Sullivan University KY Residency Determination SOP

OVERVIEW	This SOP outlines the various duties performed by a designated staff member responsible for KY Residency Determination of students at Sullivan University.	
Table of Contents	 Overview Determine if a student will need Kentucky Residency review Contact Strategy in Campus Nexus to request needed documents Snap shot KY Residency review process flow Approved KY Residency documentation list Record KY Residency Determination review outcome in CN Document Tracking Appeals Process CN Automated Activities Additional KRD Information Primary Documentation Examples Secondary Documentation Examples Additional KRD Examples "How to print and mail" KY Residency letters "How to upload documents" to Perceptive Content (PC) 	
Overview	This process covers the steps that need to be taken to determine whether a prospective student is a resident of Kentucky, which will allow them to qualify for KY state grants, if they are eligible. KY residency determination is not needed for students enrolled as non-degree seeking, graduate / doctoral (excluding College of Pharmacy) or jumpstart programs. Any student who has applied, but previously did not start school, will need to have their KY Residency determined again. This process is mandatory for all new and re-entry students, who have sat out longer than 12 months. During the admissions process the prospective student must complete the Determination of State Residency Status form, which will be included in the initial admissions paperwork. A student is deemed a Kentucky Resident with a preponderance of appropriate evidence provided that it meets the 13 KAR 2:045 regulations requirement. Designated Admissions staff, at each campus will review residency based on the information supplied by the student on the status form and any supporting documentation. It is crucial to have accurate KY Residency status data since State grants are awarded based on the information that is listed in CN. If a student's residency status has changed the ADM-KY Residency Determination status in CN also has to be updated. CN document statuses: Requested – Requested from student / no documents received Received Insufficient – Received documents but not sufficient to determine	

residency

- Denied Staff certified non-resident
- No Longer Needed Student self-certified non-resident
- Approved Staff certified resident

Step 1: Determine if KY is listed as their state¹ by reviewing the State Field on CN student master as well as confirming the student has submitted his/her KY Residency declaration² with his/her application documents uploaded to PC indicating yes he/she is a KY Resident. If KY is listed, continue to step 2. If KY is not listed, go to Step 5.

Step 2: Determine if student/applicant has previously attended Sullivan. If they have and their LDA is less than 12 months from time of re-entry application, the previously approved KY Residency documentation can be used. If not, go to Step 3.

Step 3: Determine if student/applicant is enrolled in an undergraduate program requiring KY residency documentation (certificate, diploma, associate, bachelor's and College of Pharmacy). Use the program version field in the applicant record or enrollment record³ to view the program enrolled. Reference program list below for those not needing determination. If yes, go to Step 4. If no, got to step 5.

- Non-Degree Seeking
- Jumpstart
- Graduate Programs
- PHD (does not include College of Pharmacy)

Determine if a student will need Kentucky Residency review

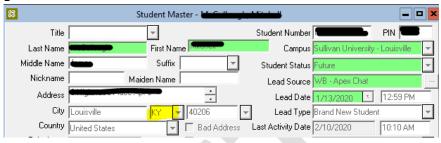
Step 4: Go to the document-tracking folder (). Update Nexus document named ADM-Kentucky Residency Determination to the status named "Requested" ⁴. If completing this step, skip Step 5 and Step 6.

Step 5: If the student's state is not KY or the student has Opted Out of proving KY Residency on their declaration², do not load an ADM-Kentucky Residency Determination document to be tracked in CN. If a document has been uploaded, go to the document-tracking folder and update Nexus document named ADM-Kentucky Residency Determination to the status named "No Longer Needed" ⁵ remember to add comments that say No Longer Needed Self-certified Non-KY Resident. Proceed to Step 6.

Step 6: Once students ADM-Kentucky Residency Determination status has been changed to "No Longer Needed", go to CN activities () and close ADM – KY Residency Ltr and KY Residency Label activities. Remember to add a comment with the date and reason for closing the activity and your initials 6. If completing this step, end process.

