



THE LIFE CYCLE OF A QUESTION

The Process of Responding to Title IV, Part A Statutory Questions

Introduction

The role of the Title IV, Part A (Title IV-A) Technical Assistance Center (T4PA Center) is to support the needs of State Coordinators (SCs) in the administration and implementation of their Title IV-A programs. Often, this support includes assisting SCs in finding answers to statutory and non-statutory questions in as timely a manner as possible. This resource provides SCs, SC alternates, or other state education agency (SEA) staff responsible for the daily operations of Title IV-A with an overview of the process of answering questions posed to the U.S. Department of Education (ED) or the T4PA Center. Understanding this process can help SCs track their questions as they advance through each step and can empower SCs to communicate with SEA and LEA staff about the administration and support of the Title IV-A program.



SC Poses a Question

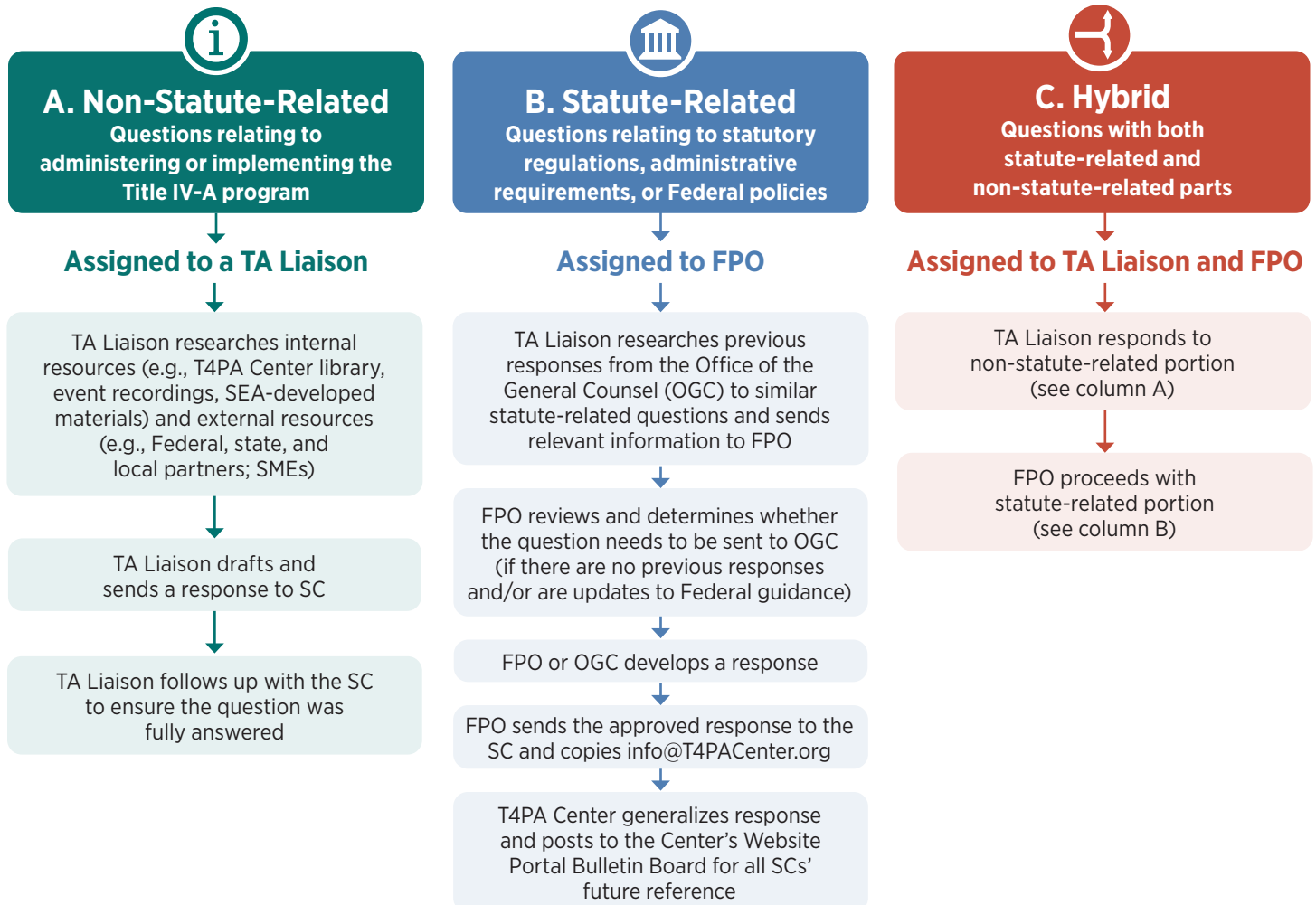
Email to
info@T4PACenter.org
and/or FPO

Call to 1-833-404-4845

Website/Portal

Webinars & Events

T/TA Planning
Conversations





First, an SC poses a question.

SCs may submit questions to the T4PA Center by phone (1-833-404-4845) or email (info@T4PACenter.org), through the [online TA Request form](#), by posting on T4PA Portal discussion boards, or by raising a question during T/TA planning calls or at T4PA Center events.



