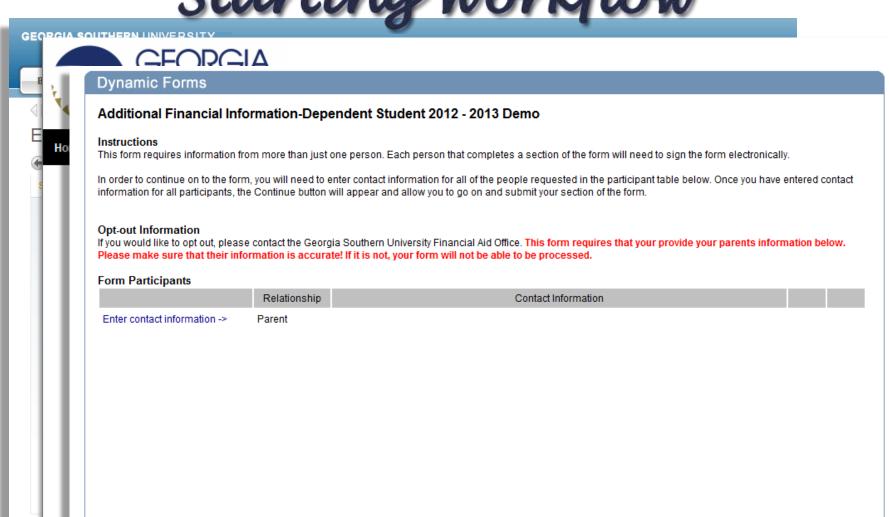


### **Student Perspective**



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# Starting Workflow





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### GEORGIA SOUTHERN UNIVERSITY DEPARTMENT OF FINANCIAL AID ADDITIONAL FINANCIAL INFORMATION-DEPENDENT STUDENT

Your FAFSA indicated that you have additional financial information that requires review. Before any financial aid can be processed, we must verify this additional financial information. Please provide the requested information. Write in "0" if the worksheet item does not apply to you and/or your parent(s). Do not leave any section blank. Incomplete, or unsigned forms, cannot be processed.

Please note, this form has student and parent sections. A student will not be able to click on/complete a parent section, and

likewise, a par	rent cannot click on/complete a student section
Last *	Middle Student Eagle ID#
(Note: On this worksheet, use amounts received during the calendar y	ear from January 1, 2011, to December 31, 2011)
	STUDENT PARENT(S)
a. Education credits (Hope and Lifetime Learning Tax Credits) from IRS form 1040-line 49; or 1040A-line 31.	+ + +
<ul> <li>b. Child Support paid because of divorce or separation or as a result of legal requirement. Don't include support for children in your parents' household, as reported in question 72.</li> </ul>	+
c. Your parents' taxable earnings from need-based employment programs, such as Federal Work-Study and need based employment portions of fellowships and assistantships.	Electronic signature
and assistantships.	Please read the Disclosure / Consent before you sign your form electronically.
d. Student grant and scholarship aid reported to the IRS in your parents' adjusted gross income. Includes AmeriCorps benefits (awards, living allowances, and interest accrual payments), as well as grant and scholarship portions of fellowships and assistantships.	Typing your name exactly as it appears below signifies you are completing this form using an electronic signature. By signing electronically, you are certifying that you have read and understand the Disclosure/Consent and agree to electronically sign. You also agree to receive required disclosures or other communications related to this transaction electronically.
e. Combat pay or special combat pay. Only enter the amount that was taxable and included in your parents' adjusted gross income. Do not enter untaxed combat pay reported on the W-2 (Box 12, Code Q).	To continue with the electronic signature process, please enter your name and click the "Sign Electronically" button to save your information and submit your electronic signature.
f. Earnings from work under a cooperative education program offered by a college.	Robin Mock
TOTAL	Sign Electronically
By electronically signing your name to the next p an authorized official, I/we agree to give proof of information on this form may result in a \$10,00 suspe	(If you would like to opt out of electronic signature, please click the "Save and print" button below to save your information and print a local copy for your signature.



### **Parent Guardian Perspective**



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## Parent Receives Email

Dynamic Forms: Additional Financial Information-Dependent Student 2012 - 2013 Demo - Signature Request Inbox x notify@ngwebsolutions.com to me 🔻 You are receiving this e-mail because Robin Please click the link below to complete your s Home Pending Forms Forms History Manage Account Logout You will be asked to electronically sign the for Pending Forms If you already have a Dynamic Forms account on the Get Started link. The two lists below represent all pending forms. These include:

You can use the Forgot your username and F

Click here to complete your section of the forr

Click here to Reply or Forward

- Forms you need to complete
- · Forms requiring the signature of a co-signer

The forms are sorted, by date with the most resent at the top. To view a printable form via Adobe Acrobat, click the PDF symbol to the left of the form name. To view the form as a web page, click the HTML link.

