

# **Important Compliance Issues**

## **Important Compliance issues to keep in mind:**

### **Enrollment**

A member's enrollment date and the date they are approved can never be over 30 days. If a member enrollment is inputted into WBRS that is over the 30 day compliance rule, the SIS staff will adjust the start date accordingly so that the member's enrollment date will not be out of compliance before the enrollment is approved. Service hours on time logs may begin at the SIS approved enrollment date, which will be the enrollment date displayed on the members information profile in WBRS.

### **Exit**

A member should be exited no later than 30 days after their completion date. While the expectations is that all members are exited once they pass in their exit paperwork with their last time log, there should be very few exits that are even near the 30 day mark. If a member is about to violate the 30 day exit rule, they will be automatically exited without award. If a member or Campus Partner/Compact contests the automatic exit, the exits will be reviewed on a case by case basis. The expectation is that Campus Partners/Compact will do regular queries on WBRS and be in regular contact with their members so as to avoid exiting members past the 30 day after completion date standard.

### **Incompletes**

All inputs into WBRS, whether time logs, enrollments, exits, or other, should be documents that are "Awaiting Approval". Any incompletes that are on the WBRS system with no explanation can and/or will be deleted immediately with or without warning depending on time constraints.

### **Retention**

CNCS standard for an Education Award program is for the program to achieve a 90% or above retention rate on the number of members who complete their term of service with award. Campus Partners must take great care in who is granted an SIS slot because the expectations should be that the enrolled member has a reasonable and high probability of completing their service. Campus Partners who have a low retention rate will be contacted by the SIS Program Manager to determine the cause of the low retention rate and what steps that can be taken to remedy the situation. SIS strives to have higher than a 90% retention rate each grant year.

### **Time Logs**

Time Logs must be signed by the Site Supervisor(s) that signed the Site Agreement and Member Development Plan form of the member. If the signature is not the same, then the time log should not be entered into WBRS, and the member needs to provide an explanation and seek out the signature of the appropriate site supervisor. If the site supervisor is no longer with the site then the member will need to have a new site agreement signed by the new site supervisor. The time log should have original signatures

The hours inputted on the hard copy time log for member development/training hours, fundraising hours, and service hours should be the same as reported in WBRS for the same month.