

Internal Operations & Compliance

This internal guide is designed for Financial Aid & Scholarships staff at A-State. It contains step-by-step operational procedures, compliance requirements, internal workflows, checklists, system instructions, and policy references used in daily processing. Topics include federal and state regulations, Banner and WebXtender procedures, communication standards, file documentation rules, packaging logic, disbursement procedures, and internal audit expectations.

This book ensures consistent training, reduces errors, and supports a unified approach across the entire office.