Current Section Footnotes

1



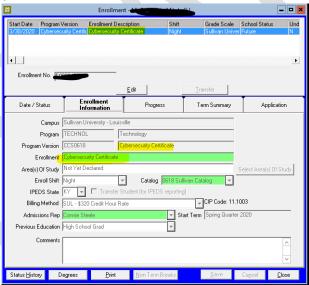
2

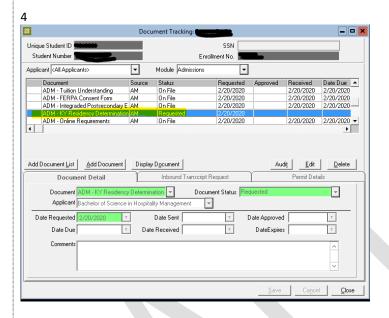
KY Resident

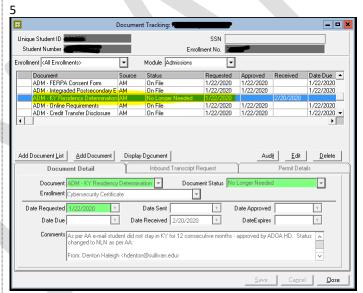
Are you currently a legal resident of the State Yes of Kentucky?

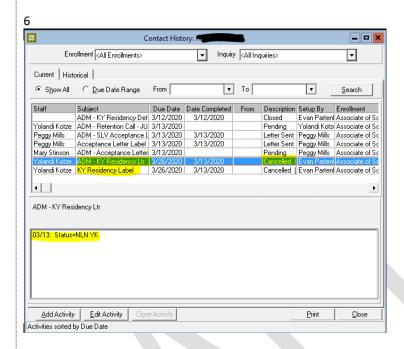
Please initial if you do not wish to prove sf Kentucky Residency.

3









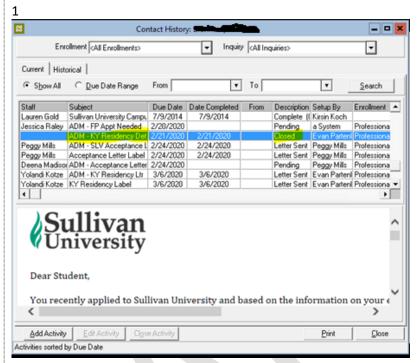
Respective Admissions Advisors will request KY Residency documentation during the application process.

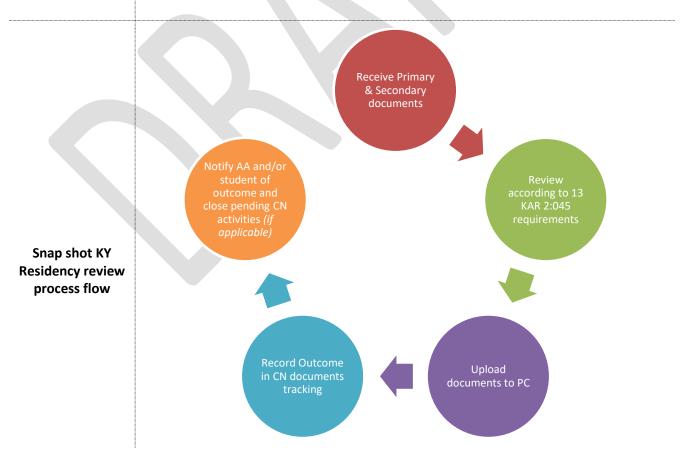
Once the students' application documentation is uploaded on PC add a KY Residency Determination document, with a "Requested" status, on the student CN student master if the student did indicate he/she is a KY Resident on their KY Residency form.

Contact Strategy in Campus Nexus to request needed documents The "Requested" status will trigger the email CN activity ("ADM-KY Residency Determination, which will be immediately sent by the system . This email goes to the student notifying them of the need to collect documents to determine residency. If the "Requested" status in document tracking under KY Residency Determination remains, this also triggers an "ADM-KY Residency letter," scheduled for one week after the initial email activity. This certified letter is mailed to the student as one last attempt to collect the needed documents. This activity is automatically created and assigned to appropriate staff member in CN.

To print and mail letter see "How to print and mail" KY Residency letters.