Option A: If the question is non-statute-related, a TA Liaison answers the question.

Non-statute-related questions can be researched and responded to by a T4PA Center TA Liaison.

Step 1: TA Liaison researches internal resources (e.g., T4PA Center library, event recordings, SEA-developed materials) and external resources (e.g., Federal, state, and local partners; subject matter experts [SMEs]).

Depending on the nature of the question, the assigned TA Liaison will draw upon their expertise; will review the T4PA Center's extensive library of resources, event recordings, and SEA-shared resources; and may conduct further research, including reaching out to additional SMEs or affiliated Federal, state, or local partners when necessary.

Step 2: TA Liaison drafts a response and sends to the SC.

The TA Liaison will draft a response, which can range from a written answer to a list of resources to a customized plan for TA on a topic. The TA Liaison will respond directly to the SC and will share the response with the FPO.

Step 3: TA Liaison follows up with the SC to ensure the question was fully answered.

The TA Liaison will continue to communicate with the SC to ensure the request was satisfied and will provide further support as needed.



Option B: If the question is statute-related, the question is sent to the FPO.

Typically, statute-related questions are sent to ED because the answers depend on the interpretation of Federal statute. As the response is being developed, the T4PA Center will periodically review the status of the question on behalf of the SC.

Step 1: TA Liaison researches previous responses from OGC to similar statute-related questions and sends relevant information to FPO.

A T4PA Center TA Liaison will be assigned to support the SC in submitting the statutory question for OGC review. The TA Liaison will begin by researching responses to similar questions to help support the FPO's response. The TA Liaison uses the T4PA Center Portal Bulletin Board to locate this information (available on the T4PA Center Website Portal).

Step 2: FPO reviews and determines whether the question needs to be sent to OGC (if there are no previous responses and/or there are updates to Federal guidance).

Once an FPO receives a question and any related information gathered by the TA Liaison, the FPO will review these materials to determine whether any previous OGC responses apply to the question posed or whether there have been any updates to relevant statutory guidance.

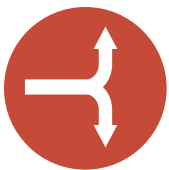
Steps 3 and 4: FPO or OCG develops a response to the question. FPO sends the approved response to the SC and copies TA Liaison.

If a previous response has been identified and no new statutory guidance relates to the topic, the FPO can develop and send a response to the person who asked the question and copy the TA Liaison on the email.

If the question is new or new guidance relates to the topic, the FPO will send the question to OGC. OGC has attorneys assigned specifically to the Title IV-A program. These attorneys will review each question with care and attention. Sometimes, the review will include legal research that may take some time to conduct to ensure accuracy of response. However, SCs should be assured that the status of the response will be reviewed regularly by the FPO and the T4PA Center. Once the research and analysis are completed, OGC will develop a written response and provide that response to the Title IV-A team at ED. The question and response will then be sent to the FPO who, in turn, will send the response to the questioner and will typically copy the T4PA Center.

Step 5: The T4PA Center generalizes the question and response and adds them to the T4PA Center Portal Bulletin Board for all SCs' future reference.

Once the T4PA Center receives the responses, staff at the T4PA Center will compare them with existing responses posted on the T4PA Center Portal Bulletin Board. If there are no similar questions and responses, the Center staff will revise the individual questions to remove all identifying information while preserving the substantive content. Then staff will add the “blinded” questions to the Bulletin Board. Questions are housed here so that all Portal users can search responses to previously submitted questions to gain knowledge about the administration and implementation of the Title IV-A program. The answered questions become additional tools to support SCs with their state-level programs.



Option C: If the question is a hybrid containing both statute-related and non-statute-related portions, each portion is addressed accordingly.

In the case of a hybrid question, a TA Liaison will respond to the non-statute-related portion of the question and forward the statute-related portion to the FPO (repeating the steps for Options A and B, respectively).

Conclusion

The T4PA Center welcomes the opportunity to support SCs in learning more about the administration and implementation of the Title IV-A program. This information sheet can help SCs gain a better understanding of how SCs' questions are managed and the steps involved in ensuring that questions are answered effectively. This knowledge can empower SCs to communicate with SEA and LEA staff about the administration and support of the Title IV-A program.



CONTACT US

Help Desk Toll-Free Number: (833) 404-4845

Help Desk Email: info@T4PACenter.org

T4PA Center Website: <https://t4pacenter.ed.gov>

X [T4PACenter](#)

Established in 2018, the T4PA Center is operated by Synergy Enterprises, Inc. under Contract #ED-ESE-15-A-0015 awarded by the U.S. Department of Education, Office of Safe and Supportive Schools (OSSS). All materials created or disseminated by the T4PA Center, including the contents of this publication, should not be presumed to reflect the positions or policies of the U.S. Department of Education or to imply endorsement by the U.S. Department of Education. The U.S. Department of Education and the T4PA Center do not guarantee the accuracy, timeliness, applicability, or completeness of any outside information provided in these materials. The T4PA Center does not endorse products, services, or service providers.