

Office of Internal Audit, Board of Regents of the University System of Georgia, (404) 657-2237

Special Interest Articles:

Internal Control - 101

- elements of a good system of Internal Control

Don't let history repeat itself

- the most frequent reporting inaccuracies from fiscal 2006

Financial Aid Call Center

Contracting

- what your institution needs to know

Credit Card Data

- is your institution complying with security standards?

From the Desk of Ron Stark

Internal Control - 101



"Creating A More Educated Georgia"
www.usg.edu

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Don't Let History Repeat Itself!

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A Capital Idea?

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Did you know?

Financial Aid Call Center Contracting

According to a leading education finance and marketing services company focused on providing a broad set of student loan products and services, call center agreements with third-party companies have advantages and disadvantages. Call center contracting reduces the burden and cost of a financial aid office. However, call center employees may recommend their employer (the lender) over other lenders, even if other lenders have products with better benefits or lower rates.

If your institution decides to enter into an agreement with a financial aid call center, please ensure the following items have been addressed:

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