Current Section Footnotes





One primary and one secondary document needs to be received and on file for Kentucky Residency. If a student absolutely does not have a secondary document then KYR determination can be made on 2 primary documents.

The following documents can be accepted for Kentucky Residency determination:

Primary document List

- Copy of Kentucky state taxes (form 740), for full-time employed individual, from the full calendar year *preceding* the date of application for a change in residency status.
- Copy of official high school transcript from a Kentucky high school from no more than two years prior to the start date of attendance at this institution.
- Letter from Kentucky employer on company letterhead with start date of
 employment (must be for one full calendar year) and your KY address they have
 on file or a copy of your, full-time employed, W-2 for the full calendar year
 preceding the date of application or for a change in residency status.
- Proof of attendance in an out of state school where out of state tuition was paid.
- Copy of a state issued license or certification used for professional or occupational purposes in Kentucky.
- Proof of payment of real property taxes in Kentucky
- Copy of mortgage or deed from property in Kentucky, if the property was used by the student as a residence preceding the date of application for a determination of residency status.
- Copy of marriage license along with proof that the spouse was a resident of Kentucky 12 months prior to the marriage.
- Proof of continued presence in Kentucky during academic breaks; and the
 extent to which a student is dependent on student financial aid in order to
 provide basic sustenance.
- A copy of a student's DD-214 that shows Kentucky as home of record.
- Copy of military orders showing active duty and permanent duty station in Kentucky.

Secondary Document List

- Kentucky automobile registration
- Kentucky driver's license
 (Fort Knox military ID can NOT be used in the place of a KY driver's license as it is illegal to copy a military ID.)
- Registration as a Kentucky voter

Approved KY Residency documentation list

 Long-term lease of at least twelve (12) consecutive months of non-collegiate housing

Mere physical presence in Kentucky, including living with a relative or friend, shall NOT be sufficient evidence of domicile and residency. A person shall respond to all information requested by this institution.

Only one document from the secondary list may be used in determining residency.

Take note, all KY Residency documents contain sensitive and private information. It is crucial that documents sent via e-mail are always protected with Azure and that all documents saved to the Admissions – Admissions Drag and Drop folder are removed immediately once uploaded to PC.

If no documentation is supplied by the applicant and the status cannot be verified applicant's CN "ADM-Kentucky Residency Determination" document status should be "Requested".

The designated campus official will conduct multiple follow-up with the applicant to ensure due diligence is made in collecting the required documentation to complete the review:

- Sending an email to the applicant requesting proof of residency documentation, followed up with a phone call – Normally 1st contact completed by assigned Admissions Adviser.
- If no response within a week, another email is sent to the applicant, requesting proof of residency documentation – System driven by CN "ADM-Kentucky Residency Determination" document status "Requested".
- If no response within two weeks of second contact attempt, a certified letter is sent to the applicant, requesting proof of residency documentation Letter is sent by current KY Residency Officer Yolandi Kotze at Sullivan Main campus.
- If no response is received within two weeks of certified mail attempt, the applicant is declared not approved and Document Tracking in CV is updated to ADM- KY Residency Determination -- "Requested- Denied" Review is currently conducted by KY Residency Officer Yolandi Kotze at Sullivan Main campus. A block can also be placed on active students to prompt submission of pending documents or confirmation of opting out of proving KRD.

If only one document has been received, make sure it is scanned and linked in Perceptive Content under "ADM-Kentucky Residency Determination" and to CN document tracking and edit the status to "Received Insufficient". In the comment box, state what was received or what was lacking.