#### Forms you need to complete:

PDF	HTML	Form Name	Form Started By	Date Signature Requested	Action
À		Additional Financial Information-Dependent Student 2012 - 2013 Demo	Robin Mock	9/12/2012 4:54:17 PM	Complete Form

#### Forms requiring the signature of a co-signer:

There are no forms requiring the signature of a co-signer at this time.

Next



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GEORGIA SOUTHERN UNIVERSITY DEPARTMENT OF FINANCIAL AID

ADDITIONAL FINANCIAL INFORMATION-DEPENDENT STUDENT

Your FAFSA indicated that you have additional financial information that requires review. Before any financial aid can be processed, we must verify this additional financial information. Please provide the requested information. Write in "0" if the worksheet item does not apply to you and/or your parent(s). Do not leave any section blank. Incomplete, or unsigned forms, cannot be processed.

Please note, this form has student and parent sections. A student will not be able to click on/complete a parent section, and likewise, a parent cannot click on/complete a student section

Last Mock First Robin	Middle	Student Eagle ID# 900
(Note: On this worksheet, use amounts received during the calendar year fro	m January 1, 2011, to De	cember 31, 2011)
	STUDENT	PARENT(S)
a. Education credits (Hope and Lifetime Learning Tax Credits) from IRS form 1040-line 49; or 1040A-line 31.	+ 0	+
<ul> <li>b. Child Support paid because of divorce or separation or as a result of legal requirement. Don't include support for children in your parents' household, as reported in question 72.</li> </ul>	+ 0	
c. Your parents' taxable earnings from need-based employment programs, such as Federal Work-Study and need based employment portions of fellowships and assistantiships.	+ 0	Electronic signature
d. Student grant and scholarship aid reported to the IRS in your parents' adjusted gross income. Includes	+ 0	Please read the Disclosure / Consent before you sign your form electronically.
AmeriCorps benefits (awards, living allowances, and interest accrual payments), as well as grant and scholarship portions of fellowships and assistantships.	- 1	Typing your name exactly as it appears below signifies you are completing this form using an electronic signature. By signing electronically, you are certifying that you have read and understand
e. Combat pay or special combat pay. Only enter the amount that was taxable and included in your parents' adjusted gross income. Do not enter untaxed combat pay reported on the W-2 (Box 12, Code Q).	+ 0	the Disclosure/Consent and agree to electronically sign. You also agree to receive required disclosures or other communications related to this transaction electronically.
f. Earnings from work under a cooperative education program offered by a college.	+ 0	To continue with the electronic signature process, please enter your name and click the
TOTAL	\$ 0	"Sign Electronically" button to save your information and submit your electronic signature.
By electronically signing your name to the next page, an authorized official, I/we agree to give proof of the i information on this form may result in a \$10,000 fine suspected f	nformation that I/v	Margaret Mock Sign Electronically
		organ Eroda orangan)



### **Administrative Tasks**



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Tracking Group: ▼ Request Letter	Instructio	ns:			□ Perkins MPN □ Period Eligible	✓ Access Indicator ✓ Information Access
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Requirement	Instructio	ns:			■ Perkins MPN ■ Period Eligible	■ Access Indicator ■ Information Access
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# Admin Interface - Pending



Home Search User Admin System Admin Reports Help

My Forms Update Profile Logout

Georgia Southern - Financial Aid Forms (See Page Help)

MOVE SELECTED TO FOLDER |



MANAGE FOLDERS |



ADD A NEW FORM



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	40	1	136	0	URL >
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	37	7 0	53	0	URL
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	0	0	0	0	URL
	0	0	0	0	URL
	0	0	0	0	URL >

#### Recent Updates

#### 2.902.333 Dynamic Forms submitted



09/07/2012 - Release 6.2 - This is a mini-release to add some Multiple Signature functionality and to clear the way for the next Release "Save As Draft"!!! Here is what we added now: 1. Co-signer Choice Lists. 2. Prefill fields for Co-signers - see more details

07/19/2012 - Release 6.1 - Prefill Forms and more! This enables form designers to identify specific fields on the form which can be prefilled with the user's profile information. Click here to find out more about prefill and other enhancements in this release.

03/28/2012 - Release 6.0 - Preview and Summary! There are too many features to list on this page, please click here to see more.

12/12/2011 - New date picker, minimum value, e-mail edit and other cool new designer enhancements! Click here to see these release notes.