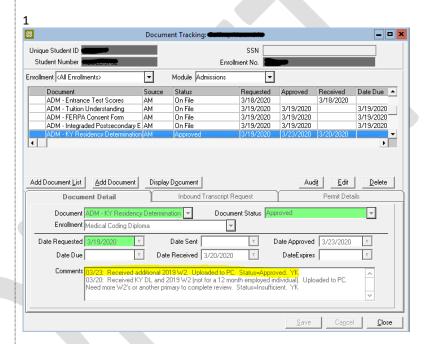
If both documents have been received and meet 13 KAR 2:045 regulations/requirements, make sure it is scanned and linked in Perceptive Content

Record KY
Residency
Determination
review outcome
in CN Document
Tracking

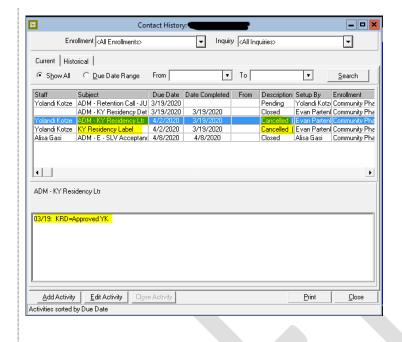
under "ADM-Kentucky Residency Determination" and go to document tracking and edit status to "Approved". Remember to add comments 1 under the CN document as to the type of documents received and uploaded to PC, Status=Approved and your initials.

Once students ADM-Kentucky Residency Determination status has been changed to "Approved", go to CN activities () and close ADM – KY Residency Ltr and KY Residency Label activities. Remember to add a comment with the date and reason for closing the activity and your initials².

Current Section Footnotes



2



Appeals Process

Should the applicant appeal the residency decision, a request of appeal will be submitted in writing and any additional documentation to verify residency will be submitted to the Director of Admissions or the Associate Director of Admissions for final review. Response to the appeal will be given to the student within 5 (five) business days from the date of receipt of request.

CN has auto triggered process/activities:

- ADM KY Residency Decision
 - a. Auto Triggered to a designated FP staff member, when doc status is "Approved"
- ADM KY Residency
 - Auto Triggered student email telling them what to submit, when doc status is "Received-Insufficient
- ADM General Comments
 - a. Manually added and changed to KY Res Determination with comments for No Longer Needed, Self-certified Non-KY Resident
- FP ADM KY Residency Determination Needed
 - a. Manually assigned by the FPC to the Admissions designee, when aid is approved by the state but "ADM KY Residency Determination" document status is not specified. Closed by Admissions when doc status is updated.

Additional KRD Information

CN Automated

Activities

• If a student is enrolling directly from high school, KY Residency Determination can be based solely on the HS transcript/diploma. If there is a gap of 6 months+ student is required to provide a primary and secondary document.

- All secondary documentation must have a valid status (eg. a Ky driver's license should have future expiry date).
- If a student transfers to another enrollment but doesn't have a break in attendance, there is no need to have the student complete another KY Residency Determination review.
- Dependent students can supply a primary and secondary document of one of his/her parents as well as proof of dependency (eg. 1040 tax form, same address as parents or parent included in FAFSA application details).
- Students can also submit documentation of their dependency on one of the
 following federal benefits (document must include their full name, KY address
 and stipulate the start and end date of benefits):
 - a. Medicaid
 - b. Supplemental Security Income (SSI)
 - c. Supplemental Nutrition Assistance Program (SNAP)
 - d. Free or Reduced Price School Lunch
 - e. Temporary Assistance for Needy Families (TANF)
 - f. Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Students who have been incarcerated (in KY) for the KY Residency determination period would need to provide his/her incarceration document showing when and where he/she was incarcerated and valid secondary document.

Current Section Footnotes

From: Little, Pennie <pli>plittle@kheaa.com>
Sent: Tuesday, March 24, 2020 4:31 PM
To: Smith, Amy <asmith@sullivan.edu>
Subject: RE: State Residency Question

Importance: High

Warning: This message is from outside the organization. Beware when clicking any links and opening any attachments.

I'm assuming that the student provided documentation that shows timeframe and location of his incarceration which will serve as the documentation you need to consider him a Kentucky resident.

From: Smith, Amy [mailto:asmith@sullivan.edu]

Sent: Tuesday, March 24, 2020 4:19 PM

To: Little, Pennie

Subject: RE: State Residency Question

Yes it was in Kentucky, so since he was incarcerated in KY we can consider him a KY resident?

Thanks

Amy Smith

Compliance Officer

Sullivan University System, Inc.

asmith@sullivan.edu Office: 502-515-2578 Cell: 859-707-6754

From: Little, Pennie <pli>plittle@kheaa.com>
Sent: Tuesday, March 24, 2020 4:16 PM
To: Smith, Amy <asmith@sullivan.edu>
Subject: RE: State Residency Question

Importance: High

Warning: This message is from outside the organization. Beware when clicking any links and opening any attachments.

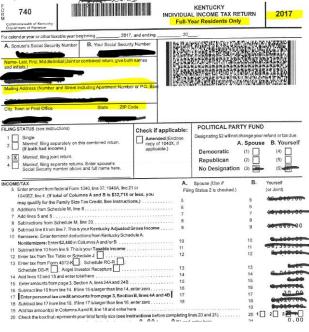
Amy:

Where was the student incarcerated? If in Kentucky, the school has leeway to make him a resident.

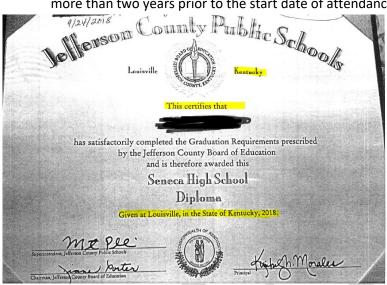
Pennie

 Copy of Kentucky state taxes (form 740) from the calendar year preceding the date of application for a change in residency status.

Examples of KY Primary documents



• Copy of official high school transcript from a Kentucky high school from no more than two years prior to the start date of attendance at this institution.



 Letter from Kentucky employer on company letterhead with entire date of employment (needs to be no less than one year,) or a copy of your W-2 for previous year.





Wages value must be +10k to support a 12 month employed individual. And KY listed as State.

- Proof of attendance in an out of state school where out of state tuition was paid.
- Copy of a state issued license or certification used for professional or occupational purposes in Kentucky.



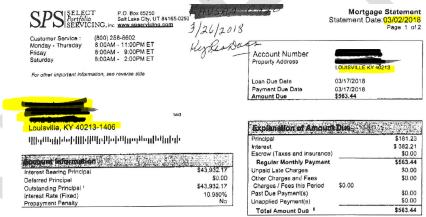
Pharmacist license must be posted in public view at primary place of employment.

The official status of this license can be verified at www.pharmacy.ky.gov.

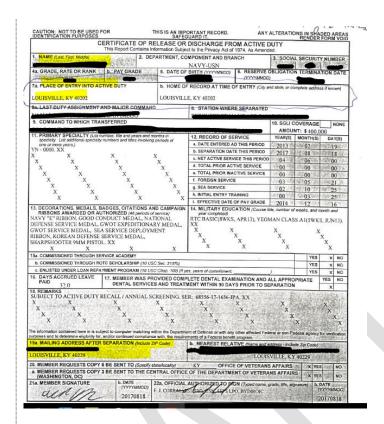
Proof of payment of real property taxes in Kentucky



 Copy of mortgage or deed from property in Kentucky, if the property was used by the student as a residence preceding the date of application for a determination of residency status.



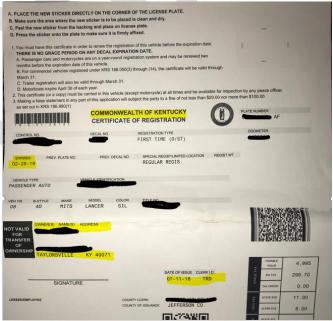
- Copy of marriage license along with proof that the spouse was a resident of Kentucky 12 months prior to the marriage.
- Proof of continued presence in Kentucky during academic breaks; and the
 extent to which a student is dependent on student financial aid in order to
 provide basic sustenance.
- A copy of a student's DD-214 that shows Kentucky as home of record.



 Copy of military orders showing active duty and permanent duty station in Kentucky.