10/19/2011 - Two great new enhancements!! "Export to Excel" on queues and single login to multiple organizations -Click here to see details.



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# Admin Interface - Processed



Home Search User Admin System Admin Reports Help

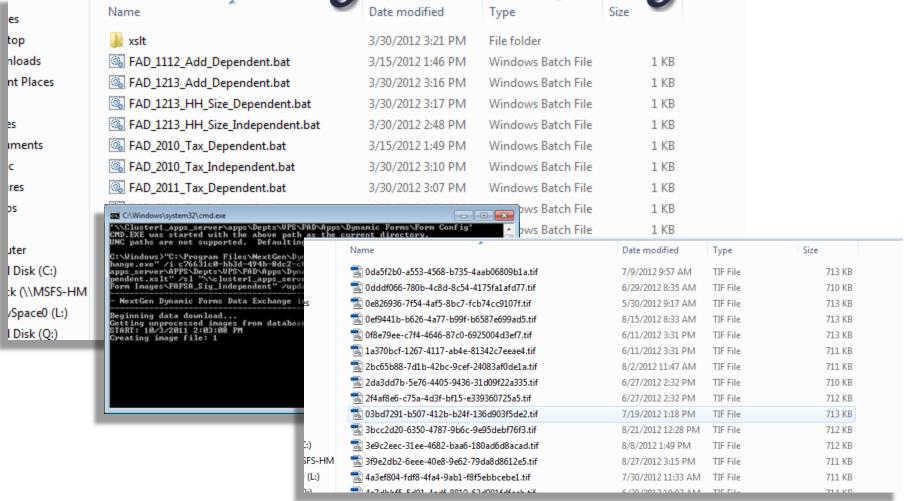
Georgia Southern - Financial Aid Forms (See Page Help)

MOVE SELECTED TO FOLDER MANAGE FOLDERS ADD A NEW FORM						Rece	nt Updates
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						-	1049 Trees saved and counting!
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🛮 🥒 🔏 🖲 🖺 2010 Tax Worksheet for Independent Students (fill out form)	0	0	15	0	URL X		Multiple Signature functionality and to clear the way for the next Release "Save As Draft"!!! Here is what
7 🖟 🖊 🏕 🖦 2011 Tax Worksheet for Dependent Students (fill out form)	84	0	84	0	URL X		we added now: 1. Co-signer Choice Lists. 2. Prefill
7 💮 🥒 🐿 🖦 2011 Tax Worksheet for Independent Students (fill out form)	0	0	55	0	URL X	07/40/0040	fields for Co-signers - see more details.
🥒 🖋 📵 🖦 Additional Financial Information-Dependent Student 2011 - 2012 (fill out form)	6		19	0	URL X	07/19/2012	<ul> <li>Release 6.1 - Prefill Forms and more! This enables form designers to identify specific fields on the form</li> </ul>
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	Student 2012 - 2013 (fill out form)  40  60  160  180  180  180  180  180  180		and other enhancements in this release.				
	27	0	31_	0	IIRI		Release 6.0 - Preview and Summary! There are too many features to list on this page, please click here
	37	0	5 VI	ew pr	ocessed for	ns	to see more.
	0	0	0	0	URL X	12/12/2011	New date picker, minimum value, e-mail edit and other cool new designer enhancements! Click here to
	0	0	0	0	URL X		see these release notes.
	0	0	48	0	URL X	10/19/2011	- Two great new enhancements!! "Export to Excel" on
	0	0	50	0	URL X		queues and single login to multiple organizations – Click here to see details.
7 🖟 🗸 🔴 🖦 Independent Student Income Statement 2011 - 2012 (fill out form)	0	0	0	0	URL X		
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	0	0	0	0	URL X		



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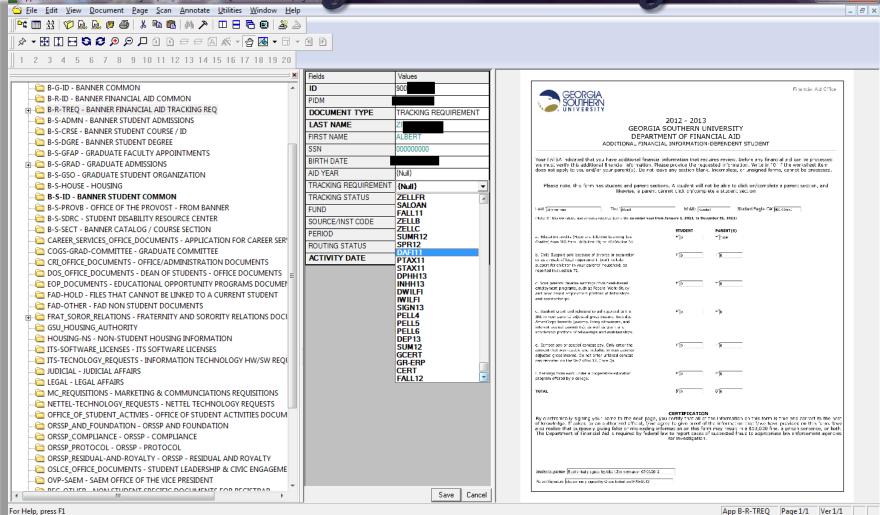
Image Indexing