Kentucky automobile registration

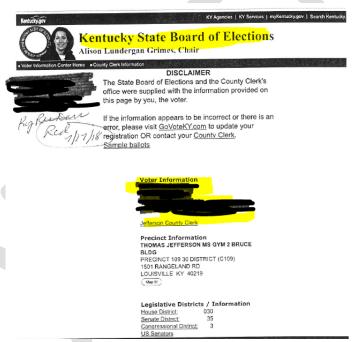
Examples of KY Secondary documents



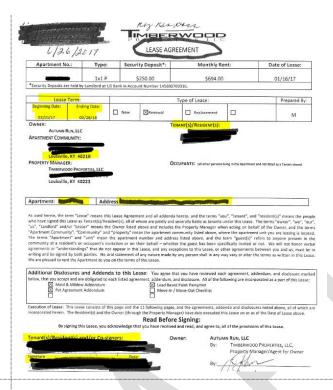
• Kentucky driver's license



Registration as a Kentucky voter

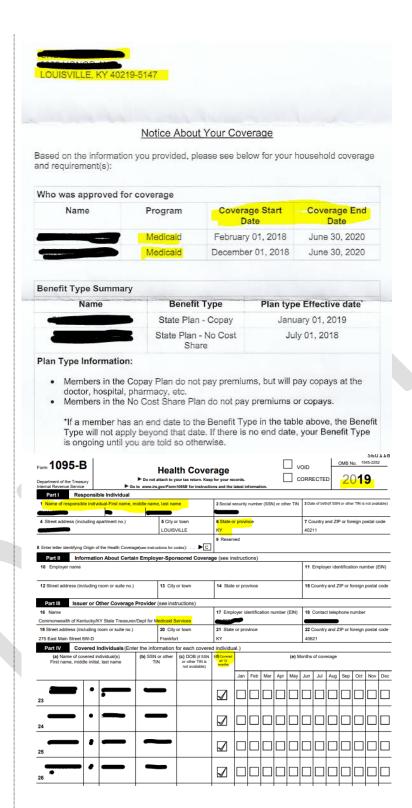


Long-term lease of at least twelve (12) consecutive months of non-collegiate housing



Additional KRD Examples

- Students can also submit documentation of their dependency on one of the following federal benefits (document must include their full name, KY address and stipulate the start and end date of benefits):
 - a. Medicaid





b. Supplemental Security Income (SSI)

Social Security Administration Supplemental Security Income

Notice of Award

SOCIAL SECURITY 140 FLYNN AVE FRANKFORT KY 40601

Date: October 11, 2017 Claim Number:

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We have carefully reviewed the facts of your case and have approved the claim for Supplemental Security Income (SSI) benefits that you filed on July 24, 2017. As of July 2017 you met all the rules to be eligible for SSI based on being disabled.

The rest of this letter explains your current monthly payment, your back payments, how we figured your payment amount, information about Medicaid, your reporting responsibilities, and your appeal rights.

Your Current Monthly Payment

Your current monthly payment is \$490.00 for November 2017. This amount will continue unless there is a change in the information we use to determine your SSI eligibility and payment amount.

Your Back Payments

 From
 Through
 Monthly Payment Amount
 Total

 August 2017
 October 2017
 \$490.00
 \$1,470.00

We explain how we figured the monthly payment amounts on the worksheets at the end of this letter. The explanation shows how your income, other than any SSI payments, affects your SSI payment.

When You Will Receive Your Payments

 Your bank or other financial institution should have received a payment of \$1,470.00 by October 8, 2017. This payment covers August 2017 through October 2017.

c. Supplemental Nutrition Assistance Program (SNAP)

KIF-105.1 02/16

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services



Ky Res Dars



Si usted necesita ayuda en español para entender esta información, favor de visitar a la oficina local o llamar a la Sección de Acceso a Idiomas al 1-877-891-9557.

SNAP Approval Notice

We have approved your Supplemental Nutrition Assistance Program (SNAP) application. You will get benefits from June, 2016 until the end of May, 2017. We based our decision on the information you gave us:

Individual Name	Benefit Month/Year	Benefit Amount
The state of the s	June, 2016	\$148.00
	July, 2016	\$0.00
	August, 2016	\$0.00
	September, 2016 Onwards	\$194.00

$\underline{\textbf{Gross Income}} \; (\text{before taxes or deductions})$

Earned \$0.00 Unearned \$150.00

Expenses and Deductions

SNAP rules do not always allow us to count all the expenses you report. Here are your expenses and the amounts we were allowed to deduct:

d. Free or Reduced Price School Lunch

e. Temporary Assistance for Needy Families (TANF)
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

The following process will outline how to print and mail KY Residency certified letters:

Stationary needed:

Letterheads – available via Admissions front desk Window Envelopes – available via Admissions front desk Labels – available via Admissions front desk Green UPS tracking cards – available via Reprographic office Certified letter receipts – available via Reprographic office

Step 1: Printing letters

- 1. Check your Contact Manager pending activities and determine number of letters you're sending out for the day (the date is set up by Support team when application is processed on CN. You don't have to process letters each day, but all letters must be sent out by the end of the week).
- 2. Put labels and letterhead paper in printers bypass tray (each letter is 2 pages), face up.
- 3. In CN go to DAILY CONTACT MANAGER LETTERS
- 4. Select respective campus location Refresh. A list of letters will appear.
- 5. Click on ADM SLV KY RES CERT LETTERS and KY RESIDENCY LETTER LABEL Print Letters.
- 6. 4 Word documents will be opened. Two will just be the template samples which can be closed without saving. The other two will have students' details on.
- 7. Press Ctrl+P and set up the local printer settings for Paper Bypass tray + Letterhead before hitting PRINT. Make sure you print the documents as you have placed the labels and letter heads in the bypass tray (eg. labels first then letterheads print in that sequence). You will need two copies of the KY RESIDENCY LETTER LABEL document.
- 8. If the labels and letters printed correctly, close remaining two Word documents, without saving, and click on "CONTINUE PRINTER OK; CLEAR LIST" (This will clear the KY Res Cert Letters and label activities from the list in the Contact manager and the pending activities in your Contact Manager).
- 9. Repeat steps for other campus locations (SU Lexington, SU Fort Knox, Online and SCTD). Majority of the letters will be for SU Louisville.

Step 2: Preparing letters for mailing

- 1. Fold letters in 3rds, with Name and address facing outwards.
- 2. Place letters with Name and address visible in the window envelope and seal.
- 3. Add the Green UPS tracking card on the back of the envelope (ensure your name and address label is in the Sender box of the card before adding it to the envelope).
- 4. Place the students KY RESIDENCY LETTER LABEL in the Article Addressed to section (box 1).

"How to print and mail" KY Residency letters

- 5. Place the second student KY RESIDENCY LETTER LABEL in the bottom right corner of the Certified Mail Receipt. Tear of the left section of the Certified Mail Receipt and peal the BAR CODE off and place in Article Number (box 2) of the Green UPS tracking card. Stick the remainder of the left Certified Mail Receipt to the front of the envelope directly next to the SU logo.
- 6. Add the CN Student number and date when letter is mailed on the Certified Mail Receipt with the KY RESIDENCY LETTER LABEL and file for SU record purposes.
- 7. Take letters to Reprographic Office before 2pm.

Step 3: Update CN document comments

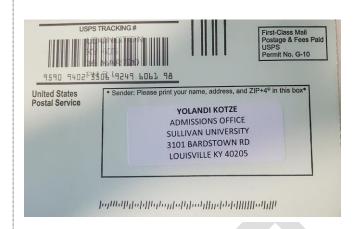
Go to Student Master, click on Documents, select KY Residency Determination and Edit. In comments add CL and date sent (eg. CL - 02/21/2020).

Current Section Footnotes

Final example of a letter with certified labels ready for mailing out.







All documents used to complete a KY Residency review for a student have to be uploaded to Perceptive Content (PC) under ADM – KY Residency Determination document Type. Do not upload documents that are illegible or not accepted. Only upload KY Residency determination documentation used to approve the review. If you receive a students' complete tax packet, federal and state, only upload the state form (Form 740).

Step 1: Save all documents received, which meets the requirement under P:\Admissions\Admissions Drag and Drop folder¹, using the student id and document type indicated (eg. YKOTZE1000_2019 W2). Remember this is a folder used by all staff trying to upload documents.

Step 2: Go to Citrix Receiver and open CampusNexus & ImageNow and Home Drive applications. Once Home Drive is open go to Network Drive (P: on VWSNX1AD018) – Admissions – Admissions Drag and Drop³.