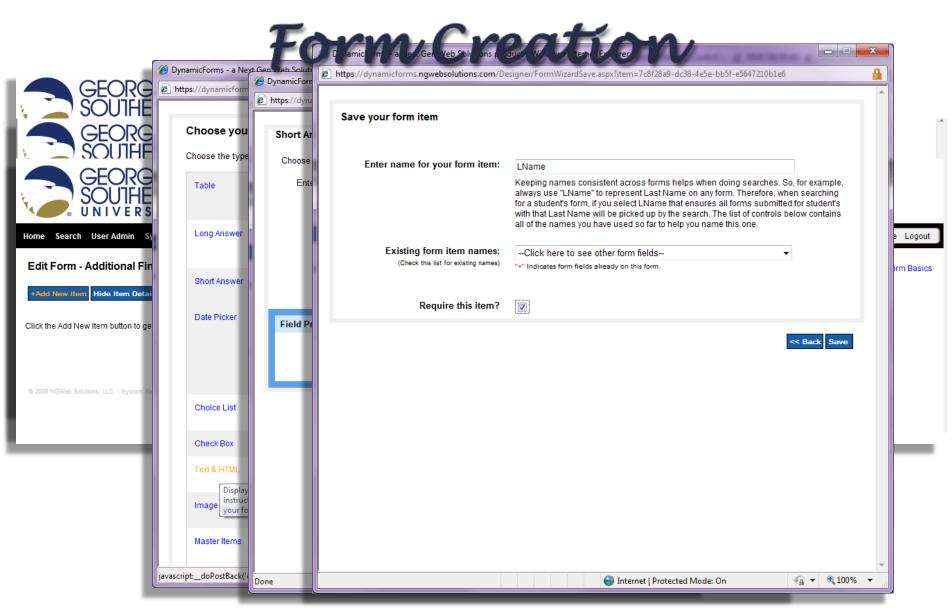
GEORGIA SOUTHERN NIVERSITY

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# Form Editing



Edit Form - Additional Financial Information-Dependent Student 2012 - 2013 Demo (See Page Help)

Go Back to Form Basics

This form can not be modified

Data has been submitted for this form. If you would like to change this form you can either:

1) Make a copy of the form

Delete all form data

Form Designer



Financial Aid Office

# 2012 - 2013 GEORGIA SOUTHERN UNIVERSITY DEPARTMENT OF FINANCIAL AID ADDITIONAL FINANCIAL INFORMATION-DEPENDENT STUDENT

Your FAFSA indicated that you have additional financial information that requires review. Before any financial aid can be processed, we must verify this additional financial information. Please provide the requested information. Write in "0" if the worksheet item does not apply to you and/or your parent(s). Do not leave any section blank. Incomplete, or unsigned forms, cannot be processed.

Please note, this form has student and parent sections. A student will not be able to click on/complete a parent section, and likewise, a parent cannot click on/complete a student section

Last * First *	Middle	Student Eagle ID#*
(Note: On this worksheet, use amounts received during th	calendar year from January 1, 2011, to December 31, 20	11)
	STUDENT PARENT	(S)

a Education credits (Hone and Lifetime Learning Tax



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# New Features

filers), benefit	nousing or a military housing allowance, combat pay (if you and/or your spouse are not tax is from flexible spending arrangements (e.g., cafeteria plans), foreign income exclusion or ral tax on special fuels.	
	Total 2011 Untaxed Student/Spouse Income	
Instructions Please attack You can uplo	SOUTHERN	
• IRS F • Schec • Schec • All W • All 1( Upload #1: Choose File No Upload #2: Choose File No	2011 Tax Worksheet for Dependent Students Supplemental Income Information  Please note, this form has student and parent sections. A student will not be able to click on/complete a parent section on/complete a student section.  Student Name  First Robin  Middle  Student E-Mail Address:  *mock@georgiasouthern.edu	n, and likewise, a parent can
By electroni an authorize informatio	DEPENDENT STUDENTS Did your parent(s) file a 2011 Federal Tax Return?  YES: You must submit a signed copy of your parent(s) 2011 Federal Tax Return (and parent's spouse, if schedules, W-2s, 1099s and supporting documentation to the financial aid office. If your parent(s) receive please complete this form as well.  NO: You must complete this form and submit all required documentation listed below, including any 2011 W-2s, to Georgia Southern University	ed income that is not ta
Save Progress	Next	