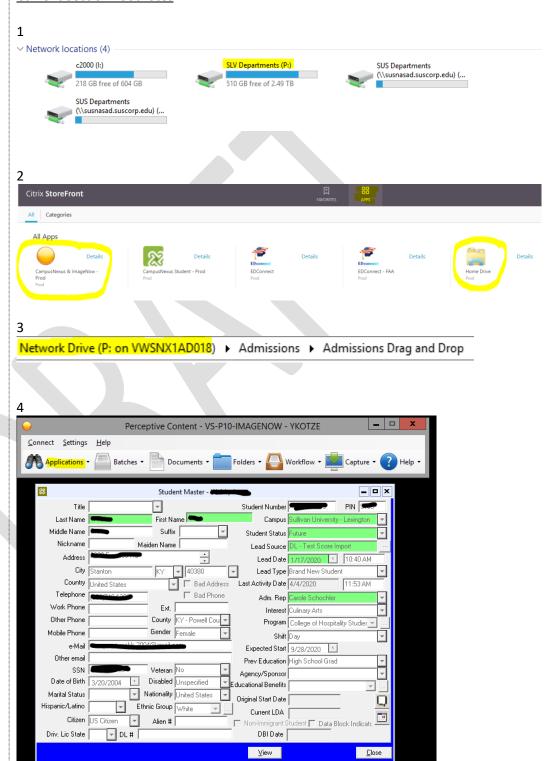
"How to upload documents" to Perceptive Content (PC)

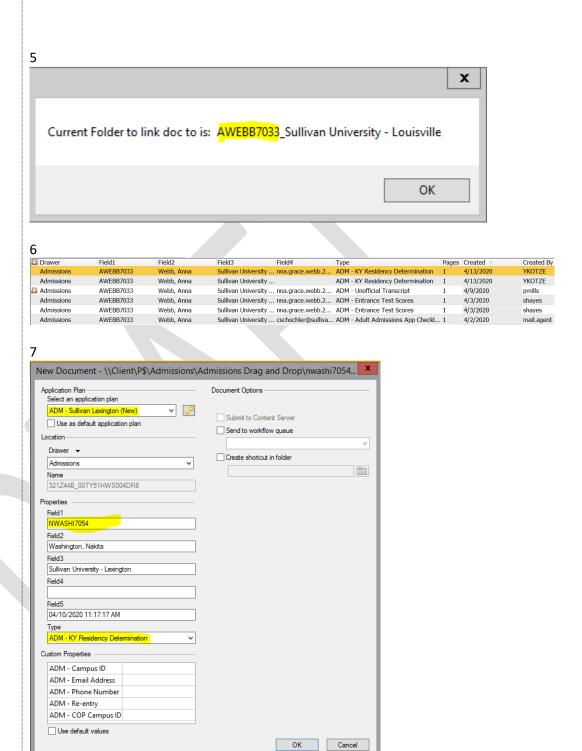
Step 3: Open the students' CN profile and then click on PC's Applications⁴ and open the students' document folder on PC⁵. Double check the correct student number is reflecting and click ok. All the students' documents uploaded so far should reflect on the document list⁶.

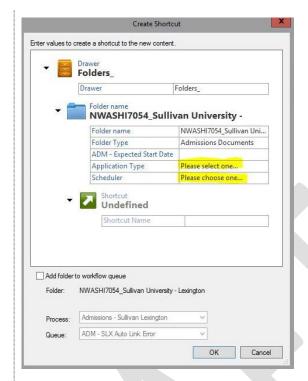
Step 4: Select the file you want to copy over to PC from your Network Drive³ and drag and drop in into PC. You should see a +Copy sign (if not double check you are dragging the file from the **Network Drive**). Once document is dropped and accepted you need to

link the document to the student (), select an application plan (ensure the appropriate campus is selected and NEW not cloud) and also select the type of document (ADM-KY Residence Determination). Click Ok and click OK again when second "Create Shortcut" box pops up. A copy of the document should open up once successfully uploaded 8.

Current Section Footnotes







8