### **Lessons Learned**

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PLEASE READ AND SIGNS		

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- \$25 Are 20.4 to distinct on a factorial readons losses or here stoods such theory; ascung concerts to receive it.
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- 183 Well mently your school of your defeat on a federal median from and
- 45) Will our recurrer a Lectural Pell Group Steen more than one school for the same partial of time.

Finally, you comily that you crackey and that the bucestary of Education has the authority to verify lighter motion reported on this application with the later hal Revenue buriety and other federal agreement. If you everyonely give false or mailtaining infertuncian, one may be found \$35,000 and to pringing which

Schulered Singiliations:

Parent Segmentors

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Jun 26 2012 12:05PM THE UPS STORE #1365

2485888777

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2011-2012 FEDERAL DIRECT PARENT	PLUS/FORD LOAD	N INFORMAT	ION SHEET	
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DEPARTMENT OF FINANCIAL AID				
P.O. BOX 8065			PHONE	(912) 478-541
STATESBORO GA 30460		375		
***********	***		FAX (9	(2) 478-7418
CHECK and to generate an application/pro- write clearly. Do NOT complete this applica- loan supplements the sid offered to your stu	ed to authorize the missory note for th	servicer to perf e Federal Direc h to take out a	orm the requir	ed CREDIT
recognition and the second		ON		
Students Name (Last, First, Middle Initial)		Student's E	AGLE ID Num	bor
Are you (the student) currently in default on an	Adventional Issue			
Do you owe a repayment on a federal student a	rant? (Ev. SEOC	ner i		Yes N
, , a manual madelle g	MAINT (ICK, SEOU OF	PELL grant)		Yes N
*Parents/Stepparents a	re the OMI V allethi	. haa		
PARENT BORRO	WER SECTION (C	only One Appli	this loan	
Borrower's Social Security Number				
Permanent Home Address (Street and/or PO	Box, City, State, Z	IP)		
Date of Birth	Permanent Arc	a Code/Telepho	no Number	7
Are you a U.S. citizen?YesNo, bu	on oldigife na ms I tu	m-citizen A #	no Number	
What is your relationship to the student?				
Oriver's License Number	State Bo	CONTRACT CONTRACT	_ ,	
America B		HOWER E-Mail A	ddress	
Amount Requested for Loan Period (Term):***				
2	Summer			
are you (the parent borrower) currently in default				
to you owe a repayment on a federal student gran	on an educational l	oan?		Yes No
on a record state gra	mr (ex seog or Pr	ELL grant)	/ _	Yes No
understand that my PLUS loan proceeds will be credi ny net proceeds will be refunded to the student UNE or refund of net proceeds to be farwarded to me. 1 as i till after attendance verification of at least 6 credit ho e enrolled in at least 6 credit hours per semester.	office b	A PHARCUS MECORY	er registration inve us at (9]2) 478-09	pice charges.
OID YOU REMEMBER TO ATTACH A COPY OF THE ROTECTION AGAINST MENTITY THE ROCESS THE APPLY FATION	F THE BORROWER	R'S SIGNED 901	CIAL SECURITY	CARD FOR
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and allow 3 to 5 working days for our department to prince	S your poperwork by fax	before calling to in	nuite His ween read	Information?
Georgia's large-scu	de, small-feel rese	arch university	il	rea.)



# Challenges

- Some cases of notification email going to spam
- All other complications derive from student/parent misusage
  - Over-looking directions
  - Attempting to complete both sections of multi-signature forms



# InSummary

- Hosted solution & inexpensive to implement
- Authentication:
  - Single-Sign-On through Banner Self-Service or other portals
- Integration:
  - Financial Aid requirement tracking
  - Banner Document Management System (BDMS)
- Minimal IT knowledge required for form development
- Keep it Simple!
  - Ensure short & precise directions from the inception
- Jim Grace, Next Gen Chief Executive Officer



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# ONLINE FINANCIAL AID DOCUMENTS SUBMISSION WITH ELECTRONIC SIGNATURES

**Evaluation System APP or Web** 

Enter Poll ID 102725
Enter Password sasfaa

https://answerqwik.com/login.html

